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REQUEST FOR PROPOSALS

(RFP/UNDP/INDIA/2015/029)

for

**Data Scanning and entry into web based Child Health Info
in 13 districts of 4 States
under the project “UNDP-NIPI New born Project”
India**

Section 1. Notice of Invitation

Sub: Data scanning and entry into web based Child Health Info in 13 districts of 4 states under UNDP New Born Project (RFP/UNDP/INDIA/2015/029)

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

- Section 1 – This Notice of Invitation
- Section 2 – Instructions to Proposers (including Data Sheet)
- Section 3 – Terms of Reference
- Section 4 – Proposal Submission Form
- Section 5 – Documents Establishing the Eligibility and Qualifications of the Proposer
- Section 6 – Technical Proposal Form
- Section 7 – Financial Proposal Form
- Section 8 – Contract for Professional Services, including General Terms and Conditions

Your offer, comprising of a Technical and Financial Proposal, should be submitted in accordance with Section 2.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on **“Accept Invitation”** button no later than, **18 September 2015**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have received this RFP through a direct invitation by UNDP, transferring this invitation to another firm requires your written notification to UNDP of such transfer and the name of the company to whom the invitation was forwarded.

Should you require further clarifications, kindly communicate with the contact person identified in the attached Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Yours sincerely,



Hugo Barillas
Procurement Specialist
New Delhi

Section 2: Instruction to Proposers

Definitions

- a) *“Contract”* refers to the agreement that will be signed by and between the UNDP and the successful proposer, all the attached documents thereto, including the General Terms and Conditions (GTC) and the Appendices.
- b) *“Country”* refers to the country indicated in the Data Sheet.
- c) *“Data Sheet”* refers to such part of the Instructions to Proposers used to reflect conditions of the tendering process that are specific for the requirements of the RFP.
- d) *“Day”* refers to calendar day.
- e) *“Government”* refers to the Government of the country that will be receiving the services provided/rendered specified under the Contract.
- f) *“Instructions to Proposers”* (Section 2 of the RFP) refers to the complete set of documents that provides Proposers with all information needed and procedures to be followed in the course of preparing their Proposals
- g) *“NOI”* (Section 1 of the RFP) refers to the Notice of Invitation sent by UNDP to Proposers.
- h) *“Material Deviation”* refers to any contents or characteristics of the proposal that is significantly different from an essential aspect or requirement of the RFP, and: (i) substantially alters the scope and quality of the requirements; (ii) limits the rights of UNDP and/or the obligations of the offeror; and (iii) adversely impacts the fairness and principles of the procurement process, such as those that compromise the competitive position of other offerors.
- i) *“Proposal”* refers to the Proposer’s response to the Request for Proposal, including the Proposal Submission Form, Technical and Financial Proposal and all other documentation attached thereto as required by the RFP.
- j) *“Proposer”* refers to any legal entity that may submit, or has submitted, a Proposal for the provision of services requested by UNDP through this RFP.
- k) *“RFP”* refers to the Request for Proposals consisting of instructions and references prepared by UNDP for purposes of selecting the best service provider to perform the services described in the Terms of Reference.
- l) *“Services”* refers to the entire scope of tasks and deliverables requested by UNDP under the RFP.
- m) *“Supplemental Information to the RFP”* refers to a written communication issued by UNDP to prospective Proposers containing clarifications, responses to queries received from prospective Proposers, or changes to be made in the RFP, at any time after the release of the RFP but before the deadline for the submission of Proposals.

- n) “*Terms of Reference*” (TOR) refers to the document included in this RFP as Section 3 which describes the objectives, scope of services, activities, tasks to be performed, respective responsibilities of the proposer, expected results and deliverables and other data pertinent to the performance of the range of duties and services expected of the successful proposer.

A. GENERAL

1. UNDP hereby solicits Proposals in response to this Request for Proposal (RFP). Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the rules and provisions stipulated in this RFP may be made or assumed unless it is instructed or approved in writing by UNDP in the form of Supplemental Information to the RFP.
2. Submission of a Proposal shall be deemed as an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and, unless specified otherwise, the Proposer has read, understood and agreed to all the instructions in this RFP.
3. Any Proposal submitted will be regarded as an offer by the Proposer and does not constitute or imply the acceptance of any Proposal by UNDP. UNDP is under no obligation to award a contract to any Proposer as a result of this RFP.
4. UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See [http://www.undp.org/about/transparencycdocs/UNDP Anti Fraud Policy English FINAL june 2011.pdf](http://www.undp.org/about/transparencycdocs/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf) and http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protect/ for full description of the policies)
5. In responding to this RFP, UNDP requires all Proposers to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP’s interests paramount. Proposers must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Proposers found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Proposers, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:
 - 5.1 Are or have been associated in the past, with a firm or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;
 - 5.2 Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or
 - 5.3 Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP’s confirmation on whether or not such conflict exists.

6. Similarly, the Proposers must disclose in their proposal their knowledge of the following:
 - 6.1 That they are owners, part-owners, officers, directors, controlling shareholders, or they have key personnel who are family of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and
 - 6.2 All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure of such disclosure may result in the rejection of the proposal or proposals affected by the non-disclosure.

7. The eligibility of Proposers that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to this RFP, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Proposal.
8. All Proposers must adhere to the UNDP Supplier Code of Conduct, which may be found at this link: <http://web.ng.undp.org/procurement/undp-supplier-code-of-conduct.pdf>

B. CONTENTS OF PROPOSAL

9. Sections of Proposal

Proposers are required to complete, sign and submit the following documents:

- 9.1 Proposal Submission Cover Letter Form (see RFP Section 4);
- 9.2 Documents Establishing the Eligibility and Qualifications of the Proposer (see RFP Section 5);
- 9.3 Technical Proposal (see prescribed form in RFP Section 6);
- 9.4 Financial Proposal (see prescribed form in RFP Section 7);
- 9.5 Proposal Security, if applicable (if required and as stated in the **Data Sheet** (DS nos. 9-11), see prescribed Form in RFP Section 8); A scanned copy of this document must be attached with your proposal in the system and the original must be sent by mail. Original must arrive no later than [insert date and time]
- 9.6 Any attachments and/or appendices to the Proposal.

10. Clarification of Proposal

- 10.1 Proposers may request clarifications of any of the RFP documents no later than the date indicated in the **Data Sheet** (DS no. 16) prior to the proposal submission date. Any request for clarification must be sent in writing via courier or through electronic means to the UNDP address indicated in the **Data Sheet** (DS no. 17). UNDP will respond in writing by uploading the document with the responses in the system (including an explanation of the query but without identifying the source of inquiry). After which, all Proposers who have accepted the Invitation will be automatically alerted that such a clarification has been posted online.
- 10.2 UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of

UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.

11. Amendment of Proposals

- 11.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Proposer, modify the RFP in the form of a Supplemental Information to the RFP that will be uploaded in the system and made available to all Invited Proposers. All prospective Proposers (Proposers who have “accepted the Bid Invitation” in the system) will be notified that changes have occurred through the method specified in the **Data Sheet** (DS No. 18).
- 11.2 In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, UNDP may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFP justifies such an extension.

C. PREPARATION OF PROPOSALS

12. Cost

The Proposer shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

13. Language

The Proposal, as well as any and all related correspondence exchanged by the Proposer and UNDP, shall be written in the language (s) specified in the **Data Sheet** (DS No 4). Any printed literature furnished by the Proposer written in a language other than the language indicated in the **Data Sheet**, must be accompanied by a translation in the preferred language indicated in the **Data Sheet**. For purposes of interpretation of the Proposal, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language shall govern. Upon conclusion of a contract, the language of the contract shall govern the relationship between the contractor and UNDP.

14. Proposal Submission Form

The Proposer shall submit the Proposal Submission Form using the form provided in Section 4 of this RFP.

15. Technical Proposal Format and Content

Unless otherwise stated in the **Data Sheet** (DS no. 28), the Proposer shall structure the Technical Proposal as follows:

- 15.1 Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and on-going, both domestic and international) which are related or similar in nature to the

requirements of the RFP, and proof of financial stability and adequacy of resources to complete the services required by the RFP (see RFP clause 18 and DS No. 26 for further details). The same shall apply to any other entity participating in the RFP as a Joint Venture or Consortium.

- 15.2 Proposed Methodology, Approach and Implementation Plan – this section should demonstrate the Proposer’s response to the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable that is within the duration of the contract as specified in the **Data Sheet** (DS nos. 29 and 30).

Proposers must be fully aware that the products or services that UNDP requires may be transferred, immediately or eventually, by UNDP to the Government partners, or to an entity nominated by the latter, in accordance with UNDP’s policies and procedures. All proposers are therefore required to submit the following in their proposals:

- a) A statement of whether any import or export licences are required in respect of the goods to be purchased or services to be rendered, including any restrictions in the country of origin, use or dual use nature of the goods or services, including any disposition to end users; and
- b) Confirmation that the Proposer has obtained license of this nature in the past, and have an expectation of obtaining all the necessary licenses, should their Proposal be rendered the most responsive.

- 15.3 Management Structure and Key Personnel – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

In complying with this section, the Proposer assures and confirms to UNDP that the personnel being nominated are available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, among other possibilities, UNDP reserves the right to consider the proposal non-responsive. Any deliberate substitution arising from unavoidable reasons, including delay in the implementation of the project of programme through no fault of the Proposer shall be made only with UNDP’s acceptance of the justification for substitution, and UNDP’s approval of the qualification of the replacement who shall be either of equal or superior credentials as the one being replaced.

- 15.4 Where the **Data Sheet** requires the submission of the Proposal Security, the Proposal Security shall be included along with the Technical Proposal. The Proposal Security may be forfeited by UNDP, and reject the Proposal, in the event of any or any combination of the following conditions:

- a) If the Proposer withdraws its offer during the period of the Proposal Validity specified in the **Data Sheet** (DS no. 11), or;
- b) If the Proposal Security amount is found to be less than what is required by UNDP as indicated in the **Data Sheet** (DS no. 9), or;
- c) In the case the successful Proposer fails:
 - i. to sign the Contract after UNDP has awarded it;
 - ii. to comply with UNDP's variation of requirement, as per RFP clause 35; or
 - iii. to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the effectivity of the contract that may be awarded to the Proposer.

16. Financial Proposals

The Financial Proposal shall be prepared using the attached standard form (Section 7). It shall list all major cost components associated with the services, and the detailed breakdown of such costs. All outputs and activities described in the Technical Proposal must be priced separately on a one-to-one correspondence. Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

17. Currencies

All prices shall be quoted in the currency indicated in the **Bid Event**. However, where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:

- a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and
- b) In the event that the proposal found to be the most responsive to the RFP requirement is quoted in another currency different from the preferred currency as per **Bid Event**, then UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

18. Documents Establishing the Eligibility and Qualifications of the Proposer

The Proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided under Section 5, Proposer Information Forms. In order to award a contract to a Proposer, its qualifications must be documented to UNDP's satisfaction. These include, but are not limited to, the following:

- a) That, in the case of a Proposer offering to supply goods under the Contract which the Proposer did not manufacture or otherwise produce, the Proposer has been duly authorized by the goods' manufacturer or producer to supply the goods in the country of final destination;
- b) That the Proposer has the financial, technical, and production capability necessary to perform the Contract; and
- c) That, to the best of the Proposer's knowledge, it is not included in the UN 1267/1989 List or the UN Ineligibility List, nor in any and all of UNDP's list of suspended and removed vendors.

Proposals submitted by two (2) or more Proposers shall all be rejected if they are found to have any of the following:

- a) they have at least one controlling partner, director or shareholder in common; or
- b) any one of them receive or have received any direct or indirect subsidy from the other/s;
or
- c) they have the same legal representative for purposes of this RFP; or
- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Proposer regarding this RFP process;
- e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Proposer; or
- f) an expert proposed to be in the team of one Proposer participates in more than one Proposal received for this RFP process. This condition does not apply to subcontractors being included in more than one Proposal.

19. Joint Venture, Consortium or Association

If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this shall be duly evidenced by a duly notarized Agreement among the legal entities, which shall be submitted along with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Proposal has been submitted to UNDP, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of UNDP. Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another proposal, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Proposal.

The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the Joint Venture Agreement. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by UNDP.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and
- b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the RFP.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed

as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

If a joint venture's Proposal is determined by UNDP as the most responsive Proposal that offers the best value for money, UNDP shall award the contract to the joint venture, in the name of its designated lead entity. The lead entity shall sign the contract for and on behalf of all other member entities.

20. Alternative Proposals

Unless otherwise specified in the **Data Sheet** (DS nos. 5 and 6), alternative proposals shall not be considered. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.

21. Validity Period

Proposals shall remain valid for the period specified in the **Data Sheet** (DS no. 8), commencing on the submission deadline date also indicated in the **Data Sheet** (DS no. 21). A Proposal valid for a shorter period shall be immediately rejected by UNDP and rendered non-responsive.

In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Proposers to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.

22. Proposer's Conference

When appropriate, a proposer's conference will be conducted at the date, time and location specified in the **Data Sheet** (DS no. 7). All Proposers are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Proposer. Minutes of the proposer's conference will be uploaded on the system. No verbal statement made during the conference shall modify the terms and conditions of the RFP unless such statement is specifically written in the Minutes of the Conference, or issued/posted as an amendment in the form of a Supplemental Information to the RFP.

D. SUBMISSION AND OPENING OF PROPOSALS

23. Submission

23.1 The Financial Proposal and the Technical Proposal MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal. The Proposer shall assume the responsibility for not encrypting the financial proposal.

23.2 In the unlikely and exceptional event that the Proposers encounter technical problems when submitting the proposal in the system, then the Proposal can be sent via email as

instruction in the Data Sheet (DsNo. XX). Proposers are however strongly advised to undertake all necessary efforts, including requesting support from UNDP, to submit the Proposal through the online system. In all cases, email submission must be authorized and accepted by UNDP prior to the submission deadline indicated. *Proposals submitted via email which does not have prior authorization by UNDP will not be accepted.*

- 23.3 Proposers must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Proposer accepts the General Contract Terms and Conditions of UNDP as attached hereto as Section 11.

24. Withdrawal, Substitution, and Modification of Proposals

- 25.1 Proposers are expected to have sole responsibility for taking steps to carefully examine in detail the full consistency of its Proposals to the requirements of the RFP, keeping in mind that material deficiencies in providing information requested by UNDP, or lack clarity in the description of services to be provided, may result in the rejection of the Proposal. The Proposer shall assume the responsibility regarding erroneous interpretations or conclusions made by the Proposer in the course of understanding the RFP out of the set of information furnished by UNDP.
- 25.2 A Proposer may withdraw, substitute or modify its Proposal after it has been submitted by cancelling or editing their bid in the system.

25. Confidentiality

Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Proposers or any other persons not officially concerned with such process, even after publication of the contract award.

Any effort by a Proposer to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal.

In the event that a Proposer is unsuccessful, the Proposer may seek a meeting with UNDP for a debriefing. The purpose of the debriefing is discussing the strengths and weaknesses of the Proposer's submission, in order to assist the Proposer in improving the proposals presented to UNDP. The content of other proposals and how they compare to the Proposer's submission shall not be discussed.

E. EVALUATION OF PROPOSALS

26. Preliminary Examination of Proposals

UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Proposer is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP may reject any Proposal at this stage.

27. Evaluation of Proposals

29.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet** (DS no. 32). Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **Data Sheet** (DS no. 25). Absolutely no changes may be made by UNDP in the criteria, sub-criteria and point system indicated in the **Data Sheet** (DS no. 32) after all Proposals have been received.

29.2 In the second stage, only the Financial Proposals of those Proposers who achieve the minimum technical score will be opened for evaluation for comparison and review. The overall evaluation score will be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposers. The evaluation method that applies for this RFP shall be as indicated in the **Data Sheet** (DS No. 25).

When the Data Sheet specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

Rating the Technical Proposal (TP):

TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100

Rating the Financial Proposal (FP):

FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

Total Combined Score:

$$\frac{(\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})}{\text{Total Combined and Final Rating of the Proposal}}$$

29.3 UNDP reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Proposer. Such post-qualification shall be fully documented and, among those that may be listed in the **Data Sheet** (DS No.33), may include, but need not be limited to, all or any combination of the following :

- a) Verification of accuracy, correctness and authenticity of information provided by the Proposer on the legal, technical and financial documents submitted;
- b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;
- c) Inquiry and reference checking with Government entities with jurisdiction on the Proposer, or any other entity that may have done business with the Proposer;
- d) Inquiry and reference checking with other previous clients on the quality of

- performance on ongoing or previous contracts completed;
- e) Physical inspection of the Proposer's offices, branches or other places where business transpires, with or without notice to the Proposer;
- f) Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of UNDP, where available; and
- g) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

28. Clarification of Proposals

To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Proposer for a clarification of its Proposal.

UNDP's request for clarification and the response shall be in writing. Notwithstanding the written communication, no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP Clause 32.

Any unsolicited clarification submitted by a Proposer in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

29. Responsiveness of Proposal

UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself.

A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.

If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Proposer by correction of the material deviation, reservation, or omission.

30. Nonconformities, Repairable Errors and Omissions

Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.

Provided that a Proposal is substantially responsive, UNDP may request the Proposer to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

Provided that the Proposal is substantially responsive, UNDP shall correct arithmetical errors as follows:

- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total

- shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above.

If the Proposer does not accept the correction of errors made by UNDP, its Proposal shall be rejected.

F. AWARD OF CONTRACT

31. Right to Accept, Reject, or Render Non-Responsive Any or All Proposals

UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for UNDP's action. Furthermore, UNDP shall not be obliged to award the contract to the lowest price offer.

UNDP shall also verify, and immediately reject their respective Proposal, if the Proposers are found to appear in the UN's Consolidated List of Individuals and Entities with Association to Terrorist Organizations, in the List of Vendors Suspended or Removed from the UN Secretariat Procurement Division Vendor Roster, the UN Ineligibility List, and other such lists that as may be established or recognized by UNDP policy on Vendor Sanctions. (See http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/ for details)

32. Award Criteria

Prior to expiration of the period of proposal validity, UNDP shall award the contract to the qualified Proposer with the highest total score based on the evaluation method indicated in the **Data Sheet** (DS nos. 25 and 32).

33. Right to Vary Requirements at the Time of Award

At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

34. Contract Signature

Within fifteen (15) days from the date of receipt of the Contract, the successful Proposer shall sign and date the Contract and return it to UNDP.

Failure of the successful Proposer to comply with the requirement of RFP Clause 35 and this provision shall constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security if any, and on which event, UNDP may award the Contract to the Proposer with the second highest rated Proposal, or call for new Proposals.

35. Performance Security

A performance security, if required, shall be provided in the amount and form provided in Section 9 and by the deadline indicated in the **Data Sheet** (DS no. 14), as applicable. Where a Performance Security will be required, the submission of the said document, and the confirmation of its acceptance by UNDP, shall be a condition for the effectivity of the Contract that will be signed by and between the successful Proposer and UNDP.

36. Bank Guarantee for Advanced Payment

Except when the interests of UNDP so require, it is the UNDP's preference to make no advanced payment(s) on contracts (i.e., payments without having received any outputs). In the event that the Proposer requires an advanced payment upon contract signature, and if such request is duly accepted by UNDP, and the said advanced payment exceeds 20% of the total proposal price, or exceed the amount of USD 30,000, UNDP shall require the Proposer to submit a Bank Guarantee in the same amount as the advanced payment. A bank guarantee for advanced payment shall be furnished in the form provided in Section 10.

37. Vendor Protest

UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a purchase order or contract through a competitive procurement process. In the event that a Proposer believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:
<http://www.undp.org/procurement/protest.shtml>

Instructions to Proposers

DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Instruction to Proposers. In the case of a conflict between the Instructions to Proposers, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall govern.

| DS No. | Cross Ref. to Instructions | Data | Specific Instructions / Requirements |
|--------|----------------------------|---|--|
| 1 | | Project Title : | UNDP-NIPI New born project |
| 2 | | Title of Services/Work: | Data scanning and entry into web based Child Health Info in 13 districts of 4 States under UNDP New Born Project |
| 3 | | Country / Region of Work Location: | India (regions as specified in the Terms of Reference in Section 3 |
| 4 | C.13 | Language of the Proposal: | <input checked="" type="checkbox"/> English |
| 5 | C.20 | Conditions for Submitting Proposals for Parts or sub-parts of the TOR | <input checked="" type="checkbox"/> Not allowed |
| 6 | C.20 | Conditions for Submitting Alternative Proposals | <input checked="" type="checkbox"/> Shall not be considered |
| 7 | C.22 | A pre-proposal conference will be held on: | <input checked="" type="checkbox"/> Not applicable |
| 8 | C.21 | Period of Proposal Validity commencing on the submission date | <input checked="" type="checkbox"/> 120 days |
| 9 | B.9.5 C.15.4 b) | Proposal Security | <input checked="" type="checkbox"/> Not Required |
| 10 | B.9.5 | Acceptable forms of Proposal Security | <input checked="" type="checkbox"/> Not applicable |
| 11 | B.9.5 C.15.4 a) | Validity of Proposal Security | <input checked="" type="checkbox"/> Not applicable |
| 12 | | Advanced Payment upon signing | <input checked="" type="checkbox"/> Not allowed (for payment schedule, please refer to |

| | | | |
|----|------------------------|---|--|
| | | of contract | Section 7) |
| 13 | | Liquidated Damages | <input checked="" type="checkbox"/> Will not be imposed |
| 14 | F.37 | Performance Security | <input checked="" type="checkbox"/> Not Required |
| 15 | C.17, C.17 b) | Preferred Currency of Proposal and Method for Currency conversion | <input checked="" type="checkbox"/> Indian Rupees (INR) |
| 16 | B.10.1 | Deadline for submitting requests for clarifications/ questions | 05 working days before the submission date. |
| 17 | B.10.1 | Contact Details for submitting clarifications/questions ¹ | Surjit Singh, Procurement Unit surjit.singh@undp.org |
| 18 | B.11.1 | Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries | <input checked="" type="checkbox"/> Direct communication to prospective Proposers by email <input checked="" type="checkbox"/> Uploaded in the system. Once uploaded, Prospective Proposers (i.e. Proposers those have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system. |
| 19 | D.23.3 | No. of copies of Bid that must be submitted | Only one proposal to be submitted in the system, alternate proposals are not allowed. |
| 20 | D.23.1 b) D.23.2 | Bid submission address | To be submitted in e-tendering system: https://etendering.partneragencies.org |
| 21 | C.21.1 D.24 | Deadline of Bid Submission | Date and Time: As specified in the system (note that time zone indicated in the system is India Time zone). PLEASE NOTE:- 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. |

¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was officially received.

| | | | |
|----|--------------------------|--|---|
| | | | <p>UNDP will not accept any bid that is not submitted directly in the system.</p> <p>2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</p> |
| 22 | D.23.2 | Allowable Manner of Submitting Proposals | <input checked="" type="checkbox"/> Online bidding in e-tendering module. |
| 23 | D.23.2 D.26 | Conditions and Procedures for electronic submission and opening, if allowed | <p><input checked="" type="checkbox"/> One file, containing Technical proposal (including CVs, registration certificate and all supporting documents).</p> <p><input checked="" type="checkbox"/> One file, containing Financial Proposal (password encrypted). Password <u>must</u> not be provided to UNDP until it is formally requested by UNDP focal point indicated in DS No. 17.</p> <p>Note: We prefer submitting pdf version of files. If one file is too bulky, it may be split into 4-5 files.</p> |
| 25 | E.29.2 E.29.3 F.34 | Evaluation method to be used in selecting the most responsive Proposal | <p><input checked="" type="checkbox"/> Compliance on Preliminary Examination of Proposals</p> <p><input checked="" type="checkbox"/> Compliance on Essential Eligibility/Qualification requirements</p> <p><input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70%</p> |
| 26 | C.15.1 | Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only) | <p><input checked="" type="checkbox"/> Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation</p> <p><input checked="" type="checkbox"/> Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Proposer is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Proposer</p> <p><input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past three (3) years.</p> |
| 27 | | Other documents that may be Submitted to Establish Eligibility | Not applicable |
| 28 | C.15 | Structure of the Technical Proposal | Please refer to Section 6 for guidance on Technical proposal format and structure. |
| 29 | C.15.2 | Latest Expected date for commencement of Contract | 1 st November 2015 |

| | | | |
|----|----------------|--|---|
| 30 | C.15.2 | Expected duration of contract (Target Commencement Date and Completion Date) | <p>Data scanning and data entry of HBNC+ registers, supportive supervision forms and SNCU+ cards for a period of 12 months starting from 1st November, 2015 in all the 13 districts of 4 states (Rajasthan, Bihar, M.P. and Odisha)</p> <p>The initial contract will only be given for a period of 5 months, and based on the approved 2016 annual work plan of NIPi new born project the contract will be given for another 7 months.</p> |
| 31 | | UNDP will award the contract to: | <input checked="" type="checkbox"/> One Proposer only |
| 32 | E.29.2 F.34 | Criteria for the Award of Contract and Evaluation of Proposals | (See Tables below) |
| 33 | E.29.4 | Post-Qualification Actions | <input checked="" type="checkbox"/> Verification of accuracy, correctness and authenticity of the information provided by the Proposer on the legal, technical and financial documents submitted; <input checked="" type="checkbox"/> Inquiry and reference checking with Government entities with jurisdiction on the Proposer, or any other entity that may have done business with the Proposer; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on on-going or previous contracts completed; <input checked="" type="checkbox"/> Quality Certificate (e.g., ISO 9000, etc.) and/or other similar certificates, including Environmental Compliance Certificates, accreditations, awards and citations received by the Proposer, if any |
| 34 | | Conditions for Determining Contract Effectivity | <input checked="" type="checkbox"/> Signing of Contract; and acceptance of UNDP Terms & Conditions |
| 35 | | Other Information Related to the RFP | Proposals are invited from the institutions/organizations only. Proposal submitted by Individuals will not be accepted. |

Criteria for Preliminary Examination of Proposals:-

1. Technical proposal is submitted separate to financial proposal
2. Financial proposal is password encrypted
3. Submission of details on personnel to be engaged, as specified in the TOR
4. Submission of implementation timetable, as specified in the TOR
5. Submission of latest Business Registration Certificate
6. Submission of latest Audited Financial Statements for 3 years
7. Proposer or any of its joint venture member must not be included in UN Security Council 1267 List, Suspended and Removed vendors list.

Criteria for Essential Eligibility/Qualification requirements:

The following are the essential criteria for the Proposers to qualify in the technical bid. Documentary evidences or certificates from the competent authorities should be submitted along with the bid for each of the criteria mentioned below:

| S.No. | Criteria | Documents required |
|-------|--|--|
| 1 | Proposer must have incorporated/registered in 2012 or prior | Copy of the Incorporation Certificate |
| 2 | The Proposer should have executed at least one similar assignment of data scanning and entry into web-based system | Copy of the Purchase Order or Contract |
| 3 | The Team Leader should have at least 3 years of professional experience in managing similar assignments of data scanning and entry into web-based system | CV of the Team Leader |
| 4 | National Coordinators should have at least 3 years of professional experience of coordinating similar assignments of data scanning and entry into web-based system | CVs of National coordinators |

Criteria for Detailed Technical Evaluation:

| Summary of Technical Proposal Evaluation Forms | | Score Weight | Points Obtainable |
|--|--|--------------|-------------------|
| 1. | Expertise of Firm / Organization | 30% | 300 |
| 2. | Proposed Methodology, Approach and Implementation Plan | 40% | 400 |
| 3. | Qualification and experience of Key Personnel | 30% | 300 |
| Total | | | 1000 |

| Technical Proposal Evaluation Form 1 | | Points obtainable |
|---|--|-------------------|
| Expertise of the Firm/Organization | | |
| 1.1 | <p>General Organizational Capability which is likely to affect implementation</p> <ul style="list-style-type: none"> - Financial stability (30 points) <p><i>Liquidity Ratio = 1.0 (10 points)</i> <i>Liquidity Ratio > 1.0 (20 points)</i> <i>Liquidity Ratio > 2.0 (30 points)</i></p> <ul style="list-style-type: none"> - Years of Incorporation/Registration of the firm (40 points) <p><i>Incorporated/Registered in 2012: 20 points</i> <i>Incorporated/Registered prior to 2012: 30 points</i> <i>Incorporated/Registered prior to 2010: 40 points</i></p> | 70 |
| 1.2 | <p>Experience of managing data scanning and data entry into web-based information systems</p> <p><i>Minimum of 3 years' experience: 50 points</i> <i>Up to 5 years' experience: 70 points</i> <i>Up to 8 years' experience: 85 points</i> <i>More than 8 years of experience: 100 points</i></p> | 100 |

| | | |
|-----|--|------------|
| 1.3 | Experience on handling similar projects of data scanning and entry into web-based information systems <i>Minimum of 1 project: 50 points</i> <i>Up to 3 projects: 70 points</i> <i>Up to 5 projects: 85 points</i> <i>More than 5 projects: 100 points</i> | 100 |
| 1.4 | Organizational Commitment to Sustainability: - Organization is compliant with ISO 14001 or ISO 14064 or equivalent (10 points) - Organization is a member of the UN Global Compact (10 points) - Organization demonstrates significant commitment to sustainability through some other means (10 points) (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues) | 30 |
| | | 300 |

| Technical Proposal Evaluation Form 2 | | Points Obtainable |
|---|--|----------------------|
| Proposed Methodology, Approach and Implementation Plan | | |
| 2.1 | Have the important aspects of the task been addressed in sufficient detail? | 100 |
| 2.2 | Proposed methodology to undertake the task, including data scanning, data compilation and data entry | 100 |
| 2.3 | What Quality Assurance Procedures are put in place? | 80 |
| 2.4 | What Risk identification and mitigation plan are put in place? | 80 |
| 2.5 | Quality of the sustainability activities or safeguards incorporated into the proposal | 40 |
| | | 400 |

| Technical Proposal Evaluation Form3 | | Points Obtainable |
|--|--|----------------------|
| Qualification and experience of Key Personnel | | |
| 3.1 | Qualifications & Experience of Team Leader | |
| | General Qualifications: Minimum Masters' Degree in Management e.g. HR, Finance, Business Management or relevant field: 35 points For any Additional Degree, 5 points each up to maximum of 50 points | 50 |
| | Experience in managing similar projects of data scanning and entry into web-based information systems <i>Minimum 3 years: 50 points</i> <i>Up to 5 years: 70 points</i> <i>Up to 7 years: 85 points</i> <i>More than 7 years: 100 points</i> | 100 |
| 3.2 | Qualifications & Experience of National level Coordinator/s | |
| | General Qualifications: Minimum Bachelor's Degree in Management e.g. HR, Finance, Business Management or relevant field: 35 points For any Additional Degree, 5 points each up to maximum of 50 points | 50 |
| | Experience in coordinating similar projects of data scanning and entry into web-based information systems <i>Minimum 3 years: 50 points</i> <i>Up to 5 years: 70 points</i> <i>Up to 7 years: 85 points</i> <i>More than 7 years: 100 points</i> | 100 |
| | | 300 |

Section 3: Terms of Reference (TOR)

Terms of Reference

Data scanning and data entry in the Web based Child Health Info

BACKGROUND

UNDP-NIPI NEW BORN CARE PROJECT PHASE II (2013-17)

UNDP-NIPI new born care project was initiated to assist NRHM for reducing newborn and child mortality in India. It has completed the first phase of operation in 2012 in the focus states of Madhya Pradesh, Orissa, Bihar and Rajasthan. Based on results achieved since 2008, it was decided to extend the duration to coincide with the new National Rural Health Mission plan (NRHM) (2013-2017). The Project is working under the following broad areas under Phase II in 13 districts of 4 States.

- i. HBNC Plus
- ii. SNCU plus
- iii. Quality improvement of New Born care through resource centres at district/state level.
- iv. Quality improvement of pediatric care at district hospital

During the evaluation of UNDP-NIPI new born project Phase I, one of the recommendations were strengthening the Monitoring systems of the UNDP-NIPI new born project. Following the recommendations, UNDP-NIPI new born project phase II has envisaged a web based Child Health (CH) Info to strengthen the existing monitoring mechanisms under the project. Child Health Info will systematically manage and compile data on Child Health in the 13 districts of 4 states of M.P., Rajasthan, Bihar and Odisha and will also generate reports. Initially CH Info will focus on the data on Home Based New Born Care Plus, Sick New Born Care Plus and the tracking sheet of trainings conducted on HBNC+ and SNCU+, whereas later it will focus on activity level State, District and Block level monthly progress of the activities as well as monitoring of the project activities. Child Health Info will also have provisions for expansion in the future.

I. OBJECTIVES OF WEB BASED CH INFO

UNDP has hired an agency to develop a web based child health info to compile all the project related data in all the 13 districts of 4 states. The system will be functional by the end of September, 2014. The overall objective envisaged through CH Info is to strengthen the existing Monitoring system of UNDP-NIPI new born project through a web based application. The specific objectives to be achieved through CH Info are:

- a) Child Health Info will help in managing child wise line listing of the children of 0 to 1 years covered under HBNC+ and SNCU+.
- b) ASHA wise monitoring of HBNC+ for supporting programme implementation
- c) Support state and district wise monitoring on select programme implementation indicators.
- d) National level monitoring for further scale up.
- e) Timely compilation of HBNC+ and SNCU+ to make the data available for supporting implementation and evidence based advocacy.
- f) Child health info will also compile database of all the home visits conducted by ASHAs, supervisory visits by ASHA supervisors, follow up visits of SNCU+ and HBNC+ & SNCU+ trainings.

II. OBJECTIVES OF THIS ASSIGNMENT

UNDP newborn project is seeking the services of an agency for managing data scanning and data entry under the web based child health info for a period of 12 months starting from November, 2015

to October, 2016. The application has an offline data entry mechanism in a Graphic user interface with an online mechanism for data uploading at district and state level.

The selected data entry agency will have coordinators at district level in all the 13 districts and will be responsible for visiting all the block NHM offices once every month, scanning data registers of health service providers, based on the scanned images, entry of the data in the interface and upload data in the web based system.

The web based child health info is functional in all the 13 districts of 4 states since November 2014 and till August 2015, data of close to 2,00,000 infants have been entered in the web based system, whereas data of over 12,000 supportive supervision visits have been entered in the web based system. The approximate number of infants planned to be covered under HBNC+ and SNCU+ within the period of November, 2015 and October, 2016 is 3,50,000, whereas an estimated number of 40,000 supportive supervision visits will be entered in the system for 13 districts. District wise breakup of the number of infants covered in all the 13 project districts under HBNC+ is mentioned below:

| S N | States | Districts | No. of Infants covered |
|-----|----------------|-------------|------------------------|
| 1. | Bihar | Jehanabad | 12,670 |
| 2. | Bihar | Nalanda | 29,685 |
| 3. | Bihar | Sheikhpura | 7,757 |
| 4. | Madhya Pradesh | Betul | 18,019 |
| 5. | Madhya Pradesh | Hoshngabad | 15,211 |
| 6. | Madhya Pradesh | Narsinghpur | 13,399 |
| 7. | Madhya Pradesh | Raisen | 15,758 |
| 8. | Odisha | Aungul | 17,090 |
| 9. | Odisha | Jharsuguda | 7,284 |
| 10. | Odisha | Sambalpur | 10,048 |
| 11. | Rajasthan | Alwar | 33,635 |
| 12. | Rajasthan | Bharatpur | 29,197 |
| 13. | Rajasthan | Dausa | 18,671 |

Amongst all the 13 districts some of the districts will require more than one data manager to manage data scanning and data entry, since the data load is comparatively more. Accordingly the proposers should plan the number of data managers in each district.

III. SCOPE OF WORK

A. MODULES FOR DATA ENTRY UNDER THE WEB BASED SYSTEM

Under Child Health Info MIS, data entry will be done in an interface which will display both scanned images of the HBNC+ and SNCU+ registers on left side and a grid very similar to Microsoft Excel data templates on right side, for all the modules at district level. The data validation and report generation will be used at district, state and national level. Web based Child Health Info MIS will have the provision to download the offline data entry module and install on the client machine for offline data entry. The data will be saved on the local machine and the data will be further validated, compiled and subsequently uploaded on the web based system in a MS SQL server.

The proposed assignment will include the following modules to be used for data entry in a desktop application under the web based application; details of the same are mentioned under **Annexure 2(a)**:

| S N | Modules | Data compilation |
|-----|-----------------------------------|--|
| 1. | HBNC+ ASHA supervisor Register | Data will be collected at block level and compiled and entered at district level. The data entry will be done in Hindi in M.P., Rajasthan and Bihar, whereas in Odisha the data entry will be done in Odiya language. |
| 2. | HBNC+ supportive supervision data | |
| 3. | SNCU+ cards | |

Every month, one block level meeting for all the ASHA supervisors and ANMs is organized at block NHM office in the 13 districts of 4 states. During the meeting all the ASHA supervisors carry their HBNC+ registers, supportive supervision forms and SNCU+ cards. Some places SNCU+ cards will be carried by ANMs. Each ASHA supervisor has at least one HBNC+ register with A3 size 50 pages and minimum two pages are dedicated for one ASHA. Each page has provision of 15 rows and every row is dedicated for one child. Secondly one pager HBNC+ supportive supervision forms and two pager SNCU+ cards with A4 sizes are also scanned and entered in the web based system. The SNCU+ cards will be carried by either ANMs or ASHA supervisors during the monthly meeting. The format of the same is mentioned under Annexure 2(a).

These HBNC+ registers, supportive supervision forms and SNCU+ cards will be scanned with a digital still camera. Every data manager will carry the digital camera with a proper battery backup to scan HBNC+ registers, supportive supervision forms and SNCU+ cards. The district data manager will scan these registers, forms and cards during these monthly meetings. The details of the blocks, along with their distance and tentative monthly meeting dates are mentioned under Annexure 2(a). During the meeting the data managers will also carry the printout of a report which will be generated through the web based system with the details of all the children registered under Mother and Child Tracking System (MCTS) of Government of India. The same will be shared on quarterly basis with the ASHA supervisors.

The third and one of the most important work of these data managers will also be to generate a temporary ID of those children which are not registered under MCTS through a desktop application preinstalled on the local laptops of the managers used for scanning.

The data managers in three Hindi speaking states of M.P., Rajasthan and Bihar should have the knowledge of data entry in Hindi, whereas in Odisha it will be done in Odiya. The desktop application to be used for data entry will support all the three languages of Hindi, Odiya and English.

IV. TIME FRAME FOR THE ASSIGNMENT

The assignment is for a period of 12 months starting from November, 2015 to October, 2016. Initially the contract will be given for a period of 5 months and next 7 months contract will be subject to approval of 2016 AWP of UNDP-NIPI new born project. During this period, the district data managers of the selected agency will be responsible for visiting each and every block for scanning data and data entry in all the three modules.

V. COMPETENCIES AND EXPERIENCES

1. The agency should have minimum 3 years' experience of managing IT enabled services (i.e. data management, call centers, consultancy services, outsourced professional services).
2. The proposed staff at national level should have minimum 3 years' experience of data management.

Annexure 2(a)

Names of 13 project districts of 4 states.

| S N | States | Districts |
|-----|----------------|-------------|
| 1. | Bihar | Jehanabad |
| 2. | Bihar | Nalanda |
| 3. | Bihar | Sheikhpura |
| 4. | Madhya Pradesh | Betul |
| 5. | Madhya Pradesh | Hoshngabad |
| 6. | Madhya Pradesh | Narsinghpur |
| 7. | Madhya Pradesh | Raisen |
| 8. | Odisha | Aungul |
| 9. | Odisha | Jharsuguda |
| 10. | Odisha | Sambalpur |
| 11. | Rajasthan | Alwar |
| 12. | Rajasthan | Bharatpur |
| 13. | Rajasthan | Dausa |

District and block wise details of block level monthly meetings of ASHA supervisors in 4 states.

Bihar

| S N | Name of District | Name of Block | Distance from District HQ in KM | Tentative ASHA monthly meeting dates/Days |
|-----|------------------|-------------------|---------------------------------|---|
| 1. | Jehanabad | PHC Ghosi | 15 | Every Tuesday of the month |
| 2. | Jehanabad | PHC Hulasganj | 30 | Every Tuesday of the month |
| 3. | Jehanabad | PHC Kako | 10 | Every Tuesday of the month |
| 4. | Jehanabad | PHC Makhdumpur | 28 | Every Tuesday of the month |
| 5. | Jehanabad | PHC Okari | 35 | Every Tuesday of the month |
| 6. | Jehanabad | PHC Ratnifaridpur | 18 | Every Tuesday of the month |
| 7. | Jehanabad | PHC Sikaria | 12 | Every Tuesday of the month |
| 8. | Nalanda | PHC Asthawan | 12 | 1st , 2nd Thursday of every month |
| 9. | Nalanda | PHC Rajgir | 18 | 1st , 2nd Thursday of every month |

| S N | Name of District | Name of Block | Distance from District HQ in KM | Tentative ASHA monthly meeting dates/Days |
|-----|------------------|----------------------|---------------------------------|---|
| 10. | Nalanda | PHC Islampur | 40 | 1st , 2nd Thursday of every month |
| 11. | Nalanda | PHC Noorsarai | 10 | 1st , 2nd Thursday of every month |
| 12. | Nalanda | PHC Chandi | 20 | 1st , 2nd Thursday of every month |
| 13. | Nalanda | PHC Ekangarsarai | 30 | 1st , 2nd Thursday of every month |
| 14. | Nalanda | PHC Giriyak | 18 | 1st , 2nd Thursday of every month |
| 15. | Nalanda | PHC Harnaut | 20 | 1st , 2nd Thursday of every month |
| 16. | Nalanda | PHC Rahui | 10 | 1st , 2nd Thursday of every month |
| 17. | Nalanda | PHC Sarmera | 35 | 1st , 2nd Thursday of every month |
| 18. | Nalanda | PHC Tharthari | 16 | 1st , 2nd Thursday of every month |
| 19. | Nalanda | PHC Nagarnausa | 32 | 1st , 2nd Thursday of every month |
| 20. | Nalanda | PHC Karaiparsurai | 42 | 1st , 2nd Thursday of every month |
| 21. | Nalanda | PHC Parwalpur | 20 | 1st , 2nd Thursday of every month |
| 22. | Nalanda | PHC Silao | 14 | Every Tuesday |
| 23. | Nalanda | PHC Ben | 29 | 1st , 2nd Thursday of every month |
| 24. | Nalanda | PHC Katrisarai | 35 | 1st , 2nd Thursday of every month |
| 25. | Nalanda | PHC Bind | 24 | 1st , 2nd Thursday of every month |
| 26. | Nalanda | PHC Sadar | 0 | 1st , 2nd Thursday of every month |
| 27. | Nalanda | PHC Hilsa | 32 | 1st , 2nd Thursday of every month |
| 28. | Sheikhpura | PHC Sheikhpura sadar | 3 | 2nd Thursday |
| 29. | Sheikhpura | PHC Chewara | 14 | 1st , Thursday of every month |
| 30. | Sheikhpura | PHC Ariyari | 10 | As per need |
| 31. | Sheikhpura | PHC Barbigaha | 17 | 3st , Thursday of every month |
| 32. | Sheikhpura | PHC Sheikhpursarai | 16 | 3st , Thursday of every month |
| 33. | Sheikhpura | PHC Ghat Kusumbha | 20 | 3st , Thursday of every month |

Madhya Pradesh

| S N | Name of District | Name of Block | Distance from District HQ in KM | ASHA monthly meeting dates/Days |
|-----|------------------|----------------|---------------------------------|--|
| 1. | Narsinghpur | Dhamna | 15 KM | 01st Wed of every month |
| 2. | Narsinghpur | Kareli | 18 KM | 04th Saturday every month |
| 3. | Narsinghpur | Chawarpatha | 41 KM | 03rd and 04th Saturday |
| 4. | Narsinghpur | Salichauka | 74 KM | 02nd Sat Salichauka, 03rd Sat Chichli, 04th Sat Sahpur |
| 5. | Narsinghpur | Saikheda | 75 KM | 04th Saturday every month |
| 6. | Narsinghpur | Gotegoan | 35 KM | 03th Monday every month |
| 7. | Hosangabad | Babai | 25 | Third Thursday |
| 8. | Hosangabad | Bankhedi | 105 | Fourth Wednesday |
| 9. | Hosangabad | Dolariya | 35 | Fourth Saturday |
| 10. | Hosangabad | kesla | 35 | Third Wednesday |
| 11. | Hosangabad | Pipariya | 85 | Fourth Wednesday |
| 12. | Hosangabad | Seoni Malwa | 50 | Fourth Saturday |
| 13. | Hosangabad | Sohagpur | 60 | Third Thursday |
| 14. | Raisen | Udaypura | 121 | Fourth Saturday of every month |
| 15. | Raisen | Gairatganj | 52 | First Monday of every month |
| 16. | Raisen | Begumganj | 78 | First Wednesday of every month |
| 17. | Raisen | Silwani | 86 | Fourth Saturday of every month |
| 18. | Raisen | Obedullaganj | 70 | Any day in the last week of every month |
| 19. | Raisen | Sanchi | 25 | Any day in the last week of every month |
| 20. | Raisen | Bareli | 90 | First Thursday of every month |
| 21. | Betul | Shahra | 15 km | 1 st Monday |
| 22. | Betul | Athner | 42 km | 4 th Saturday |
| 23. | Betul | Amla | 45 km | 2 nd Wednesday |
| 24. | Betul | Bhimpur | 55 km | 14 th of every month |
| 25. | Betul | Bhensdehi | 60 km | 4 th Saturday |
| 26. | Betul | Chicholi | 39 km | 1 st Wednesday |
| 27. | Betul | Multai | 50 km | 25 th of every month |
| 28. | Betul | Prabhat Pattan | 68 km | 27 th of every month |
| 29. | Betul | Ghodadongri | 45 km | 3 rd Wednesday |
| 30. | Betul | Shahpur | 40 km | 3 rd Monday |

Odisha

| S N | Name of District | Name of Block | Distance from District HQ in KM | ASHA monthly meeting dates/Days |
|-----|------------------|---------------|---------------------------------|---------------------------------|
| 1. | Sambalpur | Rengali | 70 | 2nd week |
| 2. | Sambalpur | Rairakhol | 80 | 2nd week |
| 3. | Sambalpur | Naktideol | 130 | 2nd week |

| S N | Name of District | Name of Block | Distance from District HQ in KM | ASHA monthly meeting dates/Days |
|-----|------------------|---------------|---------------------------------|---------------------------------|
| 4. | Sambalpur | Jujomora | 50 | 2nd week |
| 5. | Sambalpur | Dhankauda | 15 | 2nd week |
| 6. | Sambalpur | Themra | 20 | 2nd week |
| 7. | Sambalpur | Fashimal | 150 | 2nd week |
| 8. | Sambalpur | Kuntura | 130 | 2nd week |
| 9. | Sambalpur | Garposh | 170 | 2nd week |
| 10. | Jharsuguda | Brajarajnagar | 15 Kms | 3 rd Saturday |
| 11. | Jharsuguda | Kirmira | 25 Kms | 4 th Saturday |
| 12. | Jharsuguda | Kolabira | 25 Kms | 3 rd Saturday |
| 13. | Jharsuguda | Laikera | 45 Kms | 3 rd Saturday |
| 14. | Jharsuguda | Lakhanpur | 40 Kms | 4 th Saturday |
| 15. | Angul | Bantala | 18 Km | 3rd Saturday every month |
| 16. | Angul | Banarpa | 20 km | 3rd Saturday every mont |
| 17. | Angul | Godibandha | 45 km | 3rd Saturday every mont |
| 18. | Angul | RK Nagar | 45 km | 3rd Saturday every mont |
| 19. | Angul | Koshala | 35 km | 3rd Saturday every mont |
| 20. | Angul | Pallahara | 95 km | 3rd Saturday every mont |
| 21. | Angul | Madhapur- | 100 km | 3rd Saturday every mont |
| 22. | Angul | Kanhia | 65 km | 3rd Saturday every mont |
| 23. | Angul | Bantala | 18 Km | 3rd Saturday every month |

Rajasthan

| S N | Name of District | Name of Block | Distance from District HQ in KM | ASHA monthly meeting dates/Days |
|-----|------------------|---------------|---------------------------------|---|
| 1. | Alwar | Alwar Urban | 0 | Between 1 - 10 th of every month |
| 2. | Alwar | Ramgarh | 25 | Between 1 - 10 th of every month |
| 3. | Alwar | Laxmangarh | 45 | Between 1 - 10 th of every month |
| 4. | Alwar | Kishangarh | 35 | Between 1 - 10 th of every month |
| 5. | Alwar | Rajgarh | 40 | Between 1 - 10 th of every month |
| 6. | Alwar | Malakhera | 20 | Between 1 - 10 th of every month |
| 7. | Alwar | Sahanjapur | 80 | Between 1 - 10 th of every month |
| 8. | Alwar | Bansur | 35 | Between 1 - 10 th of every month |
| 9. | Alwar | Mundawar | 50 | Between 1 - 10 th of every month |
| 10. | Alwar | Tijara | 55 | Between 1 - 10 th of every |

| S N | Name of District | Name of Block | Distance from District HQ in KM | ASHA monthly meeting dates/Days |
|-----|------------------|-----------------|---------------------------------|---|
| | | | | month |
| 11. | Alwar | Kherli | 45 | Between 1 - 10 th of every month |
| 12. | Alwar | Kotkashim | 60 | Between 1 - 10 th of every month |
| 13. | Alwar | Behror | 60 | Between 1 - 10 th of every month |
| 14. | Alwar | Raini | 60 | Between 1 - 10 th of every month |
| 15. | Alwar | Thanagaji | 40 | Between 1 - 10 th of every month |
| 16. | Bharatpur | Bharatpur Urban | 0 | Between 4 - 10 th of every month |
| 17. | Bharatpur | Nadbai | 35 | Between 4 - 10 th of every month |
| 18. | Bharatpur | Kaman | 50 | Between 4 - 10 th of every month |
| 19. | Bharatpur | Bhusawar | 50 | Between 4 - 10 th of every month |
| 20. | Bharatpur | Sewar | 10 | Between 4 - 10 th of every month |
| 21. | Bharatpur | Kumher | 15 | Between 4 - 10 th of every month |
| 22. | Bharatpur | Deeg | 35 | Between 4 - 10 th of every month |
| 23. | Bharatpur | Bayana | 40 | Between 4 - 10 th of every month |
| 24. | Bharatpur | Nagar | 50 | Between 4 - 10 th of every month |
| 25. | Bharatpur | Roopwas | 40 | Between 4 - 10 th of every month |
| 26. | Dausa | Dausa Urban | 0 | Between 3 - 5 th of every month |
| 27. | Dausa | Sikrai | 40 | Between 3 - 5 th of every month |
| 28. | Dausa | Mahuwa | 60 | Between 3 - 5 th of every month |
| 29. | Dausa | Lalshot | 40 | Between 3 - 5 th of every month |
| 30. | Dausa | Dausa | 0 | Between 3 - 5 th of every month |
| 31. | Dausa | Bandikui | 40 | Between 3 - 5 th of every month |

Desktop Application modules for data entry

INTRODUCTION

The specific objectives of the planned desktop application are as follows:

1. A desktop application which will run on District Level and used to upload data from each district to web application.
2. Desktop application will allowed to enter details of those children's which were already registered with MCTS. The entries without MCTS number will also allowed in system. If children MCTS number is not found in that case there will be temporary id column in the grid.
3. Check MCTS Database on local system is updated or not after every time after user submits its prior report.
4. There should be no other software should install except the exe of desktop application.

TECHNOLOGY FOR DEVELOPMENT

.NET Windows Forms is the technology which is going to be used for this application. SQLite will be used as a database.

USERS

For Desktop application there will be a single type user “Data Entry User”.

Login: At the time of starting of desktop application we will open a login form where user can enter his/her login details as shown below:



Note: It will need Internet Connection.

DATABASE:

We will create two databases in SQLite for the system.

- a) MCTS Database: This database will contain all updated MCTS Number and other details for the children for HBNC+ and SNCU+ registers.

This will be provided by SPU users for their respective states. There will be a module to upload the MCTS database into the web application.

Database columns which uploaded for **HBNC+ register** into the web-application are:

- a) State
- b) District
- c) Block
- d) PHC
- e) Village
- f) MCTS Number
- g) Mother Name
- h) Child Name
- i) Sex
- j) Mother Id
- k) Date of Birth

Database columns which uploaded for **SNCU+ register** into the web-application are:

- a) Admission ID
 - b) Adm. Date
 - c) Mother's Name
 - d) Father's Name
 - e) Surname
 - f) State
 - g) District
 - h) Block
 - i) Address
 - j) Sex
 - k) Place of
 - l) Age
 - m) Wt.
 - n) Indication of Admission
 - o) Discharge Date
 - p) Rural/Urban
- b) Application Database: This database will contain the following tables:
- a) HBNC Plus: This table will be used to store data entered by data entry users for HBNC+ register.
 - b) SNCU Plus: This table will be used to store data entered by data entry users for SNCU+ form.
 - c) Supportive supervision: This table will be used to store data entered by data entry users for **HBNC+ ASHA supportive supervision** form.

REGISTERS

A) HBNC+ ASHA SUPERVISOR REGISTER

For HBNC+ Register we will create a **data grid** with all fields provided in the HBNC+ register. This grid is used to enter data by data entry user for HBNC+.

There will be a validation in the grid that no two same Temporary ID will exists on the same grid.

The fields of HBNC+ ASHA supervisor Register are:

- a) District: Auto-suggestion from MCTS Master Database.
 - b) Block: Auto-suggestion from MCTS Master Database.
 - c) PHC: Auto-suggestion from MCTS Master Database.
 - d) Name of ASHA: Auto-suggestion from MCTS Master Database.
 - e) Name of Mother: Free text-field(Free text field means user will be able to enter any data and system will not stop them from doing so)
 - f) MCTS Number: This field will allow only numerical data and will validate if MCTS Number exists or not at the time of entry. In case a number does not exist, the system will throw an error message asking the user if he/she wants to continue or correct the data. In case the user decides to continue and this MCTS Id is not found in MCTS Database even in the web-application, the system will show this record in the 'Exception Report' in the web application. Exception will be handled in web application.
 - g) Sex: This filed allows "M" and "F".
 - h) Date of Birth: This filed is in DD-MM-YY format.
 - i) Child Name: Free text-field.
- 3 Month Visit Fields:**
- j) Date of Visit: This filed is in DD-MM-YY format.

- k) MCPC Card Available: This field allows "Y" and "N".
- l) If No. Provided (Y/N): This field allows "Y" and "N".
- m) Wt. Plotted on MCP card (Y/N): This field allows "Y" and "N".
- n) Received all due vaccine (Y/N): This field allows "Y" and "N".

6 Months Visit Fields:

- o) Date of Visit: This field is in DD-MM-YY format.
- p) Wt. Plotted on MCP card (Y/N): This field allows "Y" and "N".
- q) Received all due vaccine (Y/N): This field allows "Y" and "N".
- r) Received ORS (No.): Numeric.
- s) Received IFA Tab (No.): Numeric.

9 Months Visit Fields:

- t) Date of Visit: This field is in DD-MM-YY format.
- u) Wt. Plotted on MCP card (Y/N): This field allows "Y" and "N".
- v) Received all due vaccine (Y/N): This field allows "Y" and "N".
- w) Received ORS (No.): Numeric.
- x) Received IFA Tab (No.): Numeric.

12 Months Visit Fields:

- y) Date of Visit: This field is in DD-MM-YY format.
- z) Wt. Plotted on MCP card (Y/N): This field allows "Y" and "N".
- aa) Received all due vaccine (Y/N): This field allows "Y" and "N".
- bb) Received ORS (No.): Numeric.
- cc) Received IFA Tab (No.): Numeric.
- dd) Incentive received by ASHA: Numeric.

Apart from upper fields there will be three more fields are:

- ee) Child Died
- ff) Child Move to non-working District.
- gg) Temporary Id

B) SNCU +

For SNCU Register we will create a **form** with all fields provided in the SNCU form. This form is used to enter data by entry user for SNCU+.

The fields of SNCU + Register are:

- 1) Village: Text field.
- 2) Sub-Center: Drop down from master database.
- 3) Block: Drop down from master database.
- 4) Asha Name: Drop down from master database.
- 5) Mother Name: Text Field
- 6) Father Name: Text Field
- 7) Date of delivery: Calendar filed to enter date
- 8) Place of Delivery: Drop Down
- 9) Sex of baby: Only "M" or "F" allowed
- 10) Mode of delivery
- 11) MCTS/PMCTS No.: Text filed
- 12) Birth wt. (in Grams): Numeric.
- 13) Date of discharge from SNCU/health facility:
- 14) SNCU Register Number: Numeric.
- 15) Wt. at the time of discharge from SNCU: Number allowed only
- 16) Diagnosis
- 17) Name of SNCU/health facility & district :
1st visit (immediate after discharge) / 2nd visit (7th day after the first visit) / 3rd visit (6 weeks of age)
- 18) Date (DD/MM/YY) of Visit: Calendar to enter date
- 19) Is baby healthy (Y/N): Only "Y" and "N" allowed
- 20) if N then mention date of death (DD/MM/YY): Calendar to enter date
- 21) Was any followup suggested by SNCU/health facility doctor at the time of discharge (Y/N).
(See the discharge card)
- 22) If yes , then pls check on compliance/support /encourage
- 23) Is baby exclusively breastfed fed? (Y/N):Only "Y" or "N" allowed
- 24) Was anything else given to baby in last 24 hrs? Y/N
- 25) Is the baby sucking effectively? Y/N
- 26) Is the baby covered well and warm? Y/N
- 27) Any problem in communication between Mother and Baby
- 28) Look for sign of illness? If yes then mention name
- 29) Weigh the baby. (Mention wt in gms)
- 30) Has baby gain adequate weight after discharge from SNCU (i.e. 20 gm/kg/day) (Y/N)
- 31) Temperature of baby
- 32) Respiratory Rate
- 33) Does the baby need referral? (Y/N)
- 34) If yes did the family complied. (Y/N)
COUNSELLING & ASSITANCE
- 35) Baby care and development
- 36) Mother care including adequate food & rest
- 37) Exclusive breastfeeding /special feeding for LBW
- 38) KMC messages
- 39) Hygiene (Hand Washing)
- 40) Imunization
- 41) whom to contact in case of any sign of illness

- 42) Did newborn receive DPT I and Hep B 1 at 6 weeks of age?
- 43) Who conducted the home visits? ANM/ASHA/Both
- 44) Any Remarks BY MO(Quality of visit) :
- 45) Name of Enum
- 46) Name of PHC

C) HBNC+ ASHA SUPPORTIVE SUPERVISION

For HBNC+ ASHA supportive supervision we will create a **form** with all fields provided in the form 3. This form is used to enter data by entry user for HBNC+ ASHA supportive supervision
The fields of HBNC+ ASHA supportive supervision are:

- 1) Name of Worker and designation: Asha Name drop-down.
- 2) Village: Text Field
- 3) Block: Drop down from master-database
- 4) District: Drop down from master- database
- 5) DOB of Child: Calendar to fill date
- 6) Date of Visit: Calendar to fill date
- 7) Name of Supervisor: Drop down of Asha Supervisors from master database.
- Skill of Worker**
- 8) Ensured availability of MCPC card: Drop-down with options-Yes, No, NA
- 9) Ensuring weight plotting on MCPC card: Drop-down with options- Yes, No, NA
- 10) Care giver appropriately counseled for feeding: Drop-down with options- Yes, No, NA
- 11) Care giver appropriately counseled for playing and communication with infant: Drop-down with options- Yes, No, NA
- 12) Gave ORS and advice accordingly: Drop-down with options- Yes, No, NA
- 13) Gave pediatric IFA and advice accordingly: Drop-down with options- Yes, No, NA
- 14) Immunization status correctly assessed: Drop-down with options- Yes, No, NA
- 15) Care giver appropriately counseled for hand washing- Drop-down with options: Yes, No, NA
- 16) Checking questions are asked: Drop-down with options- Yes, No, NA
- 17) Home visit for infant performed timely: Drop-down with options- Yes, No, NA
- 18) Recording format properly filled: Drop-down with options: Yes, No, NA
- 19) Logistic support**
 - a. All essential drugs: ORS, IFA Syrup: Drop-down with options: Yes, No, NA
 - b. MCPC, HBNC+ recording format are available: Drop-down with options: Yes, No, NA
- 20) Strength and Problem Identified tick mark: There will be **check boxes** in front of all points given below for Action taken **field. No filed for Action Required and Strength as discussed**
 - a. Visits not performed on time
 - b. All children not visited
 - c. Shortage of ORS/IFA/MCP Card/HBNC+ Card
 - d. Weak counseling skills
 - e. Any other

4) WORKING OF DESKTOP APPLICATION:

- 1) Admin create data entry user in web application under **Standard User (SU) Group**. At the time of creation of user Admin will select **state** and **district** of user for which user can enter data.
- 2) There is no process of communication for credentials of user. Admin need to share the login details to data entry user manually.
- 3) After data entry user gets credentials he/she will login to web application and download desktop application exe.
- 4) Now data entry user will install the exe in the system.
- 5) He will also require the language setting in the operating system only once. Velocity will provide the user manual to install and configure desktop application.
- 6) After installation user open the application first time.
- 7) **First time Login Unique key generation of Client System:** On First time at the time of login there will also module which will generate a unique number of the system which will save in local and web application both places. The use of this module is that we can confirm that only one system is using for a district. Once a system is login for district it will lock user in the database for a district means no more system will allow entering data for a district. If for any case admin wants to configure other system for that district than he can do the same from web application. But in that case the previous system will not able to login again.
- 8) Application will ask for credentials of the user:
- 9) After successful login system will synchronize the database of the state and MCTS database with the application **it will take some time for the first time to download data and synchronize the same with application. (This step will require internet connection).**
- 10) After successful synchronization of data system will open a screen for HBNC+ register as shown below:

In the screen there will be following controls and labels as defined below:

Welcome: Username label will show the user name of current user.

State: State name will show the state for which this application is running.

District: District name will show the district for which this application is running.

Menu with following options:

a) **Actions:** Actions will contain following actions:

- **Get latest MCTS Data:** This option will be in
- **Configuration:** On click of configuration button a screen will open on which there are different configuration options:

b) **Open Registers:** This menu option have options to open **SNCU+** and **HBNC+ ASHA supportive supervision** registers.

On first time data grid will be empty.

When user clicks Load Image button it will open a **file browse dialog** in which user can select image as user select image and click open application will verify the image as shown below:

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|------------|----------------|---------------|----------------|--------|---------------|---------------|---------------------|----------------|-------------------------|
| MCTC No | Transaction Id | Name of Child | Name of Mother | Sex | Date of Birth | Date of Visit | MCTC Case Available | If No Provided | Wt. Placed on MCTC case |
| 0000000129 | | Ease | Mother | Female | 01-01-2015 | 01-02-2015 | Yes | Yes | 2000 |

If image is correctly verified system will open the Image in Scanned image area.

Now Data entry user can start entering data in the grid.

There will be following dropdown for entering data for in register once only:

- 1) District: Contains all districts from master database.
- 2) Block: Contains all blocks from master database.
- 3) PHC: Contains all PHC from master database.
- 4) Asha Name: Contains all Asha from master database.

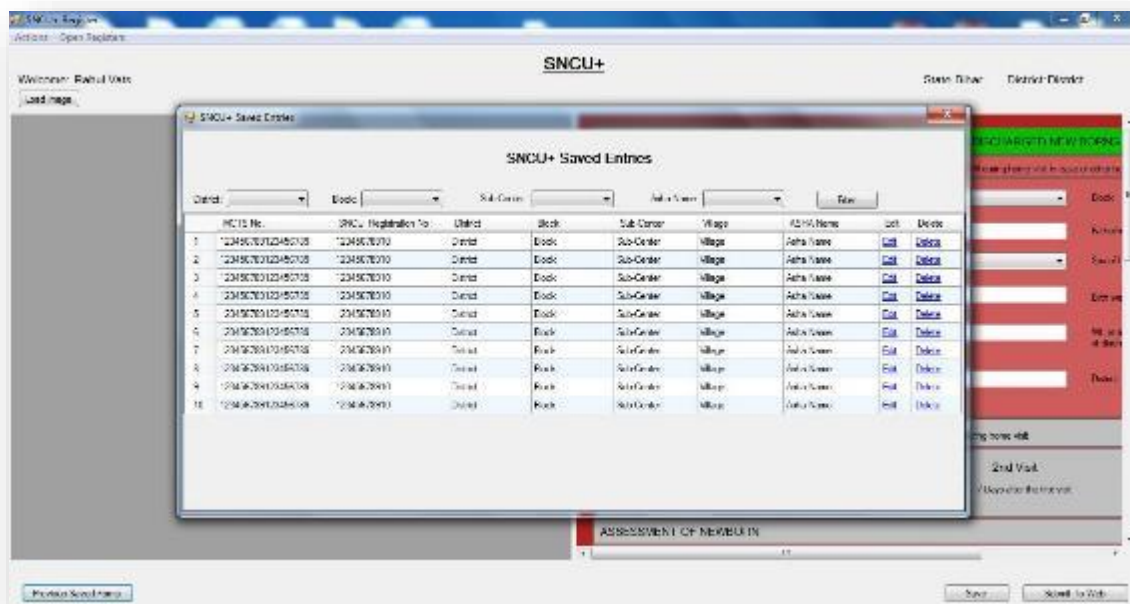
After data entered in the grid complete there are user have two options as defined below:

- 1) Save data: When user clicks **save** button system will save data in local database of the system.
- 2) Submit to Web: When user click the **Submit to Web** button a form will open which will ask for **year and month and credentials of user** when user submits the details the system will send data to web application for further processing the status of upload will be shown on the screen and if any record is not submitted to the web application will be mail to the data entry users with detail in the email.

11) When user clicks SNCU+ register from menu it will open SNCU+ register:

When user clicks Load Image button it will open a **file browse dialog** in which user can select image as user select image and click open the system will open image in Scanned image area. Now Data entry user can start entering data in the form. After data entered in the form complete there are user have three options as defined below:

- 1) Save data: When user clicks **save** button system will save data in local database of the system.
- 2) Submit to Web: When user click the **Submit to Web** button a form will open which will ask for **year, month and credentials** when user submits the details the system will send data to web application for further processing the status of upload will be shown on the screen and if any record is not submitted to the web application will be mail to the data entry users with detail in the email.
- 3) Previous Saved Forms: If user wants to edit any previous form then he can click on "Previous Saved Forms". This will open a page in which all previous saved form will entered with an option to edit as shown below:



- 12) When user clicks **HBNC+ ASHA supportive supervision register** from menu it will open **HBNC+ ASHA supportive supervision** register:

When user clicks **Load Image** button it will open a **file browse dialog** in which user can select image as user select image and click open the system will open image in Scanned image area.

Now Data entry user can start entering data in the form.

After data entered in the form complete there are user have three options as defined below:

- 1) **Save data:** When user clicks **save** button system will save data in local database of the system.
- 2) **Submit to Web:** When user click the **Submit to Web** button a form will open which will ask for **year, month and credentials** when user submits the details the system will send data to web application for further processing the status of upload will be shown on the screen and if any record is not submitted to the web application will be mail to the data entry users with detail in the email.
- 3) **Previous Saved Forms:** If user wants to edit any previous form then he can click on "Previous Saved Forms". This will open a page in which all previous saved form will entered with an option to edit as shown below:

SNCU+ cards

| एस.एन.सी.यू. डिस्चार्ज्ड नवजात शिशुओं के लिए प्रसव उपरांत देखभाल कार्ड | | | | | |
|--|---|---|--|---------------------------------------|--------------|
| नवजात शिशु को छुट्टी देते समय एस.एन.सी.यू. टीम द्वारा भरा जाए या अन्य स्वास्थ्य सुविधा के मामले में होम विजिट के दौरान ए.एन.एम. द्वारा भरा जाए | | | | | |
| गौंव | उपस्वास्थ्य केंद्र | | ब्लॉक | | |
| आशा का नाम | | माँ का नाम | | पिता का नाम | |
| प्रसव दिनांक | | प्रसव का स्थान | सरकारी संस्थान घर/ प्राइवेट संस्थान | लिंग | लड़का/ लड़की |
| प्रसव का प्रकार | सामान्य/सहायता से/सीएस | एम.सी.टी.एस./पी.एम.सी.टी.एस. नं. | | जन्म के समय वजन | |
| ईलाज कहाँ हुआ एस.एन.सी.यू./अन्य संस्थान | | एन.एस.सी.यू. रजिस्टर सं. | | छुट्टी के समय वजन | |
| निदान | | एस.एन.सी.यू./चिकित्सा संस्थान एवं जिले का नाम | | एस.एन.सी.यू. से छुट्टी पाने की दिनांक | |
| होम विजिट के दौरान स्वास्थ्य कार्यकर्ता को भरना होगा | | | | | |
| | पहली गृह भ्रमण | दूसरी गृह भ्रमण | तीसरी गृह भ्रमण | | |
| | डिस्चार्ज्ड मामले की आशा के जर्नल पहचान होने के 24 घंटे के अंदर | पहली विजिट के 7 दिन बाद | 6 सप्ताह की आयु पर | | |
| गृह भ्रमण की दिनांक | | | | | |
| नवजात शिशु का आकलन | | | | | |
| क्या शिशु स्वस्थ है? (हां/नहीं) यदि नहीं तो समस्या/मृत्यु कि तिथि लिखें | | | | | |
| क्या छुट्टी के समय एस.एन.सी.यू./स्वास्थ्य केंद्र के डॉक्टर ने कोई निम्नलिखित सुझाव दिया (हां/नहीं) डिस्चार्ज्ड कार्ड देखें | | | | | |
| यदि हां, तो कृपया अनुपालन/समर्थन/उत्साह के बारे में जांच करें | | | | | |
| क्या शिशु ने सिर्फ स्तनपान किया? हां/नहीं | | | | | |
| क्या पिछले 24 घंटे में शिशु को कुछ दिया गया? हां/नहीं | | | | | |
| क्या शिशु प्रभावी ढंग से ब्रूट रहा है? हां/नहीं | | | | | |
| क्या शिशु अच्छी तरह ढका है और गरम है? हां/नहीं | | | | | |
| माँ और शिशु के बीच बातचीत में कोई समस्या बीमारी के संकेतों पर गौर? यदि हां तो नाम लिखें | | | | | |
| शिशु का भार। (ग्राम में लिखें) | | | | | |
| क्या शिशु ने एस.एन.सी.यू. से छुट्टी के बाद पर्याप्त भार हासिल किया (अर्थात् 20 ग्राम/किग्रा/दिन) हां/नहीं | | | | | |
| शिशु का तापमान | | | | | |

| | पहली गृह भ्रमण | दूसरी गृह भ्रमण | तीसरी गृह भ्रमण |
|--|--|-------------------------|--------------------|
| | डिस्चार्ज मामले की आशा के जरिए पहचान होने के 24 घंटे के अंदर | पहली विजिट के 7 दिन बाद | 6 सप्ताह की आयु पर |
| गृह भ्रमण की दिनांक | | | |
| सांस लेने की दर | | | |
| क्या शिशु को डॉ. की सलाह की जरूरत है? (हां/नहीं) | | | |
| यदि हां तो क्या परिवार ने अनुपालन किया (हां/नहीं) | | | |
| परामर्श और सहायता | | | |
| शिशु देखभाल और विकास | | | |
| पर्याप्त भोजन और आराम सहित मां की देखभाल विशेष रूप से स्तनपान/एल.बी. डब्ल्यू. के लिए | | | |
| विशेष आहार | | | |
| के.एम.सी. (कंगारू मदर केयर) संदेश | | | |
| साफ-सफाई (हाथ धोना) | | | |
| टीकाकरण | | | |
| बीमारी के किसी लक्षण के मामले में किसे संपर्क करें | | | |
| क्या नवजात ने 6 सप्ताह की आयु पर डीपीटी1 और हेपटाईटीस बी प्राप्त किया? | | | |
| गृह भ्रमण किसने की? ए.एन.एम./आशा /दोनों | | | |
| एम.ओ. की कोई टिप्पणी (भ्रमण की गुणवत्ता) | | | |
| आशा का नाम और हस्ताक्षर | मां/परिवार सदस्य के हस्ताक्षर | | |
| ए.एन.एम. का नाम और हस्ताक्षर | पीएचसी का नाम और एमओ का हस्ताक्षर | | |

HBNC+ ASHA supervisor supportive supervision form

Form 3: Supervisory Summary for HBNC+ Activities

(Fill for each ASHA you observe. Give one copy to ASHA and keep one copy with you)

Name of Worker & designation: _____

Village/Block /district: _____ Date of Birth of child: _____

Date of visit: _____ Name of Supervisor: _____

| 1) Skill of worker | Yes | No | NA |
|---|-----|----|----|
| a) Ensured availability of MCPC | | | |
| b) Ensured weight plotting on MCPC | | | |
| c) Care giver appropriately counselled for feeding | | | |
| d) Care giver appropriately counselled counselled for playing and communication with infant | | | |
| e) Gave ORS and advice accordingly | | | |
| f) Gave pediatric IFA and advice accordingly | | | |
| g) Immunization status correctly assessed | | | |
| h) Care giver appropriately counselled for hand washing | | | |
| i) Checking questions are asked | | | |
| 2) Home Visit for infant performed timely | | | |
| 3) Recording format properly filled | | | |
| 4) Logistic support | | | |
| a) All essential drugs: ORS, IFA Syrup | | | |
| b) MCPC, HBNC+ Recording format are available | | | |

Please tick appropriate choice and mention actions

| Strength | Problems identified Tick mark | Action Taken | Action Required |
|----------|--|--------------|-----------------|
| | 1) Visits not performed on time 2) All children in not visited 3) Shortage of ORS/ IFA/ MCP card/ HBNC+ card 4) Weak counselling skills 5) Any other | | |

Section 4: Proposal Submission Form²

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] [insert: title of services] in accordance with your Request for Proposal dated [insert: Date] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal in separate files. Financial Proposal is password protected as required by UNDP.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for [insert: period of validity as indicated in Data Sheet].

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[Please mark this letter with your corporate seal, if available]

² No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.

Section 5: Documents Establishing the Eligibility and Qualifications of the Proposer

Proposer Information Form³

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert number]*

Page _____ of _____ pages

| | | |
|--|---------------------------------|---------------------------------------|
| 1. Proposer's Legal Name <i>[insert Proposer's legal name]</i> | | |
| 2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i> | | |
| 3. Actual or intended Country/ies of Registration/Operation: <i>[insert actual or intended Country of Registration]</i> | | |
| 4. Year of Registration: <i>[insert Proposer's year of registration]</i> | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7. Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Proposer's legal address in country of registration]</i> | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (if any) | | |
| 11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. | | |
| 12. Proposer's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's name]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's name]</i> Email Address: <i>[insert Authorized Representative's name]</i> | | |
| 13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? <input type="checkbox"/> YES or <input type="checkbox"/> NO | | |
| 14. Attached are copies of original documents of: <input type="checkbox"/> All eligibility document requirements listed in the Data Sheet <input type="checkbox"/> If Joint Venture/Consortium – copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium, or Registration of JV/Consortium, if registered <input type="checkbox"/> If case of Government corporation or Government-owned/controlled entity, documents establishing legal and financial autonomy and compliance with commercial law. | | |

³ The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.

Joint Venture Partner Information Form (if Registered)⁴

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert number]*

Page _____ of _____ pages

| | | |
|--|---------------------------------|---------------------------------------|
| 1. Proposer's Legal Name: <i>[insert Proposer's legal name]</i> | | |
| 2. JV's Party legal name: <i>[insert JV's Party legal name]</i> | | |
| 3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i> | | |
| 4. Year of Registration: <i>[insert Party's year of registration]</i> | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7. Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Party's legal address in country of registration]</i> | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (if any) | | |
| 1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. | | |
| 13. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i> | | |
| 14. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> All eligibility document requirements listed in the Data Sheet <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2. <input type="checkbox"/> In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law. | | |

⁴ The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.

Section 6: Technical Proposal Form

The firm is expected to provide the technical proposal in the format described below. The total length of the technical proposal should not exceed 40 pages on account of the following sections. The technical proposal should have three sections. First section on expertise of firm, second section should consist of qualification and experience of personnel to be deployed in the assignment third section on methodology, work plan and understanding of ToR.

Note: Technical Proposals not submitted in this format may be rejected.

| TECHNICAL PROPOSAL FORMAT | |
|--|--|
| Name of Proposing Organization / Firm: | |
| Country of Registration: | |
| Name of Contact Person for this Proposal: | |
| Address: | |
| Phone / Fax: | |
| Email: | |
| No of clusters for which proposal is submitted: | |
| Name of clusters for which proposal is submitted: | |

| SECTION 1: EXPERTISE OF FIRM/ ORGANISATION | | | | | | |
|--|---------------|-----------------------|---------------------------|---------------------------------------|---------------------------------|--|
| <p><i>This section should fully explain the Proposer's resources in terms of personnel and facilities necessary for the performance of this requirement. All contents of this section may be modified or expanded depending on the evaluation criteria stated in the RFP.</i></p> | | | | | | |
| <p>1.1 Brief Description of Proposer as an Entity: Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.</p> | | | | | | |
| <p>1.2. Financial Capacity: Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government's Internal Revenue Authority. Include any indication of credit rating, industry rating, etc.</p> | | | | | | |
| <p>1.3. Track Record and Experiences: Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.</p> | | | | | | |
| Name of project | Client | Contract Value | Period of activity | Types of activities undertaken | Status or Date Completed | References Contact Details (Name, Phone, Email) |
| | | | | | | |
| | | | | | | |

| |
|--|
| |
|--|

SECTION 2 - APPROACH AND IMPLEMENTATION PLAN

This section should demonstrate the Proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed methodology meets or exceeds the requirements.

2.1. Approach to the Service/Work Required: Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

2.2. Technical Quality Assurance Review Mechanisms: The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

2.3 Implementation Timelines: The Proposer shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.4. Subcontracting: Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2.5. Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.

2.6. Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.

2.7. Anti-Corruption Strategy: Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

2.8. Partnerships: Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

2.9 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of "conflict" under Section 4 of this document, if any.

2.10 Other: Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 3: PERSONNEL

3.1 Management Structure: Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

3.2 Staff Time Allocation: Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note :*This spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

3.3 Qualifications of Key Personnel. Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

| | | |
|--|--|--|
| Name: | | |
| Position for this Contract: | | |
| Nationality: | | |
| Contact information: | | |
| Countries of Work Experience: | | |
| Language Skills: | | |
| Educational and other Qualifications: | | |
| Summary of Experience: <i>Highlight experience in the region and on similar projects.</i> | | |
| Relevant Experience (From most recent): | | |
| Period: From – To | Name of activity/ Project/ funding organisation, if applicable: | Job Title and Activities undertaken/Description of actual role performed: |
| <i>e.g. June 2004-January 2005</i> | | |
| <i>Etc.</i> | | |
| <i>Etc.</i> | | |
| References no.1 (minimum of 3): | <i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i> | |
| Reference no.2 | <i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i> | |
| Reference no.3 | <i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i> | |
| Declaration: | | |
| <p>I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.</p> <p>_____</p> <p>_____</p> <p>Signature of the Nominated Team Leader/Member Date Signed</p> | | |

Section 7: Financial Proposal Form⁵

The Proposer is required to prepare the Financial Proposal in a password protected PDF file separate from the rest of the RFP, as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category. Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

A. Cost Breakdown per Deliverables*

| SN | Deliverables | Percentage of Total Price | Price (in INR) (Lump Sum, All Inclusive) |
|-----|---|---------------------------|--|
| 1. | Completion of first month data scanning and data entry | 8.3% | |
| 2. | After the completion of second month data scanning and data entry | 8.3% | |
| 3. | After the completion of third month data scanning and data entry | 8.4% | |
| 4. | After the completion of fourth month data scanning and data entry | 8.3% | |
| 5. | After the completion of fifth month data scanning and data entry | 8.3% | |
| 6. | After the completion of Sixth month data scanning and data entry | 8.4% | |
| 7. | After the completion of seventh month data scanning and data entry | 8.3% | |
| 8. | After the completion of eight month data scanning and data entry | 8.3% | |
| 9. | After the completion of ninth month data scanning and data entry | 8.4% | |
| 10. | After the completion of tenth month data scanning and data entry | 8.3% | |
| 11. | After the completion of eleventh month data scanning and data entry | 8.3% | |
| 12. | After the completion of twelfth month data scanning and data entry | 8.4% | |
| | Total | 100% | INR..... |

*Basis for payment tranches

⁵ No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.

B. Cost Breakdown by Cost Component:

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

| Description of Activity | Remuneration per Unit of Time (e.g., day, month, etc.) | Total Period of Engagement | No. of Personnel | Total Amount |
|---|--|----------------------------|------------------|---------------|
| 1. Personnel Cost | | | | |
| a. Team Leader | | | | |
| b. National Coordinator/s | | | | |
| c. Data managers (for 13 districts of 4 States) | | | | |
| 2. Travel cost | | | | |
| Cost of Travel to attend training | | | | |
| - Total cost from District HQ to each Block HQ and return (Once in a month) | | | | |
| - Total cost from one district to another district in case of support required in multiple block meetings happening on same day in one district (refer Annex-1 for details) | | | | |
| 3. Communication, phone, stationery and printing charges | | | | |
| - Cost of communication at national level | | | | |
| - Other Printing cost | | | | |
| 4. Charges for scanning of forms and registers | | | | |
| 5. Rental Charges for Scanner, laptop, etc. (if any) | | | | |
| 6. Any other Costs (if any) | | | | |
| TOTAL | | | | INR... |

Notes:

Structure of team (number of National Coordinators and data managers to be deployed) and is to be proposed by bidder in accordance to their understanding of Scope of Work

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*

Section 8: Contract for Professional Services

United Nations Development Programme
Sustainable human development

Date _____

Dear Sir/Madam,

Ref.: _____/_____/_____ [INSERT PROJECT NUMBER AND TITLE OR OTHER REFERENCE]

The United Nations Development Programme (hereinafter referred to as "UNDP"), wishes to engage your [company/organization/institution], duly incorporated under the Laws of India (hereinafter referred to as the "Contractor") in order to perform services in respect of **"Data scanning and data entry in the web based Child Health Info in 13 districts of 4 states under UNDP New Born Project"** (hereinafter referred to as the "Services"), in accordance with the following Contract:

1. Contract Documents

- 1.1 This Contract is subject to the UNDP General Conditions for Professional Services attached hereto as Annex I. The provisions of such Annex shall control the interpretation of this Contract and in no way shall be deemed to have been derogated by the contents of this letter and any other Annexes, unless otherwise expressly stated under section 4 of this letter, entitled "Special Conditions".
- 1.2 The Contractor and UNDP also agree to be bound by the provisions contained in the following documents, which shall take precedence over one another in case of conflict in the following order:
 - a) this letter;
 - b) the Terms of Reference [ref.dated.....], attached hereto as Annex II;
 - c) the Contractor's technical proposal [ref....., dated], as clarified by the agreed minutes of the negotiation meeting⁶[dated.....], both documents not attached hereto but known to and in the possession of both parties.
- 1.3 All the above shall form the Contract between the Contractor and UNDP, superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.

2. Obligations of the Contractor

- 2.1 The Contractor shall perform and complete the Services described in Annex II with due diligence and efficiency and in accordance with the Contract.
- 2.2 The Contractor shall provide the services of the following key personnel:

| Name | Specialization | Nationality | Period of service |
|------|----------------|-------------|-------------------|
| | | | |
| | | | |
- 2.3 Any changes in the above key personnel shall require prior written approval of **Dr. Harish Kumar, Project Manager, UNDP-NIPI new born Project**, UNDP.
- 2.4 The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.
- 2.5 The Contractor shall submit to UNDP the deliverables specified hereunder according to the following schedule:

⁶ If there are updates to the technical proposal or correspondence exchanged in clarification of certain aspects, reference them too, provided that they are fully acceptable to UNDP. Otherwise, aspects which resolution is pending should be dealt with in this letter itself or in the Terms of Reference, as appropriate.

[LIST DELIVERABLES]

[INDICATE DELIVERY DATES]

e.g.

- | | |
|--|--------------------------------|
| 1. Status update of completion of first month data scanning and data entry | 1 st December 2015 |
| 2. Status update of completion of second month data scanning and data entry | 1 st January 2016 |
| 3. Status update of completion of third month data scanning and data entry | 1 st February 2016 |
| 4. Status update of completion of Fourth month data scanning and data entry | 1 st March 2016 |
| 5. Status update of completion of Fifth month data scanning and data entry | 1 st April 2016 |
| 6. Status update of completion of Sixth month data scanning and data entry | 1 st May 2016 |
| 7. Status update of completion of Seventh month data scanning and data entry | 1 st June 2016 |
| 8. Status update of completion of Eight month data scanning and data entry | 1 st July 2016 |
| 9. Status update of completion of Ninth month data scanning and data entry | 1 st August 2016 |
| 10. Status update of completion of Tenth month data scanning and data entry | 1 st September 2016 |
| 11. Status update of completion of eleventh month data scanning and data entry | 1 st October 2016 |
| 12. Status update of completion of Twelfth month data scanning and data entry | 1 st November 2016 |

2.6 All reports shall be written in the English language, and shall describe in detail the services rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by **MAIL** to the address specified in 9.1 below.

2.7 The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract in accordance with the highest industry and professional standards.

3. Price and Payment

3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a fixed contract price of _____ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.

3.2 The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.

3.3 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

3.4 UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor to the address specified in 9.1 below, upon achievement of the corresponding milestones and for the following amounts:

4. Special conditions

4.1 The responsibility for the safety and security of the Contractor and its personnel and property, and of UNDP's property in the Contractor's custody, rests with the Contractor.

4.1.1. Security

The Contractor shall:

- (a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (b) assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

4.1.2 UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor

shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth in paragraph 4.1 above.

4.2 Audits and Investigations

Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

- 4.2.1 The Contractor acknowledges and agrees that, at anytime, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to conduct an investigation and the Contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor's premises. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

4.3 Anti-terrorism

The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

- 4.4 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UNDP of a bank guarantee for the full amount of the advance payment issued by a Bank and in a form acceptable to UNDP.

5. Submission of invoices

- 5.1 An original invoice shall be submitted by mail by the Contractor for each payment under the Contract to the following address:

.....

- 5.2 Invoices submitted by fax shall not be accepted by UNDP.

6. Time and manner of payment

- 6.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an invoice or so advise the Contractor of its non-acceptance within a reasonable time from receipt.

- 6.2 All payments shall be made by UNDP to the following Bank account of the Contractor:

_____ [NAME OF THE BANK]
_____ [ACCOUNT NUMBER]
_____ [ADDRESS OF THE BANK]

7. Entry into force. Time limits.

7.1 The Contract shall enter into force upon its signature by both parties.

7.2 The Contractor shall commence the performance of the Services not later than **1st November, 2015** and shall complete the Services within **30th October, 2016** of such commencement.

7.3 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

8. Modifications

8.1.1 Any modification to this Contract shall require an amendment in writing between both parties duly signed by the authorized representative of the Contractor and **Dr. Harish Kumar, Project Manager, UNDP-NIP new born Project, UNDP.**

9. Notifications

For the purpose of notifications under the Contract, the addresses of UNDP and the Contractor are as follows:

For the UNDP:

_____ **[INSERT CONTRACT REFERENCE & NUMBER]**

| | | |
|---------------|-------------|---------------|
| Telex: | Fax: | Cable: |
|---------------|-------------|---------------|

For the Contractor:

[INSERT NAME, ADDRESS AND TELEX, FAX AND CABLE NUMBERS]

| |
|-----------------|
| Name: |
| Address: |

| | |
|---------------|--|
| Telex: | |
| Fax: | |
| Cable: | |

If the above terms and conditions meet with your agreement as they are typed in this letter and in the Contract Documents, please initial every page of this letter and its attachments and return to this office one original of this Contract, duly signed and dated.

Yours sincerely,

[INSERT NAME AND TITLE]

For **[INSERT NAME OF THE COMPANY/ORGANIZATION]**

Agreed and Accepted:

Signature _____

Name: _____

Title: _____

Date: _____



Empowered lives.
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UNDP

GENERAL CONDITIONS OF CONTRACT FOR SERVICES

1.0 LEGAL STATUS:

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

2.0 SOURCE OF INSTRUCTIONS:

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

3.0 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 this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4.0 ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0 SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP 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 conform to the provisions of this Contract.

6.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP 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 thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, 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 acts or omissions of the Contractor, or the Contractor's employees, officers, agents 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, products 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.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1 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.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 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 services 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.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;

8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 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 the UNDP 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.

10.0 TITLE TO EQUIPMENT: Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall 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, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

11.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party, and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

13.1 The recipient ("Recipient") of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser's Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser's prior written consent; and,

13.2.2 the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

13.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

13.2.2.2 any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

13.3 The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

13.4 The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

13.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 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 the UNDP, 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 the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP 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 this Contract.

14.2 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, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 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.

14.4 The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

15.4 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, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

16.1 Amicable Settlement: The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of 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.

16.2 Arbitration: Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, 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 dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, 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.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

22.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be 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, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 SECURITY:

23.1 The Contractor shall:

- (c) Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (d) Assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

23.2 UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth in paragraph 4.1 above.

24.0 AUDITS AND INVESTIGATIONS:

24.1 Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or

external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

24.2 The Contractor acknowledges and agrees that, at anytime, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to conduct an investigation and the Contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor's premises. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

25.0 ANTI-TERRORISM:

25.1 The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

26.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.