

LRQS-2026-9206400

28 September 2026

REQUEST FOR QUOTATION

Assignment	National Assessment of Digital Infrastructure and Technology Readiness in Education Institutions in Kosovo
Expected start date	15 October 2026
Reporting to	Education Officer, UNICEF Kosovo

Title of assignment

National Assessment of Digital Infrastructure and Technology Readiness in Education Institutions in Kosovo

1. Background

There is currently no standardized and systematically verified national dataset providing sufficiently detailed information on the availability, functionality, connectivity and infrastructure readiness of pre-university education and higher education institutions in Kosovo. Information on existing technological equipment is fragmented, including information on whether equipment has been financed through central government, municipalities, development partners/donors, schools or other sources. This limits evidence-based planning, investment prioritization, resource allocation and transparent deployment of educational technologies.

2. Objectives

The overall objective of the consultancy is to conduct a comprehensive, nationally representative in terms of coverage, and systematically verified assessment of digital technology availability, functionality, connectivity and infrastructure readiness across pre-university education and higher education institutions in Kosovo, in accordance with the agreed assessment methodology and under the direct guidance of the UNICEF Kosovo office.

The specific objectives are to:

- Operationalize the agreed national assessment methodology and data collection instruments (questionnaire attached), including fieldwork planning, scheduling, enumerator deployment, institutional coordination and logistical arrangements for data collection.
- Mobilize, train and supervise field teams/enumerators to ensure consistent administration of the questionnaire, physical verification of infrastructure and equipment, and adherence to agreed data quality and verification protocols.
- Conduct a census of the full agreed universe of pre-university education institutions within scope, including visits to all pre-university schools and Higher education Institutions. Any justified exception to full census coverage must be agreed in writing by UNICEF, MDPA and MES.
- Coordinate directly with -preuniversity education and Higher education institutions to schedule and conduct field visits, identify the appropriate institutional respondents and ensure completion of all required school- and site-level data.

- Collect and physically verify data on technological equipment, including type, quantity, age/condition, functionality, current use, ownership and financing source where available.
- Collect and verify data on internet connectivity and digital infrastructure, including connection type, bandwidth/package where available, reliability, Wi-Fi coverage, access points, network limitations and backup connectivity where applicable.
- Ensure field-level quality assurance, including daily review of submissions, completeness and consistency checks, follow-up on missing or inconsistent information, spot checks, back-checks and re-visits where necessary.
- Maintain a complete fieldwork tracking system, documenting institutions contacted, visits completed, outstanding cases, verification status and any deviations from the agreed methodology.
- Produce and submit a clean, complete and validated institutional- and site-level dataset, together with supporting documentation, fieldwork records and data quality report.
- Collaborate closely with the **UNICEF Assessment team** who will conduct the data cleaning (providing the consultant with field-level clarifications and verification support as required), tabulation and analysis, as required, to inform the Digital Technology Readiness classification, identification of priority gaps and development of recommendations for technology deployment and supporting infrastructure investments.

3. Institutional universe and unit of assessment

- The primary unit of assessment will be the physical education site/building where digital infrastructure and equipment are located. Each assessed site must be linked to the official institution identifier/EMIS identifier, where available. Where one legal institution operates across multiple sites and infrastructure conditions differ, each relevant site should be assessed separately and linked to the parent institution.
- Indicative institutional universe provided by MDP/MES: 1,047 pre-university school sites and satellite schools and 9 higher-education institutions across all municipalities. The final site list and official institutional identifiers will be validated and confirmed before field visits and data collection commence.

4. Purpose of assignment

The purpose of the consultancy is to establish reliable and systematically verified evidence based on the digital technology and infrastructure readiness of education institutions in Kosovo. Through comprehensive field data collection, physical verification and rigorous quality assurance, the consultancy will address existing information gaps and provide a sound basis for evidence-informed planning, investment prioritization, resource allocation and the equitable deployment of educational technologies.

The consultancy company will contribute to the operational implementation of the assessment, including **fieldwork management, institutional coordination, data collection, verification, quality assurance, and preparation and submission of validated datasets**. In close coordination with, and under the technical guidance of, the UNICEF Assessment team, who will be responsible for data cleaning, tabulation and analysis, the company will provide the required field-level clarifications, data verification and technical support to facilitate the preparation of accurate and complete datasets for subsequent analysis and development of strategic recommendations.

5. Methodology and approach

The methodology should combine institutional-level data collection, direct observation/verification. The assignment will be implemented through: (i) field work plan and methodology finalization; (ii) pilot testing and refinement; (iii) enumerator training and nationwide census fieldwork; and in collaboration with the UNICEF Assessment team, undertake ongoing data cleaning, validation, and finalization of the collected data. The company will review existing MDP draft instruments and available administrative/EMIS information, confirm the institutional universe and site list, finalize indicators such as: covering connectivity, internet access and bandwidth, ICT devices and equipment, network infrastructure, electrical infrastructure and safety, digital learning infrastructure, accessibility,

technical support and maintenance, and overall technology readiness and digital collection tools, prepare fieldwork/enumerator manuals, and develop detailed data quality and data management plans.

6. Pilot, fieldwork and quality assurance

A small-scale pilot will test the questionnaire, verification process, timing, data availability, and digital tools. The company will recruit, train, deploy, and supervise an adequate field team, with training covering methodology, interviewing, ethics, data protection, verification, and quality assurance. Quality control will include automated validation and mandatory fields, daily consistency checks, supervisor verification and back-checks of at least 10% of completed assessments, rolling data cleaning, and regular progress reporting to UNICEF, which will then be shared with MDPA and MES. The technical proposal must specify the proposed field of team structure, geographic deployment, and expected daily throughput to demonstrate how full census coverage will be achieved within the contract period.

7. Data management, validation and quality assurance

The company will be responsible for managing the data collection process, including fieldwork coordination, data quality checks, verification of information, resolution of data inconsistencies, and preparation of complete and validated datasets. The company will ensure that data are collected in line with the agreed assessment of instruments and quality standards and will document any data gaps or quality issues identified during fieldwork.

Data cleaning, tabulation, analysis, interpretation of findings, and development of recommendations will be undertaken by the UNICEF Consultant. The company will provide clarifications and undertake field-level verification, as needed, to support the use of the collected data.

8. Responsibilities, coordination and data protection

The company will be responsible for the overall operational implementation of the assignment, including recruitment and management of field personnel, logistics, training, data collection and verification, quality assurance, data cleaning and support the analysis, preparation of deliverables, data security and timely incorporation of feedback, under UNICEF's overall technical guidance and in close coordination with MDPA and MES. UNICEF will oversee the methodology, tools, key deliverables and validation process; MDPA and MES will provide relevant institutional and administrative information, facilitate access to stakeholders and education institutions, support confirmation of the institutional universe, and contribute to validation of findings. All data collection and processing must comply with applicable ethical, safeguarding and data protection requirements, with only necessary data collected, secure storage and transfer ensured, and no child-level personally identifiable information collected unless separately authorized. All datasets, tools, analytical files, reports, methodologies and documentation will be provided in editable and/or machine-readable formats, and findings may not be published or disseminated without prior written authorization.

9. Deliverables, expected outputs, and results to be achieved.

The consultancy is expected to deliver the following results:

- Comprehensive assessment coverage: Field data collection and physical verification completed across the full agreed universe of education institutions within scope, with any justified exceptions documented and approved in writing by UNICEF, MDPA and MES.
- Reliable and validated institutional data: A complete, clean and validated institutional- and site-level dataset providing detailed information on educational technology availability, condition, functionality, use, ownership and financing sources, where available.
- Verified infrastructure and connectivity information: Systematically collected and verified data on internet connectivity, digital infrastructure, and the physical and electrical conditions necessary for safe and effective technology deployment.

- Robust data quality assurance: Documented implementation of agreed data quality and verification protocols, including completeness and consistency checks, follow-up on discrepancies, spot checks, back-checks and re-visits where necessary.
- Documented fieldwork and assessment process: A complete fieldwork tracking system and supporting documentation, including institutional coverage, completed and outstanding visits, verification status, methodological deviations and data quality report.

Deliverables will be accepted upon written confirmation by UNICEF, following consultation with MDPA and MES. UNICEF aims to provide consolidated comments within two working days for time-critical deliverables, and the company will address agreed feedback within two working days or another agreed timeframe. The final submission should include a concise response-to-comments matrix, and revisions may be requested before payment where delivery does not meet the agreed quality standards.

10. Duration and quality expectations

The assignment will be completed within 33 calendar days from contract signature, with immediate mobilization and parallel activities where feasible. Key quality requirements include full agreed census coverage, complete and consistent data, verification of critical infrastructure and equipment indicators, a clean dataset linked to official institutional identifiers, transparent methodology and limitations, appropriately disaggregated analysis, reproducible readiness classification, and practical, evidence-based recommendations for the Kosovo context.

11. Reporting requirements

The consultancy company will report to UNICEF and work in close coordination with the relevant focal points at the Ministry of Digitalization and Public Administration (MDPA) and the Ministry of Education and Science (MES). Where relevant, the company will also coordinate with the UNICEF Assessment team, who will provide complementary support in facilitating stakeholder engagement, clarifying the national context, and supporting the validation and interpretation of finding. All reports and deliverables shall be submitted electronically to UNICEF, in Albanian, unless otherwise agreed. Data collection instruments, questionnaires, fieldwork materials and relevant institutional communication materials may also be prepared in Albanian, as required for effective implementation.

The company shall prepare and submit the following reports and documentation in accordance with the agreed workplan and deadlines:

12. Inception Report

To be submitted within five working days of the commencement of the assignment.

The report shall include:

- A detailed workplan and implementation timeline.
- The proposed fieldwork methodology and operational arrangements, based on the methodology, agreed with the UNICEF Focal point.
- Fieldwork planning, institutional coordination, and scheduling arrangements.
- The proposed approach to enumerator recruitment, training, and supervision.
- Data collection, physical verification, and quality assurance procedures.
- Risk assessment and mitigation measures, including arrangements for addressing potential delays or challenges in accessing institutions.

13. Progress Reports

Brief progress updates shall be submitted weekly during the fieldwork period, or at another frequency agreed with UNICEF.

These shall include:

- The number and list of institutions contacted and visited, against the agreed assessment of coverage.
- Fieldwork completion status and progress against the workplan.
- Enumerator deployment and supervision updates.
- Data collection and verification status.
- Emerging implementation challenges, data quality issues, and proposed corrective actions.
- Outstanding cases, anticipated delays and any deviations from the agreed methodology.

14. Fieldwork Tracking and Quality Assurance Documentation

The company shall maintain and regularly update a comprehensive fieldwork tracking system throughout the assignment.

The documentation shall include institutional contact and visit records, completion and verification status, outstanding cases, follow-up actions, spot checks, back-checks, re-visits where necessary, and any approved deviations from the agreed methodology.

The updated tracking system shall be shared with UNICEF on a weekly basis, or as otherwise agreed.

15. Enumerator Training Materials and Documentation

Prior to the commencement of fieldwork, the company shall submit the proposed enumerator training materials and fieldwork guidance for review and clearance by UNICEF.

The materials shall cover the administration of the agreed questionnaire, physical verification procedures, data collection protocols, data quality requirements, institutional engagement, and fieldwork ethics.

The company shall also submit a brief training completion report, including the training dates, number of enumerators trained, topics covered, and any relevant observations or recommendations.

16. Draft Dataset and Data Quality Report

The company shall submit the draft institutional- and site-level dataset upon completion of the fieldwork and initial data cleaning, in accordance with the agreed workplan.

The submission shall include:

- The draft dataset in Excel (.xlsx) and/or CSV format, as agreed.
- A data dictionary and relevant coding documentation.
- Fieldwork coverage and verification records.
- A preliminary data quality report summarizing completeness, consistency, verification results, outstanding issues and corrective actions taken.
- A record of any unresolved data gaps or limitations requiring further review.

The draft dataset and accompanying documentation shall be reviewed by UNICEF, and the company shall address the comments received before final submission.

17. Final Validated Dataset and Technical Report

The final validated dataset and accompanying technical documentation shall be submitted by the end of the assignment, in accordance with the approved workplan and following the incorporation of feedback from the UNICEF Assessment team.

18. The final submission shall include:

- A clean, complete and validated institutional- and site-level dataset in Excel (.xlsx) and/or CSV format.
- A data dictionary, coding framework, and relevant technical documentation.
- A final data quality report, including coverage, completeness, verification procedures, limitations and any outstanding data issues.

- A summary of fieldwork implementation, including institutional coverage, verification activities, and any deviations from the agreed methodology.
- Supporting fieldwork records and documentation is required to facilitate further analysis.

The company shall also provide cleaned and validated data in a format suitable for further tabulation, analysis, and integration into the broader national assessment.

19. Final Presentation and Handover

At the conclusion of the assignment, the company shall provide a concise presentation summarizing the fieldwork implementation, institutional coverage, data collection and verification process, key operational observations and the status of the final deliverables.

The presentation shall be submitted in PowerPoint (.pptx) format and may be used to support technical discussions with UNICEF, MDP and MES, as required.

The company shall ensure the orderly handover of all datasets, documentation, fieldwork records, and other relevant materials produced under the assignment.

20. General reporting and submission arrangements

All deliverables shall be submitted electronically to the designated UNICEF focal point.

Reports shall be submitted in editable Microsoft Word (.docx) format, with final versions also provided in PDF format where required. Datasets shall be submitted in Excel (.xlsx) and/or CSV format, and presentation materials in PowerPoint (.pptx) format.

UNICEF shall review the submitted deliverables and provide consolidated comments, as appropriate. The company shall incorporate the requested revisions within the agreed timelines. No hard copies shall be required unless specifically requested by UNICEF.

All reports, datasets and supporting documentation shall comply with UNICEF's applicable requirements on confidentiality, data protection, secure data handling, and the responsible management of information collected from education institutions.

Note: All reports as part of the deliverables must meet the quality standards of UNICEF.

- Methodological rigor will be given significant consideration in assessing the quality of deliverables.
- In terms of ethical compliance, the research should be guided by the UNICEF Policy on Ethics in Evidence Activities Involving People as Participants or Subjects | UNICEF

21. Location and Duration

Location: Kosovo wide.

Starting period: the indicative starting date for the assignment: 15 October.

22. Mandatory and Desirable Qualification Requirements

Interested companies are required to submit an offer with methodology, and financial proposals as well as relevant samples of previous work demonstrating their capacity and suitability to undertake the assignment.

The bidding entity should demonstrate:

- **Relevant organizational experience:** At least five years of documented experience in large-scale research, data collection, institutional or infrastructure assessments, ICT/digital infrastructure assessments, or closely related assignments. An equivalent documented track record demonstrating the capacity to deliver assignments of comparable scale and complexity may also be considered.
- **Relevant technical expertise:** Access to a multidisciplinary team with expertise in the following areas:
 - Research methodology and quantitative research;
 - Statistics, data science and data management;

- ICT and digital infrastructure;
- Education and education systems;
- Fieldwork management, supervision, and quality assurance.

The offer should outline the company's proposed approach, team composition, relevant experience, and capacity to undertake comprehensive fieldwork, ensure data quality, and deliver the required outputs within the agreed timeframe. Relevant samples of previous work should demonstrate experience in comparable assignments.

23. Required Qualifications and Experience of the Company

- Minimum seven (7) years of relevant organizational experience, or equivalent documented track record.
- At least two comparable large-scale quantitative institutional/infrastructure assessments, including at least one nationwide or multi-municipality assignment of comparable operational complexity.
- Demonstrated capacity to mobilize, manage and supervise field teams and complete geographically dispersed fieldwork within compressed timelines.
- Experience using digital data collection platforms and applying structured data-quality assurance procedures.
- Strong data management and statistical data collection capacity.
- Experience conducting physical verification/field assessments.
- Demonstrated experience in education, ICT, infrastructure, or related assessments.
- Experience working with government institutions and/or international organizations.
- Capacity to deliver high-quality statistical reports, reusable datasets and technical documentation in Albanian.

24. Minimum requirements for key personnel

- Team Leader / Senior Research Specialist: Master's degree or equivalent in a relevant field; minimum eight years of relevant experience; demonstrated leadership of at least two comparable large-scale assessment/research assignments.
- Data Manager/Statistician: University degree in statistics, data science, economics, computer science or related field; minimum five years of experience in data management, cleaning, validation, coding and quantitative analysis.
- Enumerators/Supervisors: an appropriately sized field team with demonstrated data-collection capability and the language skills required for assigned municipalities.

25. Desirable experience

- Experience with UNICEF, UN agencies, development partners or Kosovo government institutions would be an asset.

26. Evaluation process for this solicitation / tender

UNICEF will evaluate each bid for compliance with the mandatory requirements of this RFQ. Failure to comply with any of the terms and conditions contained in this RFQ, including provision of all required information, may result in a bid being disqualified from further consideration. Secondly, UNICEF will evaluate bids for compliance with the technical requirements as per this TOR and undertake a commercial evaluation. Out of all technically compliant bids, UNICEF will award the contract to the bidder, offering the lowest price.

Technical evaluation criteria (pass / fail)

Company Profile
- Number of years of company's experience (min 7 years) - Team composition / Team proposed to fulfill the minimum requirements. In terms of Experiences and education. CV of key team members must be submitted
Experience with similar projects / customer references from projects of similar scope and complexity
- Year of experience in relevant field (min 5 years) - Samples of similar type of work assignments (min 2) - Clients of similar projects undertaken during the last 5 years (min 2) - Number of positive references from past assignments (min 3)

27. Administrative issues and response to be submitted

- Bidders are requested to provide a detailed proposed methodology for completion of the data collection and reporting the offer must include all information needed to fully evaluate the proposal against the requirements and evaluation criteria outlined above.
- Bidders are requested to provide a detailed commercial offer of Financial Offer in EUR, VAT free factoring in all cost implications for the required services.

Technical information can be submitted via email or physically to the office address.

Financial proposals should be submitted separately in sealed envelopes at the office address.

Deadline for submission of offers: 7th of October 2026, by 17:00.

Address: Rr. Ukshin Hoti 120, Ramiz Sadiku Building, C3/2A UNICEF Kosovo – Prishtine

Email: prishtina@unicef.org

28. Payment Schedule

No.	Payment	Tentative schedule	Upon satisfactory completion of
1.	40%	10 November 2026	1. Comprehensive Field Assessment and Verified Institutional Dataset: Completion of field data collection and physical verification across the agreed universe of education institutions within the scope of the assessment, with any justified exceptions documented and agreed with UNICEF, MDPa and MES. This deliverable will include a complete, clean and validated institutional- and site-level dataset covering technology availability, condition, functionality, use, ownership and financing sources, where available, as well as internet connectivity, digital infrastructure, and relevant physical and electrical conditions.
2.	40%	20 November 2026	2. Fieldwork Documentation and Data Quality Assurance Report: A comprehensive fieldwork tracking and quality assurance package documenting institutional coverage, completed and outstanding visits, verification status, methodological deviations and any follow-up actions undertaken. The deliverable will also document the application of agreed data quality protocols,

			including completeness and consistency checks, discrepancy resolution, spot checks, back-checks and re-visits, where required.
3.	20%	30 November 2026	3. Analytical Support and Assessment Findings: Complete, verified and validated institutional-level datasets, structured in the agreed format and accompanied by relevant data quality documentation and fieldwork records.

- The payment schedule must be based on completed deliverables.
- If the bidder wishes to propose an alternative payment schedule, it should be included in the financial offer. The final payment schedule is to be reviewed and agreed with UNICEF.

QUOTATION FORM

The form must be completed, signed and returned to UNICEF. Quotations must be made in accordance with the instructions contained in in this Request.

The attached UNICEF's General Terms and Conditions for Institutional and Corporate contracts will apply to any resulting service contract.

The Undersigned, having read the Terms and Conditions of QUOTATION No. LRQS-2026-9206400 set out in the attached document, hereby offers to execute the services specified in the schedules at the price or prices quoted, in accordance with any specifications stated and subject to the Terms and Conditions set out or specified in the document.

Currency of Proposal: _____

Validity of Proposal: _____

Please indicate which of the following Early Payment Discount Terms are offered by you:

10 Days 3.0% _____ 15 Days 2.5% _____ 20 Days 2.0% _____ 30 Days Net _____
Other _____

Quotation to be addressed to:

Gent Gashi / Shpend Selimi

Telephone:

Email: gegashi@unicef.org

Declaration

The undersigned, being a duly authorized representative of the Company, represents and declares that:

1.	The Company and its Management ¹ have not been found guilty pursuant to a final judgment or a final administrative decision of any of the following:	YES	NO
	a. fraud	☐	☐
	b. corruption	☐	☐
	c. conduct related to a criminal organisation	☐	☐
	d. money laundering or terrorist financing	☐	☐
	e. terrorist offences or offences linked toterrorist activities	☐	☐
	f. sexual exploitation and abuse;	☐	☐
	g. child labour, forced labour, human trafficking;	☐	☐
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Company or its Management).	☐	☐

¹ #Management# means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.

2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	☐	☐
3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	☐	☐
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	☐	☐
5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (<i>creating a shell company</i>).	☐	☐
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (<i>being a shell company</i>).	☐	☐

The UNICEF reserves the right to disqualify the Company suspend or terminate any contract or other arrangement between the UNICEF and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNICEF of any changes in the situations declared.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNICEF and the Company.

Signature: _____

Date: _____

Name and Title: _____

Name of the Company: _____

UNGM #: _____

Postal Address: _____

Email: _____

INSTRUCTION TO BIDDERS

1. BID SUBMISSION

1.1 Bids shall be submitted in the manner specified in this solicitation document.

1.2 Bids must be clearly marked with the RFQ(S) number.

2. UNGM REGISTRATION

2.1 UNICEF is part of the United Nations Global Marketplace(UNGM). Accordingly, all bidders are encouraged to become a UNICEF vendor by creating a vendor profile in the UNGM website: www.ungm.org

ANNEX A

GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS OF CONTRACT (Services)

Definitions and UNICEF Supply Website

1.1 In these General Terms and Conditions (Services), the following terms have the following meaning:

"Affiliates" means, with respect to the Contractor, any of its corporate affiliates or associates, including parent entities, subsidiaries, and other entities in which it owns a substantial interest.

"Confidential Information" means information or data that is designated as confidential at the time of exchange between the Parties or promptly identified as confidential in writing when furnished in intangible form or disclosed orally, and information, the confidential or proprietary nature of which, is or should be reasonably apparent from the inherent nature, quality or characteristics of such information.

"Contract" means the services contract that incorporates these General Terms and Conditions of Contract (Services). It includes contracts for services issued by UNICEF, whether or not they are issued under a long-term arrangement or similar contract.

"Contractor" means the contractor named in the Contract.

"Deliverables" means the work product and other output of the Services required to be delivered by Contractor as part of the Services, as specified in the relevant section of the Contract.

"Disabling Code" means any virus, back door, timer or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code that may have the consequence (whether by design or unintentionally) of disrupting, disabling, harming, circumventing security controls or otherwise impeding in any manner the normal operation or performance of (i) any software or service or (ii) any UNICEF information system or network.

"End User" means, in the event that the Services or Deliverables involve the use of any information systems, any and all UNICEF employees, consultants and other personnel and any other external users collaborating with UNICEF, in each case, authorized by UNICEF to access and use the Services and/or Deliverables.

"Fee" is defined in Article 3.1.

"Host Government" means a Government with which UNICEF has a programme of development cooperation, and includes a Government of a country in which UNICEF provides humanitarian assistance.

Contractor's "Key Personnel" are: (i) Personnel identified in the proposal as key individuals (as a minimum, partners, managers, senior auditors) to be assigned for participation in the performance of the Contract; (ii) Personnel whose resumes were submitted with the proposal; and (iii) individuals who are designated as key personnel by agreement of the Contractor and UNICEF during negotiations.

"Parties" means the Contractor and UNICEF together and a "Party" means each of the Contractor and UNICEF.

Contractor's "Personnel" means the Contractor's officials, employees, agents, individual sub-contractors and other representatives.

"Security Incident" means, with respect to any information system, service or network used in the delivery of the Services or Deliverables, one or more events that (a) indicates that the security of such information system, service, or network may have been breached or compromised and (b) that such breach or compromise could very likely compromise the security of UNICEF's Confidential Information or weaken or impair UNICEF's operations. Security Incident includes any actual, threatened or reasonably suspected unauthorized access to, disclosure of, use of or acquisition of UNICEF Data that compromises the security, confidentiality, or integrity of the UNICEF Data, or the ability of UNICEF or End Users to access the UNICEF Data.

"Services" means the services specified in the relevant section of the Contract.

"UNICEF Data" means any and all information or data in digital form or processed or held in digital form that (a) are provided to the Contractor by, or on behalf of, UNICEF and/or End Users under

the Contract or through UNICEF's and/or End Users' use of the Services or in connection with the Services, or (b) are collected by the Contractor in the performance of the Contract.

"UNICEF Supply Website" means UNICEF's public access webpage available at http://www.unicef.org/supply/index_procurement_policies.html, as may be updated from time to time.

1.2 These General Terms and Conditions of Contract, UNICEF's Policy Prohibiting and Combatting Fraud and Corruption, UNICEF's Policy on Safeguarding (as updated from time to time), the UN Supplier Code of Conduct and UNICEF's Information Disclosure Policy referred to in the Contract, as well as other policies applicable to the Contractor, are publicly available on the UNICEF Supply Website. The Contractor represents that it has reviewed all such policies as of the effective date of the Contract.

2. Provision of Services and Deliverables; Contractor's Personnel; Sub-Contractors

Provision of Services and Deliverables

2.1 The Contractor will provide the Services and deliver the Deliverables in accordance with the scope of work set out in the Contract, including, but not limited to, the time for delivery of the Services and Deliverables, and to UNICEF's satisfaction. Except as expressly provided in the Contract, the Contractor will be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services and delivery of the Deliverables under the Contract.

2.2 The Contractor acknowledges that, other than as expressly set out in the Contract, UNICEF will have no obligation to provide any assistance to the Contractor and UNICEF makes no representations as to the availability of any facilities, equipment, materials, systems or licenses which may be helpful or useful for the fulfillment by the Contractor of its obligations under the Contract. If UNICEF provides access to and use of UNICEF premises, facilities or systems (whether on site or remotely) to the Contractor for the purposes of the Contract, the Contractor will ensure that its Personnel or sub-contractors will, at all times (a) use such access exclusively for the specific purpose for which the access has been granted and (b) comply with UNICEF's security and other regulations and instructions for such access and use, including, but not limited to, UNICEF's information security policies. The Contractor will ensure that only those of its Personnel that have been authorized by the Contractor, and approved by UNICEF, have access to UNICEF's premises, facilities or systems.

2.3 The Contractor will use its best efforts to accommodate reasonable requests for changes (if any) to the scope of work of the Services or time for provision of the Services or delivery of the Deliverables. If UNICEF requests any material change to the scope of work or time for delivery, UNICEF and the Contractor will negotiate any necessary changes to the Contract, including as to the Fee and the time schedule under the Contract. Any such agreed changes will become effective only when they are set out in a written amendment to the Contract signed by both UNICEF and the Contractor. Should the Parties fail to agree on any such changes within thirty (30) days, UNICEF will have the option to terminate the Contract without penalty notwithstanding any other provision of the Contract.

2.4 The Contractor will neither seek nor accept instructions from any entity other than UNICEF (or entities authorized by UNICEF to give instructions to the Contractor) in connection with the provision of the Services or development and delivery of the Deliverables.

2.5 Title to any equipment and supplies which may be provided to the Contractor by UNICEF, will remain with UNICEF. Such equipment and supplies will be returned to UNICEF at the conclusion of the Contract or when no longer needed by the Contractor in the same condition as when they were provided to the Contractor, subject to normal wear and tear. The Contractor will pay UNICEF the value of any loss of, damage to, or degradation of, the equipment and supplies beyond normal wear and tear.

Non-conforming Services and Consequences of Delay

2.6 If the Contractor determines it will be unable to provide the Services or deliver the Deliverables by the date stipulated in the Contract, the Contractor will (i) immediately consult with UNICEF to determine the most expeditious means for delivery of the Services and/or Deliverables; and (ii) take necessary action to expedite delivery of the Services and/or Deliverables, at the Contractor's cost (unless the delay is due to force majeure as defined in Article 6.8 below), if reasonably so requested by UNICEF.

2.7 The Contractor acknowledges that UNICEF may monitor the Contractor's performance under

ANNEX A

GENERAL TERMS AND CONDITIONS

the Contract and may at any time evaluate the quality of the Services provided and the Deliverables to determine whether or not the Services and Deliverables conform to the Contract. The Contractor agrees to provide its full cooperation with such performance monitoring and evaluation, at no additional cost or expense to UNICEF, and will provide relevant information as reasonably requested by UNICEF, including, but not limited to, the date of receipt of the Contract, detailed status updates, costs to be charged and payments made by UNICEF or pending. Neither the evaluation of the Services and Deliverables, nor failure to undertake any such evaluation, will relieve the Contractor of any of its warranty or other obligations under the Contract.

2.8 If the Services or Deliverables provided by the Contractor do not conform to the requirements of the Contract or are delivered late or incomplete, without prejudice to any of its other rights and remedies, UNICEF can, at its option:

(a) by written notice, require the Contractor, at the Contractor's expense, to remedy its performance, including any deficiencies in the Deliverables, to UNICEF's satisfaction within thirty (30) days after receipt of UNICEF's notice (or within such shorter period as UNICEF may determine, in its sole discretion, is necessary as specified in the notice);

(b) require the Contractor to refund all payments (if any) made by UNICEF in respect of such non-conforming or incomplete performance;

(c) procure all or part of the Services and/or Deliverables from other sources, and require the Contractor to pay UNICEF for any additional cost beyond the balance of the Fee for such Services and Deliverables;

(d) give written notice to terminate the Contract for breach, in accordance with Article 6.1 below, if the Contractor fails to remedy the breach within the cure period specified in Article 6.1 or if the breach is not capable of remedy;

(e) require the Contractor to pay liquidated damages as set out in the Contract.

2.9 Further to Article 11.5 below, the Contractor expressly acknowledges that if UNICEF takes delivery of Services or Deliverables that have been delivered late or otherwise not in full compliance with the requirements of the Contract, this does not constitute a waiver of UNICEF's rights in respect of such late or non-compliant performance.

Contractor's Personnel and Sub-Contractors

2.10 The following provisions apply with regard to the Contractor's Personnel:

(a) The provisions of Article 7 (Ethical Standards) will apply to the Contractor's Personnel as expressly stated in Article 7.

(b) The Contractor will be responsible for the professional and technical competence of the Personnel it assigns to perform work under the Contract and will select professionally qualified, reliable and competent individuals who will be able to effectively perform the obligations under the Contract and who, while doing so, will respect the local laws and customs and conform to a high standard of moral and ethical conduct.

(c) The qualifications of any Personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract will be substantially the same as, or better than, the qualifications of any personnel originally proposed by the Contractor.

(d) At any time during the term of the Contract, UNICEF can make a written request that the Contractor replace one or more of the assigned Personnel. UNICEF will not be required to give an explanation or justification for this request. Within seven (7) working days of receiving UNICEF's request for replacement the Contractor must replace the Personnel in question with Personnel acceptable to UNICEF. This provision also extends to Personnel of the Contractor who have "account manager" or "relationship manager" type functions.

(e) If one or more of Contractor's Key Personnel become unavailable, for any reason, for work under the Contract, the Contractor will (i) notify the UNICEF contracting authority at least fourteen (14) days in advance; and (ii) obtain the UNICEF contracting authority's approval prior to making any substitution of Key Personnel. In notifying the UNICEF contracting authority, the Contractor will provide an explanation of the circumstances necessitating the proposed replacement(s) and submit justification and qualification of replacement Personnel in sufficient detail to permit evaluation of the impact on the engagement.

(f) The approval of UNICEF of any Personnel assigned by the Contractor (including any replacement Personnel) will not relieve the Contractor of any of its obligations under the Contract. The Contractor's Personnel, including individual sub-contractors, will not be considered in any respect as being the employees or agents of UNICEF.

(g) All expenses of the withdrawal or replacement of the Contractor's Personnel will, in all cases, be borne exclusively by the Contractor.

2.11 The Contractor will obtain the prior written approval and clearance of UNICEF for all institutional sub-contractors it proposes to use in connection with the Contract. The approval of UNICEF of a sub-contractor will not relieve the Contractor of any of its obligations under the Contract. The terms of any sub-contract will be subject to, and will be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

2.12 The Contractor confirms that it has read UNICEF's Policy on Safeguarding (as updated from time to time). The Contractor will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The Contractor will further cooperate with UNICEF's implementation of this policy.

2.13 The Contractor will supervise its Personnel and sub-contractors and will be fully responsible and liable for all Services performed by its Personnel and sub-contractors and for their compliance with the terms and conditions of the Contract.

2.14 The Contractor will comply with all applicable international standards and national labor laws, rules and regulations relating to the employment of national and international staff in connection with the Services, including, but not limited to, laws, rules and regulations associated with the payment of the employer's portions of income tax, insurance, social security, health insurance, worker's compensation, retirement funds, severance or other similar payments. Without limiting the provisions of this Article 2 or Article 4 below, the Contractor will be fully responsible and liable for, and UNICEF will not be liable for (a) all payments due to its Personnel and sub-contractors for their services in relation to the performance of the Contract; (b) any action, omission, negligence or misconduct of the Contractor, its Personnel and sub-contractors; (c) any insurance coverage which may be necessary or desirable for the purpose of the Contract; (d) the safety and security of the Contractor's Personnel and sub-contractors' personnel; or (e) any costs, expenses, or claims associated with any illness, injury, death or disability of the Contractor's Personnel and sub-contractors' personnel, it being understood that UNICEF will have no liability or responsibility with regard to any of the events referred to in this Article 2.14.

3. Fee; Invoicing; Tax Exemption; Payment Terms

3.1 The fee for the Services is the amount in the currency specified in the fee section of the Contract (the "Fee"), it being understood that such amount is specified in United States dollars unless otherwise expressly provided for in the fee section of the Contract. Unless expressly stated otherwise in the Contract, the Fee is inclusive of all costs, expenses, charges or fees that the Contractor may incur in connection with the performance of its obligations under the Contract; provided that, without prejudice to or limiting the provisions of Article 3.3 below, all duties and other taxes imposed by any authority or entity must be separately identified. It is understood and agreed that the Contractor will not request any change to the Fee after the Services or Deliverables have been provided and that the Fee cannot be changed except by written agreement between the Parties before the relevant Service or Deliverable is provided. UNICEF will not agree to changes to the Fee for modifications or interpretations of the scope of work if those modifications or interpretations of the scope of work have already been initiated by the Contractor. UNICEF will not be liable to pay for any work conducted or materials provided by the Contractor that are outside the scope of work or were not authorized in advance by UNICEF.

3.2 The Contractor will issue invoices to UNICEF only after the Contractor has provided the Services (or components of the Services) and delivered the Deliverables (or installments of the Deliverables) in accordance with the Contract and to UNICEF's satisfaction. The Contractor will issue (a) one (1) invoice in respect of the payment being sought, in the currency specified in the Contract and in English, indicating the Contract identification number listed on the front page of the Contract; and (b) provide a clear and specific description of the Services provided and Deliverables delivered, as well as supporting documentation for reimbursable expenses if any, in sufficient detail to permit UNICEF to verify the amounts stated in the invoice.

3.3 The Contractor authorizes UNICEF to deduct from the Contractor's invoices any amount

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representing direct taxes (except charges for utilities services) and customs restrictions, duties and charges of a similar nature in respect of articles imported or exported for UNICEF's official use in accordance with the exemption from tax in Article II, Section 7 of the Convention of the Privileges and Immunities of the United Nations, 1946. In the event any governmental authority refuses to recognize this exemption from taxes, restrictions, duties or charges, the Contractor will immediately consult with UNICEF to determine a mutually acceptable procedure. The Contractor will provide full cooperation to UNICEF with regard to securing UNICEF's exemption from, or refund of amounts paid as, value-added taxes or taxes of a similar nature.

3.4 UNICEF will notify the Contractor of any dispute or discrepancy in the content or form of any invoice. With respect to disputes regarding only a portion of such invoice, UNICEF will pay the Contractor the amount of the undisputed portion in accordance with Article 3.5 below. UNICEF and the Contractor will consult in good faith to promptly resolve any dispute with respect to any invoice. Upon resolution of such dispute, any amounts that have not been charged in accordance with the Contract will be deducted from the invoice(s) in which they appear and UNICEF will pay any agreed remaining items in the invoice(s) in accordance with Article 3.5 within thirty (30) days after the final resolution of such dispute.

3.5 UNICEF will pay the uncontested amount of the Contractor's invoice within thirty (30) days of receiving both the invoice and the required supporting documents, as referred to in Article 3.2 above. The amount paid will reflect any discount(s) shown under the payment terms of the Contract. The Contractor will not be entitled to interest on any late payment or any sums payable under the Contract nor any accrued interest on payments withheld by UNICEF in connection with a dispute. Payment will not relieve the Contractor of its obligations under the Contract and will not be deemed to be acceptance by UNICEF of, or waiver of any of UNICEF's rights with regard to, the Contractor's performance.

3.6 Each invoice will confirm the Contractor's bank account details provided to UNICEF as part of the Contractor's registration process with UNICEF. All payments due to the Contractor under the Contract will be made by electronic funds transfer to that bank account. It is the Contractor's responsibility to ensure that the bank details supplied by it to UNICEF are up-to-date and accurate and notify UNICEF in writing by an authorized representative of the Contractor of any changes in bank details together with supporting documentation satisfactory to UNICEF.

3.7 The Contractor acknowledges and agrees that UNICEF may withhold payment in respect of any invoice if, in UNICEF's opinion, the Contractor has not performed in accordance with the terms and conditions of the Contract, or if the Contractor has not provided sufficient documentation in support of the invoice.

3.8 UNICEF will have the right to set off, against any amount or amounts due and payable by UNICEF to the Contractor under the Contract, any payment, indebtedness or other claim (including, without limitation, any overpayment made by UNICEF to the Contractor) owing by the Contractor to UNICEF under the Contract or under any other contract or agreement between the Parties. UNICEF will not be required to give the Contractor prior notice before exercising this right of set-off (such notice being waived by the Contractor). UNICEF will promptly notify the Contractor after it has exercised such right of set-off, explaining the reasons for such set-off, provided, however, that the failure to give such notification will not affect the validity of such set-off.

3.9 Each of the invoices paid by UNICEF may be subject to a post-payment audit by UNICEF's external and internal auditors or by other authorised agents of UNICEF, at any time during the term of the Contract and for three (3) years after the Contract terminates. UNICEF will be entitled to a refund from the Contractor of amounts such audit or audits determine were not in accordance with the Contract regardless of the reasons for such payments (including but not limited to the actions or inactions of UNICEF staff and other personnel).

4. Representations and Warranties; Indemnification; Insurance

Representations and Warranties

4.1 The Contractor represents and warrants that as of the effective date and throughout the term of the Contract: (a) the Contractor has the full authority and power to enter into the Contract and to perform its obligations under the Contract and the Contract is a legal, valid and binding obligation, enforceable against it in accordance with its terms; (b) all of the information it has previously provided to UNICEF, or that it provides to UNICEF during the term of the Contract, concerning the Contractor and the provision of the Services and the delivering of the Deliverables is true, correct, accurate and not misleading; (c) it is financially solvent and is able to provide the Services to UNICEF in accordance with the terms and conditions of the Contract; (d) it has, and will maintain

throughout the term of the Contract, all rights, licenses, authority and resources necessary, as applicable, to provide the Services and deliver the Deliverables to UNICEF's satisfaction and to perform its obligations under the Contract; (e) the work product is and will be original to the Contractor and does not and will not infringe any copyright, trademark, patent or other proprietary right of any third party; and (f) except as otherwise expressly stated in the Contract, it has not and will not enter into any agreement or arrangement that restrains or restricts any person's rights to use, sell, dispose of or otherwise deal with any Deliverable or other work resulting from the Services. The Contractor will fulfill its commitments with the fullest regard to the interests of UNICEF and will refrain from any action which may adversely affect UNICEF or the United Nations.

4.2 The Contractor further represents and warrants, as of the effective date and throughout the term of the Contract, that it and its Personnel and sub-contractors will perform the Contract and provide the Services and Deliverables (a) in a professional and workmanlike manner; (b) with reasonable care and skill and in accordance with the highest professional standards accorded to professionals providing the same or substantially similar services in a same industry; (c) with priority equal to that given to the same or similar services for the Contractor's other clients; and (d) in accordance with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract and the provision of the Services and Deliverables.

4.3 The representations and warranties made by the Contractor in Articles 4.1 and 4.2 above are made to and are for the benefit of (a) each entity (if any) that makes a direct financial contribution to UNICEF to procure the Services and Deliverables; and (b) each Government or other entity (if any) that receives the direct benefit of the Services and Deliverables.

Indemnification

4.4 The Contractor will indemnify, hold and save harmless and defend, at its own expense, UNICEF, its officials, employees, consultants and agents, each entity that makes a direct financial contribution to UNICEF to procure the Services and Deliverables and each Government or other entity that receives the direct benefit of the Services and Deliverables, from and against all suits, claims, demands, losses and liability of any nature or kind, including their costs and expenses, by any third party and arising out of the acts or omissions of the Contractor or its Personnel or sub-contractors in the performance of the Contract. This provision will extend to but not be limited to (a) claims and liability in the nature of workers' compensation, (b) product liability, and (c) any actions or claims pertaining to the alleged infringement of a copyright or other intellectual property rights or licenses, patent, design, trade-name or trade-mark arising in connection with the Deliverables or other liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property provided or licensed to UNICEF under the terms of the Contract or used by the Contractor, its Personnel or sub-contractors in the performance of the Contract.

4.5 UNICEF will report any such suits, proceedings, claims, demands, losses or liability to the Contractor within a reasonable period of time after having received actual notice. The Contractor will have sole control of the defence, settlement and compromise of any such suit, proceeding, claim or demand, except with respect to the assertion or defence of the privileges and immunities of UNICEF or any matter relating to UNICEF's privileges and immunities (including matters relating to UNICEF's relations with Host Governments), which as between the Contractor and UNICEF only UNICEF itself (or relevant Governmental entities) will assert and maintain. UNICEF will have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

Insurance

4.6 The Contractor will comply with the following insurance requirements:

(a) The Contractor will have and maintain in effect with reputable insurers and in sufficient amounts, insurance against all of the Contractor's risks under the Contract (including, but not limited to, the risk of claims arising out of or related to the Contractor's performance of the Contract), including the following:

(i) Insurance against all risks in respect of its property and any equipment used for the performance of the Contract;

(ii) General liability insurance against all risks in respect of the Contract and claims arising out of the Contract in an adequate amount to cover all claims arising from or in connection with the Contractor's performance under the Contract;

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(iii) All appropriate workers' compensation and employer's liability insurance, or its equivalent, with respect to its Personnel and sub-contractors to cover claims for death, bodily injury or damage to property arising from the performance of the Contract; and

(iv) Such other insurance as may be agreed upon in writing between UNICEF and the Contractor.

(b) The Contractor will maintain the insurance coverage referred to in Article 4.6(a) above during the term of the Contract and for a period after the Contract terminates extending to the end of any applicable limitations period with regard to claims against which the insurance is obtained.

(c) The Contractor will be responsible to fund all amounts within any policy deductible or retention.

(d) Except with regard to the insurance referred to in paragraph (a)(iii) above, the insurance policies for the Contractor's insurance required under this Article 4.6 will (i) name UNICEF as an additional insured; (ii) include a waiver by the insurer of any subrogation rights against UNICEF; and (iii) provide that UNICEF will receive thirty (30) days' written notice from the insurer prior to any cancellation or change of coverage.

(e) The Contractor will, upon request, provide UNICEF with satisfactory evidence of the insurance required under this Article 4.6.

(f) Compliance with the insurance requirements of the Contract will not limit the Contractor's liability either under the Contract or otherwise.

Liability

4.7 The Contractor will pay UNICEF promptly for all loss, destruction or damage to UNICEF's property caused by the Contractor's Personnel or sub-contractors in the performance of the Contract.

5. Intellectual Property and Other Proprietary Rights; Data Protection; Confidentiality

Intellectual Property and Other Proprietary Rights

5.1 Unless otherwise expressly provided for in the Contract:

(a) Subject to paragraph (b) of this Article 5.1, UNICEF will be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to products, processes, inventions, ideas, know-how, documents, data and other materials ("Contract Materials") that (i) the Contractor develops for UNICEF under the Contract and which bear a direct relation to the Contract or (ii) are produced, prepared or collected in consequence of, or during the course of, the performance of the Contract. The term "Contract Materials" includes, but is not limited to, all maps, drawings, photographs, plans, reports, recommendations, estimates, documents developed or received by, and all other data compiled by or received by, the Contractor under the Contract. The Contractor acknowledges and agrees that Contract Materials constitute works made for hire for UNICEF. Contract Materials will be treated as UNICEF's Confidential Information and will be delivered only to authorized UNICEF officials on expiry or termination of the Contract.

(b) UNICEF will not be entitled to, and will not claim any ownership interest in, any intellectual property or other proprietary rights of the Contractor that pre-existed the performance by the Contractor of its obligations under the Contract, or that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract. The Contractor grants to UNICEF a perpetual, non-exclusive, royalty-free license to use such intellectual property or other proprietary rights solely for the purposes of and in accordance with the requirements of the Contract.

(c) At UNICEF's request, the Contractor will take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them (or, in the case, intellectual property referred to in paragraph (b) above, licensing) them to UNICEF in compliance with the requirements of the applicable law and of the Contract.

Confidentiality

5.2 Confidential Information that is considered proprietary by either Party or that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract or in connection with the subject matter of the Contract will be held in confidence by the Recipient. The Recipient will use the same care and discretion to avoid disclosure of the

Discloser's Confidential Information as the Recipient uses for its own Confidential Information and will use the Discloser's Confidential Information solely for the purpose for which it was disclosed to the Recipient. The Recipient will not disclose the Discloser's Confidential Information to any other party:

(a) except to those of its Affiliates, employees, officials, representatives, agents and sub-contractors who have a need to know such Confidential Information for purposes of performing obligations under the Contract; or

(b) unless the Confidential Information (i) is obtained by the Recipient from a third party without restriction; (ii) is disclosed by the Discloser to a third party without any obligation of confidentiality; (iii) is known by the Recipient prior to disclosure by the Discloser; or (iv) at any time is developed by the Recipient completely independently of any disclosures under the Contract.

5.3 If the Contractor receives a request for disclosure of UNICEF's Confidential Information pursuant to any judicial or law enforcement process, before any such disclosure is made, the Contractor (a) will give UNICEF sufficient notice of such request in order to allow UNICEF to have a reasonable opportunity to secure the intervention of the relevant national government to establish protective measures or take such other action as may be appropriate and (b) will so advise the relevant authority that requested disclosure. UNICEF may disclose the Contractor's Confidential Information to the extent required pursuant to resolutions or regulations of its governing bodies.

5.4 Subject to Article 5.3, the Contractor may not communicate at any time to any other person, Government or authority external to UNICEF, any information known to it by reason of its association with UNICEF that has not been made public, except with the prior written authorization of UNICEF; nor will the Contractor at any time use such information to private advantage.

Data Protection and Security

5.5 The Parties agree that, as between them, all UNICEF Data, together with all rights (including intellectual property and proprietary rights), title and interest to such UNICEF Data, will be the exclusive property of UNICEF, and the Contractor has a limited, nonexclusive license to access and use the UNICEF Data as provided in the Contract solely for the purpose of performing its obligations under the Contract. Except for the foregoing license, the Contractor will have no other rights, whether express or implied, in or to any UNICEF Data or its content.

5.6 The Contractor confirms that it has a data protection policy in place that meets all applicable data protection standards and legal requirements and that it will apply such policy in the collection, storage, use, processing, retention and destruction of UNICEF Data. The Contractor will comply with any guidance or conditions on access and disclosure notified by UNICEF to Contractor in respect of UNICEF Data.

5.7 The Contractor will use its reasonable efforts to ensure the logical segregation of UNICEF Data from other information to the fullest extent possible. The Contractor will use safeguards and controls (such as administrative, technical, physical, procedural and security infrastructures, facilities, tools, technologies, practices and other protective measures) that are necessary and sufficient to meet the Contractor's confidentiality obligations in this Article 5 as they apply to UNICEF Data. At UNICEF's request, the Contractor will provide UNICEF with copies of the applicable policies and a description of the safeguards and controls that the Contractor uses to fulfil its obligations under this Article 5.7; provided that any such policies and description provided by the Contractor will be treated as the Contractor's Confidential Information under the Contract. UNICEF may assess the effectiveness of these safeguards, controls and protective measures and, at UNICEF's request, the Contractor will provide its full cooperation with any such assessment at no additional cost or expense to UNICEF. The Contractor will not, and will ensure that its Personnel will not, transfer, copy, remove or store UNICEF Data from a UNICEF location, network or system without the prior written approval of an authorized official of UNICEF.

5.8 Except as otherwise expressly stated in the Contract or with UNICEF's express prior written consent, the Contractor will not install any application or other software on any UNICEF device, network or system. The Contractor represents and warrants to UNICEF that the Services and Deliverables provided under the Contract will not contain any Disabling Code, and that UNICEF will not otherwise receive from the Contractor any Disabling Code in the performance of the Contract. Without prejudice to UNICEF's other rights and remedies, if a Disabling Code is identified, the Contractor, at its sole cost and expense, will take all steps necessary to: (a) restore and/or reconstruct any and all UNICEF Data lost by UNICEF and/or End Users as a result of Disabling Code; (b) furnish to UNICEF a corrected version of the Services without the presence of Disabling Codes; and (c) as needed, re-implement the Services.

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5.9 In the event of any Security Incident, the Contractor will, as soon as possible following the Contractor's discovery of such Security Incident and at its sole cost and expense: (a) notify UNICEF of such Security Incident and of the Contractor's proposed remedial actions; (b) implement any and all necessary damage mitigation and remedial actions; and (c) as relevant, restore UNICEF's and, as directed by UNICEF, End Users' access to the Services. The Contractor will keep UNICEF reasonably informed of the progress of the Contractor's implementation of such damage mitigation and remedial actions. The Contractor, at its sole cost and expense, will cooperate fully with UNICEF's investigation of, remediation of, and/or response to any Security Incident. If the Contractor fails to resolve, to UNICEF's reasonable satisfaction, any such Security Incident, UNICEF can terminate the Contract with immediate effect.

Service Providers and Sub-Contractors

5.10 The Contractor will impose the same requirements relating to data protection and non-disclosure of Confidential Information, as are imposed upon the Contractor itself by this Article 5 of the Contract, on its service providers, subcontractors and other third parties and will remain responsible for compliance with such requirements by its service providers, subcontractors and other third parties.

End of Contract

5.11 Upon the expiry or earlier termination of the Contract, the Contractor will:

- (a) return to UNICEF all of UNICEF's Confidential Information, including, but not limited to, UNICEF Data, or, at UNICEF's option, destroy all copies of such information held by the Contractor or its sub-contractors and confirm such destruction to UNICEF in writing; and
- (b) will transfer to UNICEF all intellectual and other proprietary information in accordance with Article 5.1(a).

6. Termination; Force Majeure

Termination by Either Party for Material Breach

6.1 If one Party is in material breach of any of its obligations under the Contract, the other Party can give it written notice that within thirty (30) days of receiving such notice the breach must be remedied (if such breach is capable of remedy). If the breaching Party does not remedy the breach within the thirty (30) days' period or if the breach is not capable of remedy, the non-breaching Party can terminate the Contract. The termination will be effective thirty (30) days after the non-breaching Party gives the breaching Party written notice of termination. The initiation of conciliation or arbitral proceedings in accordance with Article 9 (Privileges and Immunities; Settlement of Disputes) below will not be grounds for termination of the Contract.

Additional Termination Rights of UNICEF

6.2 In addition to the termination rights under Article 6.1 above, UNICEF can terminate the Contract with immediate effect upon delivery of a written notice of termination, without any liability for termination charges or any other liability of any kind:

- (a) in the circumstances described in, and in accordance with, Article 7 (Ethical Standards); or
- (b) if the Contractor breaches any of the provisions of Articles 5.2-5.11 (Confidentiality; Data Protection and Security); or
- (c) if the Contractor (i) is adjudged bankrupt, or is liquidated, or becomes insolvent, or applies for a moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent, (ii) is granted a moratorium or a stay, or is declared insolvent, (iii) makes an assignment for the benefit of one or more of its creditors, (iv) has a receiver appointed on account of the insolvency of the Contractor, (v) offers a settlement in lieu of bankruptcy or receivership or (vi) has become, in UNICEF's reasonable judgment, subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract.

6.3 In addition to the termination rights under Article 6.1 and Article 6.2 above, UNICEF can terminate the Contract at any time by providing written notice to the Contractor in any case in which UNICEF's mandate applicable to the performance of the Contract or UNICEF's funding applicable to

the Contract is curtailed or terminated, whether in whole or in part. UNICEF can also terminate the Contract on sixty (60) day's written notice to the Contractor without having to provide any justification.

6.4 As soon as it receives a notice of termination from UNICEF, the Contractor will take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum, and will not undertake any further or additional commitments as of and following the date it receives the termination notice. In addition, the Contractor will take any other action that may be necessary, or that UNICEF may direct in writing, in order to minimise losses or protect and preserve any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which UNICEF has or may be reasonably expected to acquire an interest.

6.5 If the Contract is terminated by either Party, the Contractor will immediately deliver to UNICEF any finished work which has not been delivered and accepted prior to the receipt of a notice of termination, together with any data, materials or work-in-process related specifically to the Contract. If UNICEF obtains the assistance of another party to continue the Services or complete any unfinished work, the Contractor will provide its reasonable cooperation to UNICEF and such party in the orderly migration of Services and transfer of any Contract-related data, materials and work-in-process. The Contractor will at the same time return to UNICEF all of UNICEF's Confidential Information and will transfer to UNICEF all intellectual and other proprietary information in accordance with Article 5.

6.6 If the Contract is terminated by either Party no payment will be due from UNICEF to the Contractor except for Services and Deliverables provided to UNICEF's satisfaction in accordance with the Contract, but only if such Services and Deliverables were required or requested before the Contractor's receipt of the notice of termination or, in the case of termination by the Contractor, the effective date of such termination. The Contractor will have no claim for any further payment beyond payments in accordance with this Article 6.6, but will remain liable to UNICEF for all loss or damages which may be suffered by UNICEF by reason of the Contractor's default (including but not limited to cost of the purchase and delivery of replacement or substitute Services or Deliverables).

6.7 The termination rights in this Article 6 are in addition to all other rights and remedies of UNICEF under the Contract.

Force Majeure

6.8 If one Party is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations under the Contract, the other Party may terminate the Contract on the same terms and conditions as are provided for in Article 6.1 above, except that the period of notice will be seven (7) days instead of thirty (30) days. "Force majeure" means any unforeseeable and irresistible events arising from causes beyond the control of the Parties, including acts of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism or other acts of a similar nature or force. "Force majeure" does not include (a) any event which is caused by the negligence or intentional action of a Party; (b) any event which a diligent party could reasonably have been expected to take into account and plan for at the time the Contract was entered into; (c) the insufficiency of funds, inability to make any payment required under the Contract, or any economic conditions, including but not limited to inflation, price escalations, or labour availability; or (d) any event resulting from harsh conditions or logistical challenges for the Contractor (including civil unrest) associated with locations at which UNICEF is operating or is about to operate or is withdrawing from, or any event resulting from UNICEF's humanitarian, emergency, or similar response operations.

7. Ethical Standards

7.1 Without limiting the generality of Article 2 above, the Contractor will be responsible for the professional and technical competence of its Personnel including its employees and will select, for work under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local laws and customs, and conform to a high standard of moral and ethical conduct.

7.2 (a) The Contractor represents and warrants that no official of UNICEF or of any United Nations System organisation has received from or on behalf of the Contractor, or will be offered by or on behalf of the Contractor, any direct or indirect benefit in connection with the Contract, including the award of the Contract to the Contractor. Such direct or indirect benefit includes, but is not limited to, any gifts, favours or hospitality.

(b) The Contractor represents and warrants that the following requirements with regard to former

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UNICEF officials have been complied with and will be complied with:

(i) During the one (1) year period after an official has separated from UNICEF, the Contractor may not make a direct or indirect offer of employment to that former UNICEF official if that former UNICEF official was, during the three years prior to separating from UNICEF, involved in any aspect of a UNICEF procurement process in which the Contractor has participated.

(ii) During the two (2) year period after an official has separated from UNICEF, that former official may not, directly or indirectly on behalf of the Contractor, communicate with UNICEF, or present to UNICEF, about any matters that were within such former official's responsibilities while at UNICEF.

(c) The Contractor further represents that, in respect of all aspects of the Contract (including the award of the Contract by UNICEF to the Contractor and the selection and awarding of sub-contracts by the Contractor), it has disclosed to UNICEF any situation that may constitute an actual or potential conflict of interest or could reasonably be perceived as a conflict of interest.

7.3 The Contractor further represents and warrants that neither it nor any of its Affiliates, or Personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organisation or other international inter-governmental organisation. The Contractor will immediately disclose to UNICEF if it or any of its Affiliates or Personnel or directors, becomes subject to any such sanction or temporary suspension during the term of the Contract.

7.4 The Contractor will (a) observe the highest standard of ethics; (b) use its best efforts to protect UNICEF against fraud, in the performance of the Contract; and (c) comply with the applicable provisions of UNICEF's Policy Prohibiting and Combatting Fraud and Corruption. In particular, the Contractor will not engage, and will ensure that its Personnel, agents and sub-contractors do not engage, in any corrupt, fraudulent, coercive, collusive or obstructive conduct as such terms are defined in UNICEF's Policy Prohibiting and Combatting Fraud and Corruption.

7.5 The Contractor will, during the term of the Contract, comply with (a) all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Contract and (b) the standards of conduct required under the UN Supplier Code of Conduct (available at the United Nations Global Marketplace website - www.ungm.org).

7.6 The Contractor further represents and warrants that neither it nor any of its Affiliates is engaged, directly or indirectly, (a) in any practice inconsistent with the rights set out in the Convention on the Rights of the Child, including Article 32, or the International Labour Organisation's Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (1999); or (b) in the manufacture, sale, distribution, or use of anti-personnel mines or components utilised in the manufacture of anti-personnel mines.

7.7 The Contractor represents and warrants that it has taken and will take all appropriate measures to prevent sexual exploitation or abuse of anyone by its Personnel including its employees or any persons engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, will constitute the sexual exploitation and abuse of such person. In addition, the Contractor represents and warrants that it has taken and will take all appropriate measures to prohibit its Personnel including its employees or other persons engaged by the Contractor, from exchanging any money, goods, services, or other things of value, for sexual favours or activities or from engaging in any sexual activities that are exploitive or degrading to any person. This provision constitutes an essential term of the Contract and any breach of this representation and warranty will entitle UNICEF to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

7.8 The Contractor will inform UNICEF as soon as it becomes aware of any incident or report that is inconsistent with the undertakings and confirmations provided in this Article 7.

7.9 The Contractor acknowledges and agrees that each of the provisions in this Article 7 constitutes an essential term of the Contract.

(a) UNICEF will be entitled, in its sole discretion and at its sole choice, to suspend or terminate the Contract and any other contract between UNICEF and the Contractor with immediate effect upon written notice to the Contractor if: (i) UNICEF becomes aware of any incident or report that is inconsistent with, or the Contractor breaches any of, the undertakings and confirmations provided in this Article 7 or the equivalent provisions of any contract between UNICEF and the Contractor or any of the Contractor's Affiliates, or (ii) the Contractor or any of its Affiliates, or Personnel or

directors becomes subject to any sanction or temporary suspension described in Article 7.3 during the term of the Contract.

(b) In the case of suspension, if the Contractor takes appropriate action to address the relevant incident or breach to UNICEF's satisfaction within the period stipulated in the notice of suspension, UNICEF may lift the suspension by written notice to the Contractor and the Contract and all other affected contracts will resume in accordance with their terms. If, however, UNICEF is not satisfied that the matters are being adequately addressed by the Contractor, UNICEF may at any time, exercise its right to terminate the Contract and any other contract between UNICEF and the Contractor.

(c) Any suspension or termination under this Article 7 will be without any liability for termination or other charges or any other liability of any kind.

8. Full Cooperation with Audits And Investigations

8.1 From time to time, UNICEF may conduct inspections, post-payment audits or investigations relating to any aspect of the Contract including but not limited to the award of the Contract, the way in which the Contract operates or operated, and the Parties' performance of the Contract generally and including but not limited to the Contractor's compliance with the provisions of Article 7 above. The Contractor will provide its full and timely cooperation with any such inspections, post-payment audits or investigations, including (but not limited to) making its Personnel and any relevant data and documentation available for the purposes of such inspections, post-payment audits or investigations, at reasonable times and on reasonable conditions, and granting UNICEF and those undertaking such inspections, post-payment audits or investigations access to the Contractor's premises at reasonable times and on reasonable conditions in connection with making its Personnel and any relevant data and documentation available. The Contractor will require its sub-contractors and its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to provide reasonable cooperation with any inspections, post-payment audits or investigations carried out by UNICEF.

9. Privileges and Immunities; Settlement of Disputes

9.1 Nothing in or related to the Contract will be deemed a waiver, express or implied, deliberate or inadvertent, of any of the privileges and immunities of the United Nations, including UNICEF and its subsidiary organs, under the Convention on the Privileges and Immunities of the United Nations, 1946, or otherwise.

9.2 The terms of the Contract will be interpreted and applied without application of any system of national or sub-national law.

9.3 The Parties will use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to, the Contract. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation will take place in accordance with the UNCITRAL Conciliation Rules then in force, or according to such other procedure as may be agreed between the Parties. Any dispute, controversy or claim between the Parties arising out of the Contract which is not resolved within ninety (90) days after one Party receives a request from the other Party for amicable settlement can be referred by either Party to arbitration. The arbitration will take place in accordance with the UNCITRAL Arbitration Rules then in force. The venue of the arbitration will be New York, NY, USA. The arbitral proceedings will be conducted in English. The decisions of the arbitral tribunal will be based on general principles of international commercial law. The arbitral tribunal will have no authority to award punitive damages. In addition, the arbitral tribunal will have no authority to award interest in excess of the United States Federal Reserve Bank of New York's Secured Overnight Financing Rate (SOFR) then prevailing and any such interest will be simple interest only. In light of the privileges and immunities of UNICEF, references in the UNCITRAL Arbitration Rules to the place of arbitration shall connote only the actual location for the arbitral proceedings but shall not mean the "seat" or "judicial seat" or "judicial place" for such proceedings. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

10. Notices

10.1 Any notice, request or consent required or permitted to be given or made pursuant to the Contract will be in writing, and addressed to the persons listed in the Contract for the delivery of notices, requests or consents. Notices, requests or consents will be delivered in person, by registered mail, or by confirmed email transmission. Notices, requests or consents will be deemed received upon delivery (if delivered in person), upon signature of receipt (if delivered by registered mail) or twenty-four (24) hours after confirmation of receipt is sent from the addressee's email address (if delivered by confirmed email transmission).

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10.2 Any notice, document or receipt issued in connection with the Contract must be consistent with the terms and conditions of the Contract and, in case of any ambiguity, discrepancy or inconsistency, the terms and conditions of the Contract will prevail.

10.3 All documents that comprise the Contract, and all documents, notices and receipts issued or provided pursuant to or in connection with the Contract, will be deemed to include, and will be interpreted and applied consistently with, the provisions of Article 9 (Privileges and Immunities; Settlement of Disputes).

11. Other Provisions

11.1 The Contractor acknowledges UNICEF's commitment to transparency as outlined in UNICEF's Information Disclosure Policy and confirms that it consents to UNICEF's public disclosure of the terms of the Contract should UNICEF so determine and by whatever means UNICEF determines.

11.2 The failure of one Party to object to or take affirmative action with respect to any conduct of the other Party which is in violation of the terms of the Contract will not constitute and will not be construed to be a waiver of the violation or breach, or of any future violation, breach or wrongful conduct.

11.3 The Contractor will be considered as having the legal status of an independent contractor as regards UNICEF. Nothing contained in the Contract will be construed as making the Parties principal and agent or joint venturers.

11.4 The Contractor will not, without the prior written consent of UNICEF, assign, transfer, pledge or make other disposition of the Contract, or of any part of the Contract, or of any of the Contractor's rights or obligations under the Contract.

11.5 No grant of time to the Contractor to cure a default under the Contract, nor any delay or failure by UNICEF to exercise any other right or remedy available to UNICEF under the Contract, will be deemed to prejudice any rights or remedies available to UNICEF under the Contract or constitute a waiver of any rights or remedies available to UNICEF under the Contract.

11.6 The Contractor will not seek or file any lien, attachment or other encumbrance against any monies due or to become due under the Contract, and will not permit any other person to do so. It will immediately remove or obtain the removal of any lien, attachment or other encumbrance that is secured against any monies due or to become due under the Contract.

11.7 The Contractor will not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNICEF or the United Nations. Except as regards references to the name of UNICEF for the purposes of annual reports or communication between the Parties and between the Contractor and its Personnel and sub-contractors, the Contractor will not, in any manner whatsoever use the name, emblem or official seal of UNICEF or the United Nations, or any abbreviation of the name of the United Nations, in connection with its business or otherwise without the prior written permission of UNICEF.

11.8 The Contract may be translated into languages other than English. The translated version of the Contract is for convenience only, and the English language version will govern in all circumstances.

11.9 No modification or change in the Contract, and no waiver of any of its provisions, nor any additional contractual relationship of any kind with the Contractor will be valid and enforceable against UNICEF unless set out in a written amendment to the Contract signed by an authorised official of UNICEF.

11.10 The provisions of Articles 2.14, 3.8, 3.9, 4, 5, 7, 8, 9, 11.1, 11.2 and 11.7 will survive provision of the Services and delivery of the Deliverables and the expiry or earlier termination of the Contract.

Annex 1

Kosovo School Digital Connectivity and Infrastructure Questionnaire

School-level census and on-site verification form

This questionnaire is designed for joint use by the Ministry of Education and Science and the Ministry of Digitalization and Public Administration, together with authorized enumerators, to collect standardized information from every school in Kosovo on internet connectivity, digital infrastructure, electricity, digital equipment, internal networking, cybersecurity, digital learning readiness, accessibility and investment needs.

The preferred mode of data collection is a physical school visit using a tablet, with direct observation and verification wherever possible. One questionnaire should be completed for each physical school site, including satellite or branch schools.

Purpose

Create a national database of school connectivity and digital readiness to support planning, budgeting, infrastructure investment and monitoring.

Primary key

Use the official EMIS school ID for every school. This identifier should also be used for national connectivity monitoring and future system integration.

Enumerator instructions

1. Complete the form through a physical visit to the school whenever possible.
2. Interview the school principal/director and the ICT focal point or technician if available.
3. Verify core information by observing the school, equipment, network environment and relevant records.
4. Do not record passwords, Wi-Fi keys, IP addresses, MAC addresses or other credentials.
5. For equipment inventory, record both total units and functional units. Functional units cannot exceed total units.
6. For the connectivity test, use an approved internet speed test on the actual school network. Do not use personal mobile data or a hotspot.
7. Where a question does not apply, enter 0 for count variables or select the appropriate response option.

Internet connectivity test protocol

Preferred method: run three consecutive speed tests on a school-owned device connected to the school's actual network. Record download Mbps, upload Mbps and latency ms for each run. If continuous connectivity monitoring is already installed, also record its status.

0. Interview and verification metadata

1. Enumerator ID/code

Use the assigned enumerator code.

2. Date of school visit

DD	MM	YYYY
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3. Was this questionnaire completed through a physical visit to the school?

- ☐ Yes ☐ No

4. Primary school respondent

- | | | |
|--|---|---|
| ☐ Principal / school director | ☐ Deputy principal | ☐ ICT coordinator/technician |
| ☐ Administrator/secretary | ☐ Teacher | ☐ Municipal education/ICT official |
| ☐ Other | | |

5. Other respondent role

Do not record passwords, Wi-Fi keys, IP addresses, MAC addresses, personal student data, or other credentials. Photographs must not include identifiable children.

1. School identification and basic profile

6. EMIS school ID

Enter the official unique school identifier exactly as recorded in EMIS.

7. Connectivity monitoring ID (if assigned)

Use the school identifier assigned by the national or institutional connectivity monitoring system, if one exists.

8. Official school name

9. Municipality

- | | |
|--|---|
| ☐ Deçan | ☐ Gjakovë |
| ☐ Glogoc (Drenas) | ☐ Gjiilan |
| ☐ Dragash | ☐ Istog |
| ☐ Kaçanik | ☐ Klinë |
| ☐ Fushë Kosovë | ☐ Kamenicë |
| ☐ Mitrovicë e Jugut | ☐ Leposaviq |
| ☐ Lipjan | ☐ Novobërdë |
| ☐ Obiliq | ☐ Rahovec |
| ☐ Pejë | ☐ Podujevë |
| ☐ Prishtinë | ☐ Prizren |
| ☐ Skënderaj | ☐ Shtime |
| ☐ Shtërpçë | ☐ Suharekë |
| ☐ Ferizaj | ☐ Viti |
| ☐ Vushtrri | ☐ Zubin Potok |
| ☐ Zveçan | ☐ Malishevë |
| ☐ Junik | ☐ Mamushë |
| ☐ Hani i Elezit | ☐ Graçanicë |
| ☐ Ranillug | ☐ Partesh |
| ☐ Klllokot | ☐ Mitrovicë e Veriut |

10. Village/town/city / settlement name

11. Settlement type☐ Urban☐ Rural**12. Official school address****13. School GPS location***Stand at the main school building/entrance and wait for acceptable GPS accuracy.***14. School structure**☐ Main/independent school☐ Satellite/branch school☐ Other**15. Education level(s) provided at this site**☐ Preschool institution☐ Pre-primary☐ Primary (Grades 1-5)☐ Lower secondary (Grades 6-9)☐ Upper secondary - general/gymnasium☐ Upper secondary - vocational☐ Special/resource centre or specialized school☐ Other**16. Grades taught at this site**☐ Pre-primary☐ Grade 1☐ Grade 2☐ Grade 3☐ Grade 4☐ Grade 5☐ Grade 6☐ Grade 7☐ Grade 8☐ Grade 9☐ Grade 10☐ Grade 11☐ Grade 12☐ Other**17. Language(s) of instruction**☐ Albanian☐ Serbian**18. Number of teaching shifts**☐ One shift☐ Two shifts☐ Three or more shifts**19. Number of school buildings at this site***Count separate buildings used by the school.*

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20. Total number of occupied floors across school buildings

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21. Total number of teaching classrooms*Include subject classrooms used for regular teaching; exclude offices.*

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22. Number of dedicated computer/ICT laboratories

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23. Does the school have a resource classroom (for children with disabilities)?☐ Yes☐ No**24. Official institutional school email (optional)***Do not enter a staff member's private email.*

2. Students and staff

25. Number of total enrolled students

26. Number of total teachers

27. Number of staff whose formal duties include ICT/network support

3. Electricity and physical ICT environment

28. How reliable is electricity during teaching hours?

- ☐ Very reliable - rare/no outages
 ☐ Mostly reliable - occasional short outages
 ☐ Unreliable - outages regularly disrupt school
 ☐ Very unreliable / power often unavailable

29. On approximately how many school days in the last 30 days did a power outage affect teaching or ICT use?

30. Backup power available

- ☐ None
 ☐ UPS/battery backup
 ☐ Generator
 ☐ Solar PV/battery system
 ☐ Other

31. Are key ICT/network devices protected by surge protection?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

32. Is the main router/network equipment protected by a UPS?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

33. Is there a lockable/controlled space for core network/server equipment?

- ☐ Yes
 ☐ No

34. Is electrical grounding/earthing adequate for ICT equipment?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

4. On-site internet connectivity test

Run an approved internet speed test on a school-owned device connected to the school's actual network. Do NOT use personal mobile data or a hotspot. Record download Mbps, upload Mbps and latency ms. If continuous connectivity monitoring is installed, also record its status.

35. Is the school registered in a connectivity monitoring system?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

36. Is connectivity monitoring software installed on a school computer for ongoing monitoring?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

37. Monitoring tool/version (if visible)

38. Is the monitoring tool running on a device that normally remains powered on and connected to the school network during school hours?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

39. Has the monitoring tool successfully reported data within the last 7 days?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

40. Connection uptime for the latest available 30-day period (%) (optional)*Enter only if visible in an authorized monitoring dashboard/API.*

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41. Was a connectivity speed test completed during this visit?☐ Yes☐ No**42. Test method used**☐ Browser-based speed test (preferred)☐ Latest result from installed monitoring tool☐ M-Lab NDT7 / approved fallback☐ Other approved speed-test method**43. How was the test device connected to the school network?**☐ Wired Ethernet☐ School Wi-Fi☐ Other school network connection**44. Where in the school was the test performed?**☐ Network/server room☐ Administration office☐ Regular classroom☐ Computer/ICT lab☐ Library/resource centre☐ Other**45. Estimated number of devices actively using the school internet during the test**

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46. Number of consecutive test runs completed*Complete 3 runs where feasible.*

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47. Internet speed test results*Record download speed, upload speed and latency for each run.*

Run	Download (Mbps)	Upload (Mbps)	Latency (ms)
Run 1			
Run 2			
Run 3			
Average			

48. Why was the speed test not completed?☐ Internet not working☐ Speed-test/monitoring service unavailable☐ No suitable test device☐ No permission/access☐ Insufficient time☐ Other**49. Other reason****5. Internal network, LAN and Wi-Fi coverage****50. Does the school have a wired Ethernet/LAN network?**☐ Yes☐ No☐ Don't know / not verified**51. Does the school provide Wi-Fi?**☐ Yes☐ No☐ Don't know / not verified**52. Number of classrooms with reliable Wi-Fi usable for teaching**

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53. Main Wi-Fi security standard☐ WPA3☐ WPA2☐ WPA / older standard☐ WEP☐ Open/no password☐ Unknown

6. Digital equipment inventory

For each item, enter the number owned/assigned to this school site and the number currently functional. Enter 0 if none. Functional means usable for its intended purpose today.

Equipment type	Total units	Functional units	Connected to the school network/internet
Desktop computers			
Laptop computers			
Chromebooks / similar cloud-managed laptops			
Tablets			
School-owned smartphones			
Thin-client terminals			
Physical servers			
Network-attached storage (NAS) / local shared storage			
Interactive whiteboards / smartboards			
Interactive flat-panel displays			
Projectors			
Televisions / large digital displays			
Document cameras / visualizers			
Digital still cameras			
Video cameras / camcorders			
External webcams			
Dedicated video-conferencing systems			
Black-and-white printers			
Colour printers			
Multifunction printer/scanner/copier devices			
Standalone scanners			
Standalone photocopiers			
3D printers			
Computer/classroom speaker sets			
Headsets/headphones			
External microphones			
Robotics kits			
Coding/microcontroller kits (e.g. micro:bit, Arduino, Raspberry Pi)			
Science sensors / data loggers			
VR/AR headsets			
Routers			
Managed network switches			
Unmanaged network switches			
Wireless access points			
Wi-Fi extenders/repeaters			
Dedicated firewall/UTM appliances			
Modems / fibre ONTs			
UPS units			
Device charging carts/cabinets			

7. Software, platforms and digital services

54. Does the school have reliable access to the national education management information system (EMIS) from the school premises?

☐ Yes

☐ No

55. Does the school use a learning management system (LMS) or structured digital learning platform?

☐ Yes

☐ No

56. Is web/content filtering or safe-search enforcement used on the school network?

☐ Yes

☐ No

☐ Don't know / not verified

8. Cybersecurity, data protection and child online safety

Record whether controls exist; do not collect security credentials, passwords, IP addresses, encryption keys or detailed vulnerability information.

57. School/municipality has an approved ICT/cybersecurity policy or procedures applicable to this school

☐ Yes

☐ No

☐ Don't know / not verified

58. School computers have active antivirus/endpoint protection

☐ Yes

☐ No

☐ Don't know / not verified

59. Network firewall controls are enabled

☐ Yes

☐ No

☐ Don't know / not verified

60. Security patches/updates are applied on a regular schedule

☐ Yes

☐ No

☐ Don't know / not verified

61. Important school administrative data is backed up

☐ Yes

☐ No

☐ Don't know / not verified

62. There is a documented process for reporting/responding to cybersecurity incidents

☐ Yes

☐ No

☐ Don't know / not verified

63. Students receive age-appropriate online safety/digital citizenship education

☐ Yes

☐ No

☐ Don't know / not verified

64. Has the school experienced a known cybersecurity incident in the last 12 months?

☐ Yes

☐ No

☐ Don't know / not verified

9. Digital learning use, skills and technical support

65. Primary source of ICT technical support

☐ Dedicated school ICT staff

☐ Teacher/staff member as additional duty

☐ Municipal ICT/education service

☐ Central support

☐ External vendor/ISP

☐ No regular support

☐ Other

66. Other ICT support source

67. Typical response time for an ICT/network problem that the school cannot fix internally

☐ Same day

☐ 1-2 working days

☐ 3-5 working days

☐ More than one week

☐ Highly variable

☐ No defined support

68. Number of teachers who completed organized digital pedagogy/ICT training in the last 24 months

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69. Number of teachers who completed cybersecurity/data protection/online safety training in the last 24 months

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70. How often are digital devices/internet used as part of classroom teaching across the school?

- ☐ Daily in most classes/subjects ☐ Daily in some classes/subjects ☐ At least weekly
☐ A few times per month ☐ Rarely ☐ Never

71. If devices are shared, is there an organized booking/allocation system?

- ☐ Yes ☐ No ☐ Don't know / not verified

72. Can students regularly access school-owned digital devices for learning (not only teachers/administration)?

- ☐ Yes ☐ No ☐ Don't know / not verified

73. Does the school provide supervised access to devices/internet outside normal lessons for students who need it?

- ☐ Yes ☐ No ☐ Don't know / not verified

74. Is school connectivity/digital infrastructure ever made available to the wider community under a controlled arrangement?

- ☐ Yes ☐ No ☐ Don't know / not verified

10. Accessibility and inclusive digital infrastructure

75. Does the school have digital assistive technologies for learners with disabilities?

- ☐ Yes ☐ No ☐ Don't know / not verified

76. Types of digital assistive technology available

- ☐ Screen-reader software/devices ☐ Screen magnification/large display ☐ Braille display/embosser
☐ Alternative/adapted keyboard or input device ☐ Switch-access devices ☐ Hearing-assistive/audio system
☐ Captioning/speech-to-text tools ☐ Augmentative and alternative communication (AAC) devices/software ☐ Other

77. Total number of functional assistive-technology devices/peripherals

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78. Are accessibility features/software configured where needed (e.g. screen reader, magnification, captions, alternative input)?

- ☐ Yes ☐ No ☐ Don't know / not verified

79. Does the school use or have guidance on accessible digital learning content for students with disabilities?

- ☐ Yes ☐ No ☐ Don't know / not verified

10A. Assistive technology for children with disabilities

Complete this table for assistive technology available to support children with disabilities. Record school-owned/shared devices and software used for access, communication, hearing, vision, mobility or learning. Do not record student names or diagnoses.

Assistive technology category	Total units	Functional units	Currently in use
Braille display / Braille embosser			
Alternative/adapted keyboard, mouse or input device			
Switch-access device			
AAC device or communication tablet			
Hearing-assistive / FM / loop system			
Screen-reader / magnification software or device			
Speech-to-text / captioning tool			

Assistive technology category	Total units	Functional units	Currently in use
Eye-gaze or other alternative-access device			
Accessible tablet / touchscreen device			
Other assistive technology			

80. Does the school have unmet needs for assistive technology?

- ☐ Yes
 ☐ No
 ☐ Don't know / not assessed

81. Main unmet assistive technology needs (Select all that apply)

- ☐ Vision access
 ☐ Hearing access
☐ Communication/AAC
 ☐ Alternative input/mobility access
☐ Reading/writing support
 ☐ Accessible learning software/content
☐ Teacher training
 ☐ Maintenance/technical support
☐ Funding/procurement
 ☐ Assessment of individual needs
☐ Other

11. Maintenance, lifecycle and financing

82. Does the school/municipality have a defined annual budget line for ICT/digital equipment for this school?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

83. Is there a defined budget/contract for ICT maintenance and repairs?

- ☐ Yes
 ☐ No
 ☐ Don't know / not verified

84. Number of computers/tablets currently unusable and awaiting repair

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85. Number of computers/tablets retained in inventory but considered obsolete/not usable for current needs

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86. Select up to five highest-priority digital infrastructure needs for this school

- ☐ Establish internet connection
 ☐ Increase bandwidth/speed
☐ Improve Wi-Fi/LAN coverage
 ☐ More desktop/laptop computers
☐ More tablets/mobile learning devices
 ☐ Smartboards/interactive displays
☐ Projectors/displays
 ☐ Cybersecurity controls/software
☐ Power reliability/UPS/backup
 ☐ Maintenance/repair capacity
☐ Teacher digital-skills training
 ☐ ICT technical support/staff
☐ Assistive technology/accessibility
 ☐ Licensed software/LMS/cloud services
☐ Replace obsolete equipment
 ☐ Other

12. Enumerator verification and closing assessment

87. Sources used to complete this questionnaire

- ☐ Interview with school staff
 ☐ Asset register/inventory
 ☐ ISP contract/bill/portal
☐ Physical observation
 ☐ connectivity/speed test
 ☐ EMIS/official school record
☐ Other

88. Did the enumerator physically inspect at least a sample of ICT equipment?

- ☐ Yes
 ☐ No

89. Did the enumerator physically inspect the router/network/Wi-Fi setup?

- ☐ Yes
 ☐ No

90. Enumerator's overall assessment of the school's digital infrastructure readiness

- ☐ High - infrastructure supports routine digital teaching
☐ Critical - basic digital connectivity/infrastructure largely absent
- ☐ Moderate - usable but important gaps remain
☐ Low - major infrastructure/connectivity constraints

91. Critical issues requiring urgent follow-up

Briefly record the most important infrastructure/connectivity/cybersecurity problems.

92. Additional comments**93. Did the responsible school representative confirm that the recorded information is accurate to the best of their knowledge?**

- ☐ Yes
 ☐ No

Enumerator and school confirmation

Enumerator name/code		Date	
School representative name		Position	
Signature / confirmation			

This Word version is fully editable. The tablet-based XLSForm remains the preferred instrument for official data collection and database integration.