

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

## **REQUEST FOR PROPOSAL (RFP)**

**24 December 2014**

### **UNITED NATIONS CHILDREN'S FUND (UNICEF)**

**Wishes to invite corporate contractors to submit a proposal for Research on quality of special education in Serbia**

**SEALED Proposals** should be sent to:

UNICEF Belgrade  
Bid Reference Number RFP 08/2014 - **Research on quality of special education in Serbia**  
UNICEF Address  
Svetozara Markovica 58  
11000 Belgrade

### **IMPORTANT – ESSENTIAL INFORMATION**

The reference **RFP 08/2014 - Research on quality of special education in Serbia** must be shown on the envelope containing the **Technical Proposal** and the **Price Proposal**.

The bid form must be used when replying to this request for proposal.

The Proposals **MUST** be received at the above address latest on **12 January 2015**. Due to the nature of this RFP, there will be no public opening of proposals.

Proposals received after the stipulated date and time will be invalidated.

It is important that you read all of the provisions of the request for proposal, to ensure that you understand UNICEF's requirements and can submit a proposal in compliance with them. Note that failure to provide compliant proposals may result in invalidation of your proposal.

United Nations Children's Fund Telephone (381 11) 3602 100  
Office for Serbia Fax (381 11) 3602 199  
P.O.Box 644  
Svetozara Markovica 58 E-mail belgrade@unicef.org  
11000 Belgrade Web www.unicef.org/serbia

## BID FORM

**THIS PAGE/BID FORM** must be completed, signed and returned to UNICEF. Bid must be made in accordance with the instructions contained in this Request for Proposal.

## TERMS AND CONDITIONS OF CONTRACT

Any Contract or Purchase Order resulting from this INVITATION shall contain UNICEF General Terms and Conditions and any other Specific Terms and Conditions detailed in this INVITATION.

## INFORMATION

Any request for information regarding this INVITATION must be forwarded by fax to the attention of the person who prepared this document, with specific reference to the Invitation Number.

The Undersigned, having read the Terms and Conditions of RFP 08/2014 set out in the attached document, hereby offers to supply the services specified in the schedule 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.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Company: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Tel. No.: \_\_\_\_\_

E-mail: \_\_\_\_\_

Validity of Offer: \_\_\_\_\_

Currency of Offer: \_\_\_\_\_

Please indicate after having read UNICEF Payment Terms which of the following Payment Terms are offered by you: Trade Discounts \_\_\_\_\_

THIS REQUEST FOR PROPOSAL HAS BEEN:

PREPARED BY: \_\_\_\_\_

[Natasa Markovic, [nmarkovic@unicef.org](mailto:nmarkovic@unicef.org)]

(To be contacted for additional information. NOT FOR SENDING OFFERS)

APPROVED BY: \_\_\_\_\_

[Tanja Rankovic, [Education Specialist](#)]

United Nations Children's Fund Telephone (381 11) 3602 100  
Office for Serbia Fax (381 11) 3602 199  
P.O.Box 644  
Svetozara Markovica 58 E-mail belgrade@unicef.org  
11000 Belgrade Web www.unicef.org/serbia

## 1.0 PROCEDURES AND RULES

### 1.1 ORGANISATIONAL BACKGROUND

UNICEF is the agency of the United Nations mandated to advocate for the protection of children's rights, to help meet their basic needs and to expand their opportunities to reach their full potential. Guided by the Convention on the Rights of the Child UNICEF strives to establish children's rights as international standards of behaviour towards children. UNICEF's role is to mobilise political will and material resources to help countries ensure a "first call for children". UNICEF is committed to ensuring special protection for the most disadvantaged children.

UNICEF carries out its work through its headquarters in New York, 8 regional offices and 125 country offices world-wide. UNICEF also has a research centre in Florence, a supply operation based in Copenhagen and offices in Tokyo and Brussels. UNICEF's 37 committees raise funds and spread awareness about the organisation's mission and work.

### 1.2 PURPOSE OF THE RFP

The purpose of this RFP is to invite proposals for consultancy "On social media campaign to prevent and protect children from digital bullying"

### 1.3 FORECAST SCHEDULE

The schedule of the contractual process is as follows:

- a) Closing date and time for submission of full proposal: **12 January 2015**
- b) Award Notice: : **26 January 2015**

### 1.4 RFP CHANGE POLICY

All requests for formal clarification or queries on this RFP must be submitted in writing to Natasa Markovic via e-mail at [nmarkovic@unicef.org](mailto:nmarkovic@unicef.org) / via fax at +381/11 3602-199. Please make sure that the e-mail or fax mentions the RFP reference number.

Only written inquiries will be entertained. Please be informed that if the question is of common interest, the answer will be shared with all potential RFP bidders.

Erasures or other corrections in the proposal must be explained and the signature of the applicant shown alongside. All changes to a proposal must be received prior to the closing time and date. It must be clearly indicated that it is a modification and supersedes the earlier proposal, or state the changes from the original proposal. Proposals may be withdrawn on written request received from bidders prior to the opening time and date. Bidders are expected to examine all instructions pertaining to the work. Failure to do so will be at bidder's own risk and disadvantage.

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

## 1.5 RFP RESPONSE FORMAT

Bidders are requested to confirm no later than **5 January 2015** their intention to submit their proposal, by sending an e-mail to [nmarkovic@unicef.org](mailto:nmarkovic@unicef.org) or fax to +381/11 3602-199.

Full proposals should be submitted in ENGLISH and must be received not later **12 January 2015** duly signed and dated.

Sealed proposals must be securely closed in suitable envelopes and dispatched to arrive at the UNICEF office indicated no later than the closing time and date. They must be clearly marked as follows:

- Outer envelope:

UNICEF  
Svetozara Markovica 58  
11000 Belgrade  
RFP 08-2014

Sealed proposals received prior to the stated closing time and date will be kept unopened. The responsible officers will open technical proposals when the specified time has arrived and no proposal received thereafter will be considered. UNICEF will accept no responsibility for the premature opening of a proposal not properly addressed or identified. Any delays encountered in the mail delivery will be at the risk of the bidder.

Offers delivered at a different address or in a different form than prescribed in this RFP, or which do not respect the required confidentiality, or received after the designated time and date, will be rejected.

All references to descriptive materials should be included in the appropriate response paragraph, though the material/documents themselves may be provided as annexes to the proposal/response.

The bidder must also provide sufficient information in the proposal to address each area of the Proposal Evaluation contained in 1.10 to allow the evaluation team to make a fair assessment of the candidates and their proposal.

## 1.6 BIDDER RESPONSE

### 1.6.1 Formal submission requirements

The formal submission requirements as outlined in this Request for Proposal must be followed, e.g. regarding form and timing of submission, marking of the envelopes, no price information in the technical proposal, etc.

### 1.6.2 Bid Form

The completed and signed bid form must be submitted together with the proposal.

### 1.6.3 Mandatory criteria

All mandatory (i.e. must/have to/shall/should/will) criteria mentioned throughout this Request for

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

Proposals have to be addressed and met in your proposal.

#### 1.6.4 Technical Proposal

The technical proposal should address all aspects and criteria outlined in this Request for Proposal, especially in its statement of work, terms of reference and paragraph 1.10 of this Request for Proposal. However, all these requirements represent a wish list from UNICEF. The bidders are free to suggest/propose any other solution. UNICEF welcomes new ideas and innovative approaches.

**No price information should be contained in the technical proposal.**

#### 1.6.5 Price Proposal

The price proposal should be as per but not limited to paragraph 1.10 of this Request for Proposal.

### 1.7 CONFIDENTIAL INFORMATION

Information, which the bidder considers proprietary, should be clearly marked "proprietary", if any, next to the relevant part of the text, and UNICEF will treat such information accordingly.

### 1.8 RIGHTS OF UNICEF

UNICEF reserves the right to accept any proposal, in whole or in part; or, to reject any or all proposals. UNICEF reserves the right to invalidate any Proposal received from a Bidder who has previously failed to perform properly or complete contracts on time, or a Proposal received from a Bidder who, in the opinion of UNICEF, is not in a position to perform the contract. UNICEF shall not be held responsible for any cost incurred by the Bidder in preparing the response to this Request for Proposal. The Bidder agrees to be bound by the decision of UNICEF as to whether her/his proposal meets the requirements stated in this Request for Proposal. Specifically, UNICEF reserves the right to:

- contact any or all references supplied by the bidder(s);
- request additional supporting or supplementary data (from the bidder(s));
- arrange interviews with the bidder(s);
- reject any or all proposals submitted;
- accept any proposals in whole or in part;
- negotiate with the service provider(s) who has/have attained the best rating/ranking, i.e. the one(s) providing the overall best value proposal(s);
- contract any number of candidates as required to achieve the overall evaluation objectives.

### 1.9 PROPOSAL OPENING

Due to the nature of this RFP, there will be no public opening of proposals.

## 1.10 PROPOSAL EVALUATION

After the opening, each proposal will be assessed first on its technical merits and subsequently on its price. The proposal with the best overall value, composed of technical merit and price, will be recommended for approval. UNICEF will set up an evaluation panel composed of technical UNICEF staff and their conclusions will be forwarded to the internal UNICEF Contracts Review Committee. The evaluation panel will first evaluate each response for compliance with the requirements of this RFP. Responses deemed not to meet all of the mandatory requirements will be considered non-compliant and rejected at this stage without further consideration. Failure to comply with any of the terms and conditions contained in this RFP, including provision of all required information, may result in a response or proposal being disqualified from further consideration.

The proposals will be evaluated against Technical Evaluation Criteria and Price Proposal.

### Application process - Two separate envelopes must contain:

	POINTS
<b><u>1. Technical Evaluation Criteria (first envelope)</u></b>	<b>max 70</b>
a) Draft research proposal with context/background and draft proposed methodology, time-table and management plan of the implementation of the research.....	40 points
b) CVs of the research team (minimum 2 CVs) with references.....	30 points

Only proposals which receive a minimum of [40] points will be considered further.

<b><u>2. Price Proposal (second envelope)</u></b>	<b>max 30</b>
a) Budget justification.....	<b>max 30</b>

The total amount of points allocated for the price component is [30]. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price; e.g.:

$$\text{Score for price proposal X} = \frac{\text{Max. score for price proposal} * \text{Price of lowest priced proposal}}{\text{Price of proposal X}}$$

Total Technical and Price 100 Pts

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

UNICEF will award the contract to the vendor whose response is of high quality, clear and meets the projects goals. The price/cost of each of the technically compliant proposals shall be considered only upon evaluation of the above technical criteria.

The currency of the proposal shall be in RSD. Invoicing will be in the currency of the proposal. The bidder will suggest a payment schedule for the Contract, linked to unambiguous Contract milestones. All prices/rates quoted must be exclusive of all taxes as UNICEF is a tax-exempt organization.

### **1.11 PROPERTY OF UNICEF**

This RFP, along with any responses there to, shall be considered the property of UNICEF and the proposals will not be returned to their originators. In submitting this proposal the bidder will accept the decision of UNICEF as to whether the proposal meets the requirements stated in this RFP.

### **1.12 VALIDITY**

Proposal must be valid for a minimum of ninety (90) days from the date of opening of this RFP and must be signed by all candidates included in the submission. For proposals from institutions, the proposal must also be signed by an authorised representative of the institution. Bidders are requested to indicate the validity period of their proposal in the Proposal Form. UNICEF may also request for an extension of the validity of the proposal.

### **1.13 CONTRACTUAL TERMS AND CONDITIONS**

The UNICEF Special and General Terms and Conditions are attached and will form part of any contract resulting from this RFP.

### **1.14 FULL RIGHT TO USE AND SELL**

The bidder warrants that it has not and shall not enter into any agreement or arrangement that restrains or restricts UNICEF or the recipient Governments rights to use, sell, dispose of or, otherwise, deal with any item that may be acquired under any resulting Contract.

### **1.15 PAYMENT TERMS**

Payment will be made only upon UNICEF's acceptance of the work performed in accordance with the contractual milestones. The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be effected by bank transfer in the currency of billing. Financial proposals should include proposed stage payments.

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

## **Terms of Reference- Research on quality of special education in Serbia**

### **1. Context/Background**

The Republic of Serbia embarked on a significant and much needed change of course in education with the adoption of the Law on the Foundations of the Education System in 2009<sup>1</sup>, providing grounds for major changes in education for children who need additional support. In its follow up, the Government also adopted the Rulebook on Additional Educational, Health and Social Support to Pupils (2010)<sup>2</sup> and The Rulebook on Detailed Guidelines for Determining the Right to the Individual Education Plan (IEP), its Implementation and Evaluation (2010)<sup>3</sup>. The education system in Serbia, according to the legislation, should be equal and accessible, without discrimination and segregation based on a number of grounds, including ethnicity and disability.

There are no reliable data on children with disabilities in Serbia nor the number of these children included in education. While approximately 15% of children with disabilities are enrolled in special schools, the other 85 percent are in mainstream schools without support, or are not attending school at all (OECD 2006)<sup>4</sup>. This data suggest that the inequality of educational opportunities for students with disabilities in Serbia may be defined from two perspectives: access and quality. First, a large portion of the students with disabilities are excluded entirely from the education system in Serbia. Secondly, those students with disabilities who do attend some form of schooling are receiving an inferior education and their results show that they are under-performing, both in regular or special schools (Nolan 2009)<sup>5</sup>.

Although there are no formal difference between mainstream and special school certificates, the OECD reports show that in regular primary schools in Serbia, educational advancement towards secondary, advanced, and higher education is dependent on achievements, whereas in special schools, "any [academic] movement is drastically limited" and graduation from special schools to higher education is "practically nonexistent" (OECD 2006). Though formally this is possible, students simply do not have knowledge and skills necessary for further education or employment (Open Society Institute, 2010)<sup>6</sup>.

All abovementioned, impose the question on quality of special education in Serbia.

---

1 Zakon o osnovama sistema obrazovanja i vaspitanja. *Sl. glasnik RS, 72/2009, 52/2011 i 55/2013.*

2 Pravilnik o dodatnoj obrazovnoj, zdravstvenoj i socijalnoj podršci detetu i učeniku. *Sl. glasnik RS, 63/2010.*

3 Pravilnik o bližim uputstvima za ostvarivanje prava na individualni obrazovni plan, njegovu primenu i vrednovanje. *Sl. glasnik RS, 76/2010.*

4 Organisation for Economic Co-Operation and Development (OECD) (2006). *Education policies for students at risk and those with disabilities in South Eastern Europe: Bosnia-Herzegovina, Bulgaria, Croatia, Kosovo, FYR of Macedonia, Moldova, Montenegro, Romania and Serbia.* OECD 2006, no. 4.

5 Nolan, E. (2009). *Children with special needs: Barriers and Opportunities in Serbia.* UNICEF Serbia. Available at: [http://www.unicef.org/ceecis/SEN\\_Serbia.pdf](http://www.unicef.org/ceecis/SEN_Serbia.pdf)

6 Open Society Institute (2010). *Roma Children in "Special Education" in Serbia: Overrepresentation, Underachievement and Impact on Life.* New York, London, Budapest: Open Society Institute.



## 2. Purpose and objectives

The purpose of the study is to explore the quality of education provided to children with disabilities in special education in Serbia and to define recommendations for its improvement toward enhanced equity.

The specific objectives of the study can be defined as:

1. To describe characteristics of special schools/classes.
  - School staff structure by type of education and working experience;
  - Students structure by grades, ages, gender, ethnicity and socio-economic status, type of additional educational needs (IEP 2);
  - Number and type of extracurricular activities offered to students.
2. To explore the role of special schools/classes in inclusive education.
  - Role of special schools/classes in inclusive education and ways to improve it;
    - Cooperation between mainstream and special schools in order to improve quality of education of children with disabilities;
    - Resources and support to implementation of inclusive practice;
    - Barriers to implementation of inclusive practice;
  - Examples of good practices regarding inclusion of children with disabilities in mainstream schools;
  - Cooperation with relevant institutions at local level in order to improve access and quality of education of children with disabilities.
3. To assess quality of education provided to children with disabilities in special schools/classes.
  - Quality of the learning process in the special classes/schools (e.g. quality of IEPs, accommodations and modifications in classroom, differentiated instructions);
  - Quality of support offered in order for student to achieve learning goals;
  - Teacher's, parent's and student's perceptions of quality of education in special schools/classes;
  - Peer acceptance of children with disabilities within special classes/schools and in mainstream schools with special classes;
  - Student participation in school life;
  - Student motivation and happiness;
  - Special education teachers' perceptions of their own responsibility for student learning, self-efficacy and competence related to learning needs of students with disabilities;
  - Special education teachers' needs related to their professional development;

- Examples of good practices regarding quality of education in special schools and special classes.

### 3. Scope

The study will aim to generate data related to quality of primary and secondary special education in Serbia. The study would look into children in schools for students with disabilities and in special classes in mainstream schools on the territory of Serbia.

### 4. Methodology

Methodology proposed by contractor should combine quantitative and qualitative reaserch methods. The sample should be selected so to allow generalization of findings to special education system in Serbia.

### 5. Work plan and deliverables

Task	Deliverables	Deadline	Deliverables
Developing full research methodology	Detailed research methodology with instruments	February 15, 2015	Reaserch Methodology
Feedback from UNICEF office		February 25, 2015	
Undertake desk review of the relevant studies and legislation in Serbia regarding education of children with disabilities and factors that serve in the context of exclusion of these children	State of the art of education of children with disabilities in Serbia	February 25, 2015	Desk Review Report
Preparing and organizing field research	Detailed plan of field research	February 30, 2015	
Conducting field research	Field research reports	March 20, 2015	
Data analysis and writing of the draft report	Data sets and draft report in Serbian	April 15, 2015	Draft Report
Feedback from UNICEF office		April 25, 2015	
Consultations with stakeholders		April 15, 2015	
Writing final report	Final report in Serbian and English	April 30, 2015	Final Report

Task	Deliverables	Deadline	Deliverables
Preparing two presentations of the results to the UNICEF and external audience	Two power point presentations with the main research findings prepared	April 30, 2015	Two power point presentations with the main research findings

## 6. Selection criteria

The Agency will be selected based on the following criteria:

- Experience of conducting education researches
- Technical expertise on special education and in inclusive education
- Knowledge on the education system in the Republic of Serbia
- Knowledge on child rights and social inclusion concept
- Qualified international and national experts that should compose the reserch team to respond to the tasks in this Terms of Reference
- Excellent report writing skills
- Good communication and presentation skills
- Excellent written and spoken English and Serbian
- Ability to keep with strict deadlines

The research team must be consisted of both international and national consultants. The Agency must provide a list of the research team members with their CVs and references as part of its application. The reaserch team members must meet the following criteria:

- University education, advanced degree is an asset
- Profound experience in undertaking qualitative and quantitative research
- Experience in the work with children with disabilities and with other vulnerable groups
- Research experience related to children with disabilities and children from other vulnerable groups
- At least 10 years of research experience in education in international context
- Excellent analytical and writing skills
- Knowledge of English and Serbian language

## 7. Management of the research

The Contracted agency will be responsible for all deliverables and their timely submission. The research team will submit a management plan for the overall implementation of the research.

Contractor should respect the Terms of Reference and agree on the plan, methodology and instruments prior the research starts with UNICEF office. The contracted agency will regularly report on activities undertaken in accordance with mutually agreed plan. UNICEF office should be informed and consulted on any change of the defined schedule or other emerging issues.

**United Nations Children's Fund** Telephone (381 11) 3602 100  
**Office for Serbia** Fax (381 11) 3602 199  
P.O.Box 644  
Svetozara Markovica 58 E-mail belgrade@unicef.org  
11000 Belgrade Web www.unicef.org/serbia

Contractor will be responsible for organization of all phases of research. Contractor is responsible for accuracy of the data presented in the final report, honesty in dealing with information collected, reliability of findings, confidentiality, and will respect human rights base approach in the implementation of the research.

## **8. Estimated duration of the assignment**

Duration of the assignment is from February 1, 2015 to May 1, 2015.

## **9. Budget**

All expenses related to research should be included in the offer (travel, overnights if needed, DSA etc.).

## **10. Support provided by UNICEF**

UNICEF will provide the contractor with access to the available literature.

UNICEF will provide technical inputs in all stages of the research process and will be in charge for overall quality assurance of final deliverables.

## **11. Payment schedule**

Payment calendar will be based on deliverables. Maximum of 30% will be given upon submission of methodology, will subsequent payments will be given after the submission of the draft report 50%, and final 20% upon closure of the contract.

## **12. Performance indicators for evaluation of results**

Quality of specific deliverables will be used as a basis for evaluation of contractor's performance along with standard indicators, such as timely realization of activities, working relations, etc.

## **13. UNICEF recourse in the case of unsatisfactory performance**

The contractor's fee may be reduced if the assignments/deliverables are not fulfilled to the required standard. In case of serious dissatisfaction with the contractor's performance the contract may be terminated in line with UNICEF procedure in such matters and as spelled out in contract.

**Application process:** Based on the ToR and consultations with UNICEF staff if necessary, the contractor should submit application consisting of: draft research proposal with context/background and draft proposed methodology, time-table and management plan of the implementation of the research, financial requirements, CVs of the research team with references.

Criteria for assessing performance of the contractor: quality of research proposal - 40%, adequacy of budget justification - 30%, relevant experience - 30%.

## **UNICEF SPECIAL TERMS AND CONDITIONS**

### **1. UNETHICAL BEHAVIOUR**

UNICEF strictly enforces a policy of zero tolerance concerning unethical, unprofessional or fraudulent acts of UNICEF bidders. Accordingly, any registered bidder that is found to have undertaken unethical, unprofessional or fraudulent activities will be suspended or forbidden from continuing business relations with UNICEF.

### **2. CORRUPT AND FRAUDULENT PRACTICES**

UNICEF requires that all bidders associated with this Invitation to Bid/Request for Proposal observe the highest standard of ethics during procurement and execution of the work. In pursuance of this policy UNICEF

(a) defines for the purpose of this provision the terms set forth as follows:

(i) corrupt practice means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in the execution of a contract, and

(ii) fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the client, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the client of the benefits of free and open competition;

(b) will reject a proposal for award if it determines that the selected supplier/contractor have engaged in any corrupt or fraudulent practices in competing for the contract in question;

(c) will declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a UNICEF-financed contract if at any time it determines that it has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNICEF-financed contract.

### **3. GUIDELINES ON GIFTS AND HOSPITALITY**

Bidders shall not offer gifts or hospitality to UNICEF staff members. Recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners are also prohibited.

### **4. LATE DELIVERY**

Without limiting any other rights or obligations of the parties hereunder, if the Contractor will be unable to deliver the services by the delivery date stipulated in the Contract, the Contractor shall (i) immediately consult with UNICEF to determine the most expeditious means for delivering the services and (ii) use an expedited means of delivery, at the Contractor's cost, if reasonably so requested by UNICEF.

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

## **5. RIGHTS OF UNICEF**

In case of failure by the Contractor to perform under the terms and conditions of this Contract, UNICEF may, after giving the Contractor reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

- (a) procure all or part of the services from other sources, in which event UNICEF may hold the Contractor responsible for any excess cost occasioned thereby. In exercising such rights UNICEF shall mitigate its damages in good faith;
- (b) refuse to accept delivery of all or part of the services;
- (c) terminate the Contract without any liability for termination charges or any other liability of any kind of UNICEF;
- (d) for late delivery of services or for services which do not meet UNICEF's terms of reference/statement of work and are therefore rejected by UNICEF, claim liquidated damages from the Contractor and deducts 0.5% of the value of the services pursuant to a Contract per additional day of delay, up to a maximum of 10% of the value of the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to this Contract.

## **ANNEX III - UNICEF GENERAL TERMS AND CONDITIONS FOR INSTITUTIONAL/ CORPORATE CONTRACTS**

### **1. ACKNOWLEDGMENT COPY**

Signing and returning the acknowledgment copy of a contract issued by UNICEF or beginning work under that contract shall constitute acceptance of a binding agreement between UNICEF and the Contractor.

### **2. DELIVERY DATE**

Delivery Date to be understood as the time the contract work is completed at the location indicated under Delivery Terms.

### **3. PAYMENT TERMS**

- (a) UNICEF shall, unless otherwise specified in the contract, make payment within 30 days of receipt of the Contractor's invoice which is issued only upon UNICEF's acceptance of the work specified in the contract.
- (b) Payment against the invoice referred to above will reflect any discount shown under the payment terms provided payment is made within the period shown in the payment terms of the contract.

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

(c) The prices shown in the contract cannot be increased except by express written agreement by UNICEF.

#### **4. LIMITATION OF EXPENDITURE**

No increase in the total liability to UNICEF or in the price of the work resulting from design changes, modifications, or interpretations of the statement of work will be authorized or paid to the contractor unless such changes have been approved by the contracting authority through an amendment to this contract prior to incorporation in the work.

#### **5. TAX EXEMPTION**

Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the UN, including its subsidiary organs, is exempt from all direct taxes and is exempt from customs duties in respect of articles imported or exported for its official use. Accordingly, the Vendor authorizes UNICEF to deduct from the Vendor's invoice any amount representing such taxes or duties charged by the Vendor to UNICEF. Payment of such corrected invoice amount shall constitute full payment by UNICEF. In the event any taxing authority refuses to recognize the UN exemption from such taxes, the Vendor shall immediately consult with UNICEF to determine a mutually acceptable procedure.

Accordingly, the Contractor authorizes UNICEF to deduct from the Contractor's invoice any amount representing such taxes, duties, or charges, unless the Contractor has consulted with UNICEF before the payment thereof and

UNICEF has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNICEF with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### **6. LEGAL STATUS**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNICEF. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNICEF.

#### **7. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local customs and conform to a high standard of moral and ethical conduct.

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

## **8. INDEMNIFICATION**

The Contractor shall indemnify, hold and save harmless and defend, at its own expense, UNICEF, its officials, agents, servants and employees, from and against all suits, claims, demands and liability of any nature or kind, including their costs and expenses, arising out of the acts or omissions of the Contractor or its employees or sub-contractors in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, product liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

## **9. INSURANCE AND LIABILITIES TO THIRD PARTIES**

- (a) The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Contractor shall provide and thereafter maintain all appropriate workmen's compensation and liability insurance, or its equivalent, with respect to its employees to cover claims for death, bodily injury or damage to property arising from the execution of this Contract. The Contractor represents that the liability insurance includes sub-contractors.
- (c) The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of work under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- (d) Except for the workmen's compensation insurance, the insurance policies under this Article shall:
  - (i) name UNICEF as additional insured;
  - (ii) include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNICEF;
  - (iii) provide that UNICEF shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- (e) The Contractor shall, upon request, provide UNICEF with satisfactory evidence of the insurance required under this Article.



<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

## **10. SOURCE OF INSTRUCTIONS**

The Contractor shall neither seek nor accept instructions from any authority external to UNICEF in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNICEF or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNICEF.

## **11. ENCUMBRANCES/LIENS**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNICEF against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

## **12. TITLE TO EQUIPMENT**

Title to any equipment and supplies which may be furnished by UNICEF shall rest with UNICEF and any such equipment shall be returned to UNICEF at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment when returned to UNICEF shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear.

## **13. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS**

UNICEF shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract. At UNICEF's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to the UNICEF in compliance with the requirements of the applicable law.

## **14. CONFIDENTIAL NATURE OF DOCUMENTS**

- (a) All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNICEF, shall be treated as confidential and shall be delivered only to the UN authorized officials on completion of work under this Contract.
- (b) The Contractor may not communicate any time to any other person, Government or authority

United Nations Children's Fund Telephone (381 11) 3602 100  
Office for Serbia Fax (381 11) 3602 199  
P.O.Box 644  
Svetozara Markovica 58 E-mail belgrade@unicef.org  
11000 Belgrade Web www.unicef.org/serbia

external to UNICEF, any information known to it by reason of its association with UNICEF which has not been made public except with the authorization of the UNICEF; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract with UNICEF.

## 15. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- (a) In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNICEF of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNICEF of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice required under this Article, UNICEF shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under the Contract.
- (b) If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNICEF shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 14, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- (c) Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection or other acts of a similar nature or force.

## 16. TERMINATION

If the Contractor fails to deliver any or all of the deliverables within the time period(s) specified in the contract, or fails to perform any of the terms, conditions, or obligations of the contract, or should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the contractor, UNICEF may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate the Contract, forthwith, in whole or in part, upon thirty (30) days notice to the Contractor.

UNICEF reserves the right to terminate without cause this Contract at any time upon thirty (30) days prior written notice to the Contractor, in which case UNICEF shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

In the event of any termination no payment shall be due from UNICEF to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this contract.

<b>United Nations Children's Fund</b>	Telephone	(381 11) 3602 100
<b>Office for Serbia</b>	Fax	(381 11) 3602 199
P.O.Box 644		
Svetozara Markovica 58	E-mail	belgrade@unicef.org
11000 Belgrade	Web	www.unicef.org/serbia

Upon the giving of such notice, the Contractor shall have no claim for any further payment, but shall remain liable to UNICEF for reasonable loss or damage which may be suffered by UNICEF for reason of the default. The Contractor shall not be liable for any loss or damage if the failure to perform the contract arises out of force majeure.

Upon termination of the contract, UNICEF may require the contractor to deliver any finished work which has not been delivered and accepted, prior to such termination and any materials or work-in-process related specifically to this contract. Subject to the deduction of any claim UNICEF may have arising out of this contract or termination, UNICEF will pay the value of all such finished work delivered and accepted by UNICEF.

The initiation of arbitral proceedings in accordance with Article 22 "Settlement of Disputes" below shall not be deemed a termination of this Contract.

#### **17. SUB-CONTRACTING**

In the event the Contractor requires the services of subcontractors, the Contractor shall obtain the prior written approval and clearance of UNICEF for all sub-contractors. The approval of UNICEF of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and in conformity with the provisions of this Contract.

#### **18. ASSIGNMENT AND INSOLVENCY**

1. The Contractor shall not, except after obtaining the written consent of UNICEF, assign, transfer, pledge or make other dispositions of the Contract, or any part thereof, of the Contractor's rights or obligations under the Contract.
2. Should the Contractor become insolvent or should control of the Contractor change by virtue of insolvency, UNICEF may, without prejudice to any other rights or remedies, terminate the Contract by giving the Contractor written notice of termination.

#### **19. USE OF UNITED NATIONS AND UNICEF NAME AND EMBLEM**

The Contractor shall not use the name, emblem or official seal of the United Nations or UNICEF or any abbreviation of these names for any purpose.

#### **20. OFFICIALS NOT TO BENEFIT**

The Contractor warrants that no official of UNICEF or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award

United Nations Children's Fund Telephone (381 11) 3602 100  
Office for Serbia Fax (381 11) 3602 199  
P.O.Box 644  
Svetozara Markovica 58 E-mail belgrade@unicef.org  
11000 Belgrade Web www.unicef.org/serbia

thereof. The Contractor agrees that breach of this provision is a breach of an essential term of the Contract.

## **21. PROHIBITION ON ADVERTISING**

The Contractor shall not advertise or otherwise make public that the Vendor is furnishing goods or services to UNICEF without specific permission of UNICEF.

## **22. SETTLEMENT OF DISPUTES**

### **Amicable Settlement**

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

### **Arbitration**

Any dispute, controversy or claim between the Parties arising out of this Contract or the breach, termination or invalidity thereof, unless settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party or the other Party's request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The arbitral tribunal shall have no authority to award punitive damages. In addition, the arbitral tribunal shall have no authority to award interest in excess of six percent (6%) and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

## **23. PRIVILEGES AND IMMUNITIES**

The privileges and immunities of the UN, including its subsidiary organs, are not waived.

## **24. CHILD LABOUR**

UNICEF fully subscribes to the Convention on the Rights of the Child and draws the attention of potential suppliers to Article 32 of the Convention which inter alia requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

United Nations Children's Fund Telephone (381 11) 3602 100  
Office for Serbia Fax (381 11) 3602 199  
P.O.Box 644  
Svetozara Markovica 58 E-mail belgrade@unicef.org  
11000 Belgrade Web www.unicef.org/serbia

**25. ANTI-PERSONNEL MINES**

UNICEF supports an international ban on the manufacture of anti-personnel mines. Anti-personnel mines have killed and maimed thousands of people, of whom a large proportion are children and women. Anti-personnel mines present a serious obstacle to the return of populations displaced from their residences by fighting around their villages and homes. UNICEF has, therefore, decided not to purchase products from companies that sell or manufacture anti-personnel mines or their components.

**26. AUTHORITY TO MODIFY**

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNICEF unless provided by an amendment to this Contract signed by the authorized official of UNICEF.

**27. REPLACEMENT OF PERSONNEL**

UNICEF reserves the right to request the Contractor to replace the assigned personnel if they are not performing to a level that UNICEF considers satisfactory. After written notification, the Contractor will provide curriculum vitae of appropriate candidates within three (3) working days for UNICEF review and approval. The Contractor must replace the unsatisfactory personnel within seven (7) working days of UNICEF's selection.

If one or more key personnel become unavailable, for any reason, for work under the contract, the Contractor shall (i) notify the project authority at least fourteen (14) days in advance, and (ii) obtain the project authority's approval prior to making any substitution of key personnel. Key personnel are designated as follows:

(a) 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.

(b) Personnel whose resumes were submitted with the proposal; and

(c) Individuals who are designated as key personnel by agreement of the Contractor and UNICEF during negotiations.

In notifying the project authority, the Contractor shall provide an explanation of 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.

Acceptance of a replacement person by the project authority shall not relieve the Contractor from responsibility for failure to meet the requirements of the contract.