
1. The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) hereby invites you to submit a proposal to this request for proposal (RFP) for the above subject. Proposals are required to be received by UNRWA no later than Thursday 30 April 2020 at 01:00 PM (Amman Time) (the Closing Time).

2. This RFP consists of this letter, the subsequent instructions and the following annexes:

   Annex A: General Tender Instructions
   Annex B: Acknowledgement Letter
   Annex C: Term of Reference & Evaluation Methodology
   Annex D: Financial Proposal Template
   Annex E: Letter of Introduction
   Annex F: General Conditions of Contract
   Annex G: Performance Bond
   Annex H: Instructions on UNGM Registration and Bid Submission through In-Tend
   Annex I: Vendor Profile Form
You are kindly requested to return the attached Annex B - Acknowledgement Letter, duly signed by an authorized representative of your company via email CSSD@unrwa.org or through In-Tend via UNGM using the “Correspondence” function no later than Thursday 09 April 2020 at 01:00 PM (Amman Time). The letter should advise whether your company intends to submit a Bid and if not, indicate the reason.

3. For clarifications regarding this RFP, please contact in writing the Procurement Section of the Central Support Services Division, UNRWA Headquarters Amman through e-mail to CSSD@unrwa.org or through In-Tend via UNGM using the “Correspondence” function no later than Thursday 09 April 2020 at 01:00 PM (Amman Time). Please indicate the RFP reference number in the subject line.

4. We look forward to your Bid and thank you in advance for your interest in UNRWA procurement opportunities.

Julius Birungi
Head, Procurement Section (Engineering and Services)
UNRWA, Headquarters Amman
Annex A: General Tender Instructions
The UNITED NATIONS RELIEF AND WORKS AGENCY FOR PALESTINE REFUGEES IN THE NEAR EAST (UNRWA) will receive and consider Proposals in response to official Request for Proposal subject to the conditions detailed hereunder.

1. SUBMISSION OF PROPOSALS
Bidders are required to download their bids as two separate documents (technical or financial) through In-Tend via UNGM, https://www.ungm.org, in the ‘Tender Management’ page, please select the ‘RFP documents’ menu tab, scroll down until the section ‘Tender documents received’ and download all documents.

The Technical Proposal should not contain any pricing information. The Financial Proposal should also just contain the Pricing Information

Closing Date and Time: 30 April 2020 01:00 PM (Amman Local Time)

Note: For queries, please see Section 19 below.

Addressed to UNRWA HQ (Amman)
Attn: Procurement Section of the Central Support Services Division.

Timing and Delivery of Bids.
Bids must be received before the indicated time and date of Tender Closure (see cover letter) as set forth above.

Bidders are solely responsible for ensuring that the full Bid is received by UNRWA in accordance with Tender requirements, prior to the date and time specified in the Tender.

Bidders understand and agree that UNRWA will consider only those portions of the Bid received prior to the closing time specified and page or pages received after that time will not be considered.

2. SUBMISSION OF SAMPLES
Not Applicable

3. EVALUATION CRITERIA
As instructed in Annex C.

4. THE TECHNICAL PROPOSAL

Contents

Technical Proposal must include the following information in addition to the mandatory documents stated in the covering letter of this RFP:

Detailed description of your technical proposal (including diagrams, detailed methodology, work plan and schedule, response to any questionnaire, etc.) Which must address all the requirements described in the Term of Reference (Annex C).

Letter of Introduction (Annex E) with the power of attorney (or equivalent document) attached,
If any part of the project will be subcontracted, description of such part of project and the requirement under “Section 4 of the Technical Proposal Section” still applies for each proposed subcontractor (please note that UNRWA approval is required for any proposed subcontracting).
No Prices

Bidders must not mention prices and costs in Envelope A (Technical Proposal).

Videoconference/Presentation

During the evaluation process, UNRWA may request the bidder(s) to attend a Videoconference for the purpose of seeking further clarification and/or verification of their proposals which will be used to as qualitative reference points by UNRWA in the deliberations and decision making for recommendations for award. The Videoconference/Presentation will not be scored.

Signature

The technical part of the proposal must be signed by a duly authorized representative of the bidder. All erasures, amendments, or alterations must be initialled by the signatory to the proposal.

5. THE FINANCIAL PROPOSAL

Contents

Financial Proposal must contain all costs associated with the assignment must be provided with as much detail as possible. These costs should be itemized or broken down.

Currency

The currency of the proposal is preferably in US Dollars. However, if other currencies are used, they should be clearly indicated e.g. Swedish Kroner, Euro, etc. UNRWA will apply the prevailing exchange rate within the UN system as published by the UN treasury Department at: http://treasury.un.org/operationalrates/OperationalRates.aspx for the purposes of price comparison and at time of payment to convert between such currencies.

Local Tax

The successful bidder may be subject to local taxes (e.g., value added or sales tax, social charges or income taxes on non-resident foreign personnel, duties, fees, levies, etc.) on amounts payable by UNRWA under the contract with the bidder. The Client will state in the Data Sheet if the Consultant is subject to payment of any local taxes. Any such tax amounts shall not be included in the Financial Proposal as they will not be evaluated, but they will be discussed at contract negotiations, and applicable amounts will be included in the Contract.

Signature

The financial part of the proposal must be signed by a duly authorized representative of the bidder. All erasures, amendments, or alterations must be initialled by the signatory to the proposal.

6. VALIDITY PERIOD

Your proposal shall remain valid for a minimum period of One Hundred Twenty days (180) days from the tender due date, during which period a purchase order or contract, if placed, will be accepted by you. In the event that a supplier is in a position to extend the validity of his offer for a period beyond the required minimum, this should be stated in the proposal.

7. ACCEPTANCE

UNRWA reserves the right, at its sole discretion, to consider as invalid or unacceptable any proposal which is: (a) not clear; (b) incomplete in any material detail, (c) received after the deadline, (d) not properly marked or addressed, (e) delivered to another location than the one required herein, (f) unsolicited, or (g) not otherwise in compliance with this RFP. UNRWA also reserves the right to split an award between any Bidders in any combination, as it deems appropriate. If the proposal is submitted on an “all or none” basis, it should clearly state so.

8. AWARD OF CONTRACTS

This RFP does not commit UNRWA to award a contract or to pay any costs incurred in the
preparation or submission of proposals, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any proposal submitted will be regarded as an offer made by the bidder and not as an acceptance by the bidder of an offer made by UNRWA. No contractual relationship will exist except pursuant to a written contract document signed a duly authorized official of UNRWA and by the successful bidder.

UNRWA may award contracts for part quantities or individual items. UNRWA will notify successful bidders of its decision with respect to their proposals as soon as possible after the proposals are opened. UNRWA reserves the right to cancel any RFP, to reject any or all proposals in whole or in part, and to award any contract without disclosing the reason or reasons. Proposals will be evaluated taking into consideration, not only cost-effectiveness, but also technical considerations. The lowest-priced proposal will not necessarily be accepted.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and products of different origin than stipulated in their offer may be excluded from future tenders.

9. PAYMENT
The financial rules and regulations of UNRWA preclude advance payments or payment by letters of credit. Such provisions in a proposal will be prejudicial to its evaluation by UNRWA. The normal terms of payment by UNRWA are 30 to 45 days (or similarly discounted payment terms if offered by Bidders) upon satisfactory delivery of goods or performance of services and acceptance thereof by the UNRWA. Bidders must therefore clearly specify in their proposals the payment terms being offered.

10. PERFORMANCE BOND (BANK GUARANTEE) AND LIQUIDATED DAMAGES

Bank Guarantees
Within 10 days of the receipt of notification of the award of Contract from UNRWA, the successful bidder shall furnish Performance Bond (Bank Guarantee) or a similar guarantee acceptable to UNRWA in a sum equal to 10 percent of the estimated contract amount. The Performance Bond (Bank Guarantee) shall be valid up to 90 days after the date of completion of performance obligations.

Acceptance to submit such Performance Bond in case of award is a mandatory requirement. Bidder shall submit the acceptance form in the technical proposal accordingly, (Annex G).

In case the contract ceiling value is extended beyond the initial contract value, the successful bidder shall issue a new Performance Bond (Bank Guarantee) to the extent of additional contract value.

The Performance Bond (Bank Guarantee) shall be forfeited in case overall performance of supplier is found to be unacceptable two months in a row, evaluated on the basis of meeting the Service Contract target.

The Performance Bond (Bank Guarantee) shall be discharged in the currency of the Contract, or in a freely convertible currency acceptable to UNRWA

The Performance Bond (Bank Guarantee) shall be discharged by UNRWA and returned to the successful bidder not later than 90 days following the date of Completion of the Consultant’s performance obligations under the Contract.
11. CONFIDENTIALITY

This RFP or any part hereof, and all copies hereof must be returned to UNRWA upon request. It is understood that this RFP is confidential and proprietary to UNRWA, contains privileged information, part of which may be copyrighted, and is communicated to and received by bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of UNRWA, except that bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFP, bidders will be bound by the contents of this paragraph whether or not their company submits a proposal or responds in any other way to this RFP.

12. COLLABORATIVE BIDDING AND ANTI-COMPETITIVE CONDUCT

Bidders and their employees, officers, advisers, agent or subcontractors must not engage in any collusive bidding or other anti-competitive conduct, or any other similar conduct, in relation to:

- The preparation or submission of proposals,
- The clarification of proposals, and
- The conduct and content of negotiations, including final contract negotiations,

in respect of this RFP or procurement process, or any other procurement process being conducted by UNRWA in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to UNRWA, any other bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

In addition to any other remedies available to it, UNRWA may, at its sole discretion, immediately reject any proposal submitted by a bidder that, in UNRWA’s sole opinion, has engaged in any collusive bidding, other anti-competitive conduct, or any other similar conduct with any other bidder, person or entity in relation to the preparation or lodgement of proposals, whether in respect of this RFP or procurement process, or any other procurement process being conducted by UNRWA in respect of any of its requirements.

13. IMPROPER ASSISTANCE

Proposals that, in the sole opinion of UNRWA, have been compiled:

- with the assistance of current or former employees of UNRWA, or current or former contractors of UNRWA in violation of confidentiality obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- with the utilization of confidential and/or internal UNRWA information not made available to the public or to the other bidders,
- in breach of an obligation of confidentiality to UNRWA, or
- contrary to these terms and conditions for submission of a proposal, shall be excluded from further consideration.

Without limiting the operation of the above clause, a bidder must not, in the absence of prior written approval from UNRWA, permit a person to contribute to, or participate in, any process relating to the preparation of a proposal or the procurement process, if the person:
- at any time during the 6 months immediately preceding the date of issue of this RFP was an official, agent, servant or employee of, or otherwise engaged by, UNRWA,
- at any time during the 12 months immediately preceding the date of issue of this RFP was an employee of UNRWA personally engaged, directly or indirectly, in the planning or performance of the requirement, project or activity to which this RFP relates, or
- at any time, was an employee of UNRWA involved, directly or indirectly, in the preparation of this RFP including any earlier versions or the management of this procurement process.

14. CORRUPT PRACTICES
All UNRWA vendors shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

15. CONFLICT OF INTEREST
A bidder must not, and must ensure that its employees, officers, advisers, agents or subcontractors do not, place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of UNRWA and the bidder’s interests during the procurement process.

If during any stage of the procurement process or performance of any UNRWA contract a conflict of interest arises, or appears likely to arise, the bidder must notify UNRWA immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the bidder conflict with the interests of UNRWA, or cases in which any UNRWA official, employee or person under contract with UNRWA may have, or appear to have, an interest of any kind in the bidder’s business or any kind of economic ties with the bidder. The bidder must take steps as UNRWA may reasonably require resolving or otherwise dealing with the conflict to the satisfaction of UNRWA.

16. WITHDRAWAL / MODIFICATION OF PROPOSALS
Requests to withdraw a proposal shall not be honoured. If the selected Vendor withdraws its proposal, UNRWA shall duly register the said proposal and shall evaluate it alongside all other received proposals. Withdrawal of a proposal may result in your suspension or removal from the roster of UNRWA-registered vendors.

A bidder may modify its proposal prior to the tender closure through UNGM.

17. GLOBAL COMPACT/UN SUPPLIER CODE OF CONDUCT
UNRWA strongly encourages all vendors to actively participate in the United Nations Global Compact and to adhere to the United Nations Supplier Code of Conduct.

18. GENERAL CONDITIONS OF CONTRACT
Attached as Annex F are UNRWA’s General Conditions of Contract which shall apply to any contract awarded in respect of this RFP.

Bidders are requested in their proposal to explicitly confirm acceptance of and compliance with UNRWA’s General Conditions of Contract.

19. QUERIES ABOUT THIS RFP
For queries on this RFP please contact the Procurement Section of the Central Support Service Division, UNRWA Headquarters Amman in writing through e-mail to CSSD@unrwa.org or through In-Tend via UNGM using the “Correspondence” function no later than Thursday 09 April 2020 at 01:00 PM (Amman Time). On the subject line, please indicate the RFP number.
Annex B: Acknowledgement Letter

**IMPORTANT:** Bidders are requested to return a completed copy of this acknowledgement letter even if they do not intend to submit a bid for this tender.

**SUBJECT:** RFP/PS/IM/25/20 – The Provision of DevOps Implementation Consultancy Service for UNRWA Headquarters Amman – Jordan

Dear Madam / Sir,

We the undersigned acknowledge receipt of your RFP – PS/IM/25/20 for the subject matter and hereby confirm that:

( ) We intend

( ) We do not intend

to submit a bid to UNRWA for the Provision of DevOps Implementation Consultancy Service for UNRWA Headquarters Amman – Jordan **by the deadline date of Thursday 30 April 2020 before 01:00 PM Amman, Jordan time.**

Very Truly Yours,

Name & Title of Authorized Representative: ________________________________

Signature: __________________________________________________________

Company Name & Address: _____________________________________________

Telephone No.: _______________________________________________________

If you do not intend to submit a bid to UNRWA, please indicate the reason:

( ) We do not have the capacity to submit a bid at this time.

( ) We cannot meet the technical requirements for this RFP.

( ) We do not think we can make a competitive offer at this time.

( ) Others: Please specify _____________________________________________

**Kindly return this acknowledgement by Thursday 09 April 2020 at 01:00 PM (Amman Time) via email to the following email address: CSSD@unrwa.org or through In-Tend via UNGM using the “Correspondence” function.**
The Provision of DevOps Implementation Consultancy Service for UNRWA Headquarters Amman – Jordan

UNRWA Information Management and Technology Department (IMTD)
1- **Introduction:**

This project will implement the essential elements of DevOps in UNRWA in terms of processes, tools and capacity building. Main processes to be implemented are version control, continuous integration and testing and continuous deployment, in addition to continuous monitoring and tracking. **The tool to be used is Microsoft Azure DevOps in a SaaS approach**, while capacity building measures to be applied include training of staff, change issues, etc.

Through this implementation, UNRWA opts to:

- Increase the speed of executing change requests
- Maximize staff productivity
- Improve the quality of application development and deployment services
- Improve team collaboration and work atmosphere

2- **Technical Requirements:**

A: **Scope:**

Using Microsoft Azure DevOps on the cloud, and with the help of an experienced and knowledgeable specialist to work onsite, UNRWA would like to engage in a consultancy to achieve the following:

1. Automating our Software Development Life Cycle (SDLC) processes through the definition of applications, tasks, roles, users and workflows. Main processes to be automated are version control, testing & quality assurance, building and deployment. The general description of processes will be provided by UNRWA.
2. Integrating infrastructure automation (automating the provision of infrastructure).
3. Automating software testing and provisioning of test data and improving testing quality while incorporating multi testing stages (internal testing, user acceptance testing).
4. Monitoring and reporting on applications Key Performance Indicators (KPIs) especially in the areas of quality and turnaround times.
5. Providing professional advice on Microsoft DevOps licensing modes and issues.

B: **Deliverables:**

1. An Azure DevOps service that is configured as per UNRWA processes, roles, etc.
2. A Technical Manual on the above that enables UNRWA to recreate and change the MS Azure DevOps service configuration.
3. An On-the-job training for UNRWA’s implementation team.
4. A pilot for the full automated process using a couple of UNRWA applications. This includes:
   4.1 Working with UNRWA Team to apply the DevOps required activities on UNRWA DevOps service.
   4.2 Helping UNRWA Team to streamline the development process within the new Azure DevOps service.
   4.3 Helping UNRWA Team to apply automation of testing for sample page(s) or module(s) on the pilot systems.
   4.4 Helping UNRWA Team in creating and applying the Build pipeline(s) on the pilot systems.
   4.5 Helping UNRWA Team in creating and applying the Release pipeline(s) on the pilot systems.
   4.6 Providing help and demonstrating the modifications required to introduce testability concepts on the system.
5. Six-month telephone and online support (through team viewer sessions).
6. Documentation of all tasks, operating procedures and user instructions.

C: Actions:

The main actions involved are:
1. Analyzing the selected applications and proposing the setup for the automation of the DevOps pipeline, including Continuous Integration and Continuous Deployment (CI/CD).
2. Planning for the pipeline setup.
3. Setting up the pipeline processes for 2 selected applications creating end-to-end integration.
4. Version Control setup for development.
5. Code quality tool to be integrated for inspecting the code quality.
6. Automated deployment to Test environment.
7. Continuous Testing integration to test the deliverables.
8. Automated deployment to production environments.
10. Automated monitoring and tracking of applications.
11. Preparing a technical document to cover above activities, so that a similar setup can be done including Installation and configuration.
12. Providing on-job training on the above automation activities.
13. A service agreement will be contracted with the vendor after this engagement to provide telephone and online support for our DevOps services.

D: Other Requirements:

UNRWA expected this consultancy service to be implemented by a 6-8 weeks which involves onsite presence.
Full payment will be made at the end of the consultancy and receipt of all deliverables.
### Summary of Technical requirements expected from the successful service provider

#### Table -1 - Technical Requirements:

<table>
<thead>
<tr>
<th>Technical Requirements</th>
<th>Provided? (Y/N)</th>
<th>Required: Elaboration on how you intend to implement this requirement, including processes, complementary tools, and any other relevant information</th>
<th>Required: Elaboration on how comprehensive your previous implementations were (in covering the requirement) and how complex (the number and type of tools used, sophistication, etc.)*</th>
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<tr>
<td>1. Automating UNRWA’s Software Development Life Cycle (SDLC) processes through the definition of applications, tasks, roles, users and workflows. Main processes to be automated are version control, testing &amp; quality assurance, building and deployment. The general description of processes will be provided by UNRWA</td>
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<td>5. Providing professional advice on Microsoft DevOps licensing modes and issues</td>
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<tr>
<td>6. A Technical Manual that enables UNRWA to recreate and change the MS Azure DevOps service setup/configuration will be provided</td>
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<td>7. An On-the job training for UNRWA’s implementation team will be provided</td>
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<td>10. Documentation of all tasks, operating procedures and user instructions will be provided</td>
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</table>

- To illustrate, here is an example using requirement 3 in this table. **Comprehensiveness** here relates to the vendor’s experience in implementing the different types of software testing (unit testing, integration testing, security testing, etc.), while **complexity of implementation** refers to the level of automation that was implemented as shown in the number and type of testing tools used. Please make sure to cover both in your proposal since there are marks for both.

**Note:** The space provided in the above table may not be enough to explain each criteria as requested. The Bidders are free to use additional papers as long as the points are cross referenced properly.
3- Evaluation and Criteria

Evaluation of proposals:

The evaluation committee shall evaluate each response to this RFP based upon the proposal responsiveness to UNRWA’s requirements, with appropriate consideration given to competence, compliance, cost, operational, technical and management requirements, offering the best value to UNRWA.

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any financial proposal being opened and compared. The financial proposals will be opened only for submissions that passed the minimum technical score of 70 of the obtainable score of 100 points in the evaluation of the technical proposals. The technical proposal is evaluated on the basis of its responsiveness to the deliverables and in accordance with the technical evaluation.

A proposal shall be rejected if

- a) The bidder fails any of the mandatory requirements
- b) The bidder’s Technical Proposal fails to achieve minimum technical score of (70 points out of 100 points) and their financial proposal shall remain unopened.

Proposals that have attained minimum 70 points in the technical evaluation and met all mandatory requirements will be considered for further financial evaluation.

A. Technical Proposal Points

Total Points (St): 100
The minimum technical score required to pass is: 70 points

B. Financial Proposal:

- The cost of services.
- The bidder should provide detailed cost breakdown as UNRWA will consider the financial figure mentioned in the bidder offer only and will not be subject to any increase resulted from unclear or non-mentioned indirect costs in the bidder offer
- The formula for determining the financial score (Sf) is as follows:

\[ Sf = 100 \times \frac{Fm}{F} \]

Where

Sf = the financial score
Fm = the lowest price
F = the price of the proposal under consideration
C. The weights given to the Technical and Financial Proposals are:
   Technical (Wt) = St x 0.70, and
   Financial (Wf) = Sf x 0.30
   The sum of the two numbers above (Wt+Wf) must always be 1.00

D. The Technical proposal and the financial

**Technical Evaluation**

The technical evaluation for this requirement is composed of two Sections
   a) Mandatory requirements
   b) Weighted Scoring Criteria / point to scale criteria

Bidders must pass all requirements in the mandatory criteria for them to qualify for the next stage of weighted scoring.

1. **Mandatory Criteria**

Vendors must pass/comply with all the following mandatory requirements listed below before their technical proposal can be evaluated:

2. The Bidder must prove that it is accredited or legally registered to provide IT related services among its businesses
3. The bidder must have a minimum two years of professional experience related to Microsoft Azure DevOps implementation
4. The vendor must provide evidence that institutional presence exists Amman Jordan or if not, to confirm that the company will be present on site during implementation
5. The bidder must confirm that its proposed DevOps solution is Microsoft Azure DevOps. Complimentary/supporting tools might be suggested.
6. The vendor must propose a Project Manager / Team leader who must have at least 1 year of related experience in the MS Azure DevOps implementation
7. The vendor must provide at least recommendation letter indicating positive / satisfactory past performance

**N.B Failure in any of the above 6 mandatory criteria will mean that your proposal will not be considered for the next step of Scoring Methodology**
## 2. Technical Evaluation Criteria (Scoring methodology)

The criteria and point system for evaluation of the Technical Proposals are:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Pts</th>
<th>Details / Breakdown</th>
</tr>
</thead>
</table>
| Responsiveness in meeting requirements in Table -1 | 40 | (4) Points maximum for each item in the technical requirements Table -1:  
(4) Points for each (Yes) answer.  
(0) Point for each (No) answer.  

*The bidder must clearly show how each of the 10 technical requirements will be addressed. The bidder will not be given any point by simply indicating yes without demonstrating how each of the 10 Criteria will be fully met. Full points will be awarded to the vendor who addresses all the 10 technical requirements and how they will be addressed.* |
| MS Azure DevOps Knowledge & Experience (Bidders previous work in provision of related services) | 25 | Ten (10) Points for Comprehensiveness of the implementation:  
(10) Points if fully comprehensive.  
(7) Points if mostly comprehensive.  
(4) Points if partially comprehensive.  
(0) Point if not comprehensive.  

*The bidder’s proposal should explain how its company fully implemented MS Azure DevOps in the past for other organisations. Maximum points will be provided to the vendor whose proposal comprehensively details how they implemented MS Azure DevOps for other organisations in reference to requirements in table 1.* |
| | | Ten (10) Points for the Complexity of implementation  
(10) Points for very complex implementation.  
(7) Points for moderately complex implementation.  
(4) Points for partially complex implementation.  
(0) Point if not at all complex.  

*The bidder’s proposal should address the points of complexity in their past works. By complexity we are referring to the extent/level of automation for each of the requirements in table 1 or the level of sophistication during the implementation including the tools used etc. Maximum points will be provided for an Azure DevOps that indicated a complex implementation.* |
| | | (5) Points for Success & Impact (to be verified through a demo. Noting providing a customer reference to check with would be an added advantage)  
(5) Points for excellent success/impact  
(3) Points for good success/impact.  
(0) Point for lack of success/impact.  

*The bidder must address indicate the success and impact of its Azure DevOps. The vendor must provide evidence of the points of success and impact of its Azure DevOps. Maximum points will be awarded for excellent success and impact.* |
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Pts</th>
<th>Details / Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Azure DevOps Knowledge &amp; Experience (First Implementation)</td>
<td>20</td>
<td>(10) Points for additional implementations:</td>
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<td>(10) Points for two or more additional implementations.</td>
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<td>(5) Points for one additional implementation.</td>
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<td>(0) Point for no additional implementations.</td>
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<td><strong>Vendors to indicate the projects where such MS Azure DevOps implementation was implemented. Maximum points will be provided to the vendor who has implemented 2 or more such projects</strong></td>
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<td>(10) Points maximum for the number and quality of CVs provided for potential DevOps Specialists to carry out the implementation. Specialists must have actual DevOps experience:</td>
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<td>(10) Points if two or more CVs of the proposed specialists with one or more years of experience</td>
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<td></td>
<td>(5) Points if one CV of a specialist with one or more years of experience</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(0) Point if no CVs are provided.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Maximum points will be provided to the vendor who has submitted 2 or more CVs of its Specialists with the knowledge and experience of MS Azure DevOps</strong></td>
</tr>
<tr>
<td>Quality of the proposal</td>
<td>8</td>
<td><strong>(8) Points for Structure: The vendor to provide a clear, concise and well-structured proposal</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(8) Points a proposal that represents fully structured proposal that is clear, concise and very well referenced that demonstrates a holistic and comprehensive understanding of UNRWA requirement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(6) Points for a mostly structured and referenced proposal that demonstrates a substantial understanding of the UNRWA requirement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(4) Points for a partial structured proposal, partially referenced that that demonstrates a partial understanding of the UNRWA requirement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(2) Point for a marginally structured proposal, not clearly referenced that that demonstrates a marginal understanding of the UNRWA requirement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(0) Points for a very poorly structured proposal, not referenced that that demonstrates a poor understanding of the UNRWA requirement</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Maximum points are awarded to the vendor who submits fully structured proposal that is clear, concise and very well referenced that demonstrates a holistic and comprehensive understanding of UNRWA requirement</strong></td>
</tr>
</tbody>
</table>

---

**Notes:**

- MS Azure DevOps Knowledge & Experience: The vendor must demonstrate knowledge and experience in MS Azure DevOps, including implementation experience. Additional points are awarded for multiple implementations.

- CVs: The vendor must provide CVs for potential DevOps Specialists. Points are awarded based on the number of CVs and the experience level of the specialists.

- Quality of the Proposal: The vendor must provide a clear, concise, and well-structured proposal. Points are awarded based on the structure and completeness of the proposal.

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**Nutritional Value:**

- **Criteria:** MS Azure DevOps Knowledge & Experience, CVs, Quality of the Proposal
- **Pts:** 20
- **Details / Breakdown:** Additional implementations, CVs, Proposal Structure
- **Notes:** Knowledge and experience in MS Azure DevOps, CVs availability, Proposal comprehensiveness

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**Language:** English

**Origin:** UNRWA

**Purpose:** Evaluation and selection of vendors for DevOps implementation projects

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**Contact:**

- [UNRWA](https://www.unrwa.org)
- [Azure DevOps](https://devops.azure.com)
<table>
<thead>
<tr>
<th>Company profile</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(4) Points for Geographic Reach</strong></td>
<td></td>
</tr>
<tr>
<td>(4) points will be awarded to the Vendor whose company has presence in 3 or more countries outside Jordan but will have a physical presence in Jordan during contract implementation.</td>
<td></td>
</tr>
<tr>
<td>(2) points will be awarded to the Vendor whose company has presence in 1-2 countries outside Jordan but will have a physical presence in Jordan during contract implementation.</td>
<td></td>
</tr>
<tr>
<td>(0) points will be awarded to vendors whose company’s presence is only in Jordan.</td>
<td></td>
</tr>
<tr>
<td><strong>Maximum points will be awarded to the vendor who has a presence in 3 or more countries outside Jordan and but will have a physical presence in Jordan during contract implementation.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>(3) Points for Market Penetration:</strong></td>
<td></td>
</tr>
<tr>
<td>(3) points for Vendor product or services have a high market penetration - Vendors product is used by 3 or more clients.</td>
<td></td>
</tr>
<tr>
<td>(2) Points for Vendor product or services have a medium market penetration - Vendor’s product used by 2 Clients.</td>
<td></td>
</tr>
<tr>
<td>(1) Points for Vendor product or services have a low market penetration - Vendor’s product used by 1 Client.</td>
<td></td>
</tr>
<tr>
<td>(0) Points for Vendor product or services have no market penetration i.e. the Vendor’s product/services is new and has not been used by any client.</td>
<td></td>
</tr>
<tr>
<td><strong>Maximum points will be awarded to the vendor whose product has a higher market penetration - Vendors product is used by 3 or more clients.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

N.B. The vendor has to score minimum 70 points out of 100 to be considered technically compliant.
The format must include specific expenditures.

[Date]

From:

To: THE UNITED NATIONS RELIEF AND WORKS AGENCY FOR PALESTINE REFUGEES IN THE NEAR EAST (UNRWA)

Attention: Chief, Central Support Services Division
UNRWA Headquarters, Amman
Industrial Street
Bayader Wadi El-Seer
Amman 11814
Jordan

Ladies/Gentlemen:

We, the undersigned, offer for the provision of The Provision of DevOps Implementation Consultancy Service for UNRWA Headquarters Amman – Jordan in accordance with your Request for Proposal No. PS/IMD/25/20/ The Provision of DevOps Implementation Consultancy Service for UNRWA Headquarters Amman – Jordan.

Our attached Financial Proposal is for the sum of [Amount in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period (180 days) of the Proposal.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:
1. Vendor must enclose UNRWA General Conditions of Contract for the procurement of services (Annex F) initialed, signed and stamped by the vendor.

2. All vendors must fill out the following Pricing table and indicate the cost for each deliverable

<table>
<thead>
<tr>
<th>Deliverable:</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Configuration of Azure DevOps Service as per UNRWA requirements elaborated in the scope of works</td>
<td>Currency -----------</td>
</tr>
<tr>
<td>b) Submission of Technical Manual of the Configured Azure DevOps Service</td>
<td></td>
</tr>
<tr>
<td>c) Provision of the on-the-Job Training for UNRWA Selected Staff</td>
<td></td>
</tr>
<tr>
<td>d) Piloting using a couple of UNRWA Applications</td>
<td></td>
</tr>
<tr>
<td>e) Provision of the Six-Month Telephone and Online Support (Fee??)</td>
<td></td>
</tr>
<tr>
<td>f) Submission of the Documentation for tasks, procedures, and user instructions</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL AMOUNT**

Note:

a) The above service, other than the item (e) must be completed within a period of maximum 8 weeks. The successful vendor must provide the on-site consultant to complete the above deliverables. The successful company in addition to the on-site consultant is free to remotely use other consultants to accomplish the above tasks.

b) The cost per each deliverable must be all-inclusive. UNRWA will not pay any additional costs that the awarded vendor may claim not to have been part of its costs submitted, unless a new scope different from the ones listed is introduced as a variation during implementation.

c) For a full description of these deliverables, please refer to Annex C – Term of Reference (TOR) - Section B.

d) The vendor will be required to provide a Gantt Chart or any other planning tool to indicate the time taken on each deliverable and the total duration –excluding item €
Annex E: Letter of Introduction

[Letterhead of bidder, including full postal address, telephone no. and Email]

Date: [insert date]

From: [insert name of bidder]

To: THE UNITED NATIONS RELIEF AND WORKS AGENCY FOR PALESTINE REFUGEES IN THE NEAR EAST (UNRWA)

Attention: Chief, Central Support Services Division

UNRWA Headquarters, Amman

Industrial Street

Bayader Wadi El-Seer

Amman 11814

Jordan


Dear Sir / Madam,

Being duly authorized to represent and act on behalf of [insert name of bidder] (hereinafter “the bidder”), in accordance with the attached power of attorney (or equivalent document), and having reviewed and fully understood the requirements of the RFP, the undersigned hereby offer our best bid for this contract, in accordance with the terms and conditions of the RFP, our bid being valid until [insert date of offer expiration – please note Section 6 of Annex A to this RFP].

We confirm our understanding and agreement that the terms set forth in this RFP, including the General Conditions of Contract (Annex F to RFP), the Term of Reference/ Project Description of Work/Specifications
(Annex C to RFP) and any special conditions set forth herein will form part of any contract should UNRWA accept our proposal.

We confirm our understanding, agreement and compliance with all the terms and conditions set forth in the RFP, including without limitation Sections 10, 11, 12, 13 and 14 of the general tender instructions (Annex A to RFP).

UNRWA and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this proposal, and to seek clarification from any authority, bankers and clients regarding any financial and technical aspects of the proposal. This letter of introduction will also serve as an authorization for UNRWA to approach any individual or institution referred to in the supporting information, to provide such information deemed necessary by UNRWA to verify the statements and information provided in this bid, or with regard to our resources, experience and competence.

Name: ________________________________

Title of Authorized Representative: ________________________________

Signature: ________________________________

Company Name and Address: ________________________________

Telephone No: ________________________________ Email address: ________________________________

NOTE: Please attach power of attorney or equivalent document evidencing authority of above signatory to sign the proposal and represent the bidder.
1. **EFFECTIVE DATE:** This Contract shall be effective when signed by the Parties. The Contract constitutes a contract between the Parties, the rights and obligations of which shall be governed solely by the terms and conditions of the Contract, including these General Conditions.

2. **LEGAL STATUS OF THE PARTIES:** UNRWA and the Contractor shall also each be referred to as a “Party” hereunder, and:

   2.1 Pursuant, *inter alia*, to the Charter of the United Nations and the Convention on the Privileges and Immunities of the United Nations, the United Nations, including its subsidiary organs (including UNRWA) has full juridical personality and enjoys such privileges and immunities as are necessary for the independent fulfillment of its purposes.

   2.2 The Contractor shall have the legal status of an independent contractor *vis-à-vis* UNRWA, and nothing contained in or relating to the Contract shall be construed as establishing or creating between the Parties the relationship of employer and employee or of principal and agent. The officials, representatives, employees, or subcontractors of each of the Parties shall not be considered in any respect as being the employees or agents of the other Party, and each Party shall be solely responsible for all claims arising out of or relating to its engagement of such persons or entities.

3. **SOURCE OF INSTRUCTIONS:** The Contractor shall neither seek nor accept instructions from any authority external to UNRWA in connection with the performance of its obligations under the Contract. Should any authority external to UNRWA seek to impose any instructions concerning or restrictions on the Contractor's performance under the Contract, the Contractor shall promptly notify UNRWA and provide all reasonable assistance required by UNRWA. The Contractor shall not take any action in respect of the performance of its obligations under the Contract that may adversely affect the interests of UNRWA, and the Contractor shall perform its obligations under the Contract with the fullest regard to the interests of UNRWA.

4. **RESPONSIBILITY FOR EMPLOYEES:** To the extent that the Contract involves the provision of any services to UNRWA by the Contractor’s officials, employees, agents, servants, subcontractors and other representatives (collectively, the Contractor's “personnel”), the following provisions shall apply:

   4.1 The services shall be delivered in a professional and workmanlike manner in accordance with the terms and conditions of this Contract. The Contractor shall conduct its operations with due diligence and efficiency, in accordance with sound technical, financial and managerial standards and practices.

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

4.3 Such Contractor personnel shall be professionally qualified and, if required to work with officials or staff of UNRWA, shall be able to do so effectively. The qualifications of any personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract shall be substantially the same, or better, as the qualifications of any personnel originally proposed by the Contractor.

4.4 At the option of and in the sole discretion of UNRWA:

   4.4.1 the qualifications of personnel proposed by the Contractor (e.g., a curriculum vitae) may be reviewed by UNRWA prior to such personnel’s performing any obligations under the Contract;

   4.4.2 any personnel proposed by the Contractor to perform obligations under the Contract may be interviewed by qualified staff or officials of UNRWA prior to such personnel’s performing any obligations under the Contract; and,

   4.4.3 in cases in which, pursuant to Article 4.4.1 or 4.4.2, above, UNRWA has reviewed the qualifications of such Contractor’s personnel, UNRWA may reasonably refuse to accept any such personnel.

4.5 Requirements specified in the Contract regarding the number or qualifications of the Contractor’s personnel may change during the course of performance of the Contract. Any such change shall be made only following written notice of such proposed change and upon written agreement between the Parties regarding such change, subject to the following:

   4.5.1 UNRWA may, at any time, request, in writing, the withdrawal or replacement of any of the Contractor’s personnel, and such request shall not be unreasonably refused by the Contractor.

   4.5.2 Any of the Contractor’s personnel assigned to perform obligations under the Contract shall not be withdrawn or replaced without the prior written consent of UNRWA, which shall not be unreasonably withheld.

   4.5.3 The withdrawal or replacement of the Contractor’s personnel shall be carried out as quickly as possible and in a manner that will not adversely affect the performance of obligations under the Contract.
4.5.4 All expenses related to the withdrawal or replacement of the Contractor’s personnel shall, in all cases, be borne exclusively by the Contractor.

4.5.5 Any request by UNRWA for the withdrawal or replacement of the Contractor’s personnel shall not be considered to be a termination, in whole or in part, of the Contract, and UNRWA shall not bear any liability in respect of such withdrawn or replaced personnel.

4.5.6 If a request for the withdrawal or replacement of the Contractor’s personnel is not based upon a default by or failure on the part of the Contractor to perform its obligations in accordance with the Contract, the misconduct of the personnel, or the inability of such personnel to reasonably work together with UNRWA officials and staff, then the Contractor shall not be liable by reason of any such request for the withdrawal or replacement of the Contractor’s personnel for any delay in the performance by the Contractor of its obligations under the Contract that is substantially the result of such personnel’s being withdrawn or replaced.

4.6 Nothing in Articles 4.3, 4.4 and 4.5, above, shall be construed to create any obligations on the part of UNRWA with respect to the Contractor’s personnel assigned to perform work under the Contract, and such personnel shall remain the sole responsibility of the Contractor.

4.7 The Contractor shall be responsible for requiring that all personnel assigned by it to perform any obligations under the Contract and who may have access to any premises or other property of UNRWA shall:

4.7.1 undergo or comply with security screening requirements made known to the Contractor by UNRWA, including but not limited to, a review of any criminal history;

4.7.2 when within UNRWA premises or on UNRWA property, display such identification as may be approved and furnished by UNRWA security officials, and that upon the withdrawal or replacement of any such personnel or upon termination or completion of the Contract, such personnel shall immediately return any such identification to UNRWA for cancelation.

4.8 Not less than one working day after learning that any of Contractor’s personnel who have access to any UNRWA premises have been charged by law enforcement authorities with an offense other than a minor traffic offense, the Contractor shall provide written notice to inform UNRWA about the particulars of the charges then known and shall continue to inform UNRWA concerning all substantial developments regarding the disposition of such charges.

4.9 All operations of the Contractor, including without limitation, storage of equipment, materials, supplies and parts, within UNRWA premises or on UNRWA property shall be confined to areas authorized or approved by UNRWA. The Contractor’s personnel shall not enter or pass through and shall not store or dispose of any of its equipment or materials in any areas within UNRWA premises or on UNRWA property without appropriate authorization from UNRWA.

5. ASSIGNMENT; SUBCONTRACTING:

5.1 Except as provided in Article 5.2, below, the Contractor may not assign, transfer, pledge, subcontract or make any other disposition of the Contract, of any part of the Contract, or of any of the rights, claims or obligations under the Contract except with the prior written authorization of UNRWA. Any such unauthorized assignment, transfer, pledge, subcontracting or other disposition, or any attempt to do so, shall not be binding on UNRWA. Except as permitted with respect to any approved subcontractors, the Contractor shall not delegate any of its obligations under the Contract, except with the prior written consent of UNRWA. Any such unauthorized delegation, or attempt to do so, shall not be binding on UNRWA.

5.2 The Contractor may assign or otherwise transfer the Contract to the surviving entity resulting from a reorganization of the Contractor’s operations, provided that:

5.2.1 such reorganization is not the result of any bankruptcy, receivership or other similar proceedings; and,

5.2.2 such reorganization arises from a sale, merger, or acquisition of all or substantially all of the Contractor’s assets or ownership interests; and,

5.2.3 the Contractor promptly notifies UNRWA about such assignment or transfer at the earliest opportunity; and,

5.2.4 the assignee or transferee agrees in writing to be bound by all of the terms and conditions of the Contract, and such writing is promptly provided to UNRWA following the assignment or transfer.

6. INDEMNIFICATION:

6.1 The Contractor shall indemnify, defend, and hold and save harmless, UNRWA, and its officials, agents and employees, from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature brought by any third party against UNRWA, including, but not limited to, all litigation costs and expenses, attorney’s fees, settlement payments and damages, based on, arising from, or relating to:

6.1.1 allegations or claims that the possession of or use by UNRWA of any patented device, any copyrighted material, or any other goods, property or services provided or licensed to UNRWA under the terms of the Contract, in whole or in part, separately or in a combination contemplated by the Contractor’s published specifications therefor, or otherwise specifically
6.1.2 any acts or omissions of the Contractor, or of any subcontractor or anyone directly or indirectly employed by them in the performance of the Contract, which give rise to legal liability to anyone not a party to the Contract, including, without limitation, claims and liability in the nature of a claim for workers’ compensation.

6.2 In addition to the indemnity obligations set forth in this Article 6, the Contractor shall be obligated, at its sole expense, to defend UNRWA and its officials, agents and employees, pursuant to this Article 6, regardless of whether the suits, proceedings, claims and demands in question actually give rise to or otherwise result in any loss or liability.

6.3 UNRWA shall advise the Contractor about any such suits, proceedings, claims, demands, losses or liability within a reasonable period of time after having received actual notice thereof. The Contractor shall have sole control of the defense of any such suit, proceeding, claim or demand and of all negotiations in connection with the settlement or compromise thereof, except with respect to the assertion or defense of the privileges and immunities of UNRWA or any matter relating thereto, for which only UNRWA itself is authorized to assert and maintain. UNRWA shall have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

6.4 In the event the use by UNRWA of any goods, property or services provided or licensed to UNRWA by the Contractor, in whole or in part, in any suit or proceeding, is for any reason enjoined, temporarily or permanently, or is found to infringe any patent, copyright, trademark or other intellectual property right, or in the event of a settlement, is enjoined, limited or otherwise interfered with, then the Contractor, at its sole cost and expense, shall, promptly, either:

6.4.1 procure for UNRWA the unrestricted right to continue using such goods or services provided to UNRWA; or,

6.4.2 replace or modify the goods or services provided to UNRWA, or part thereof, with the equivalent or better goods or services, or part thereof, that is non-infringing; or,

6.4.3 refund to UNRWA the full price paid by UNRWA for the right to have or use such goods, property or services, or part thereof.

7. INSURANCE AND LIABILITY:

7.1 The Contractor shall pay UNRWA promptly for all loss, destruction, or damage to the property of UNRWA caused by the Contractor’s personnel or by any of its subcontractors or anyone else directly or indirectly employed by the Contractor or any of its subcontractors in the performance of the Contract.

7.2 Unless otherwise provided in the Contract, prior to commencement of performance of any other obligations under the Contract, and subject to any limits set forth in the Contract, the Contractor shall take out and shall maintain for the entire term of the Contract, for any extension thereof, and for a period following any termination of the Contract reasonably adequate to deal with losses:

7.2.1 insurance against all risks in respect of its property and any equipment used for the performance of the Contract; and,

7.2.2 workers’ compensation insurance, or its equivalent, or employer’s liability insurance, or its equivalent, with respect to the Contractor’s personnel sufficient to cover all claims for injury, death and disability, or any other benefits required to be paid by law, in connection with the performance of the Contract; and,

7.2.3 liability insurance in an adequate amount to cover all claims, including, but not limited to, claims for death and bodily injury, products and completed operations liability, loss of or damage to property, and personal and advertising injury, arising from or in connection with the Contractor’s performance under the Contract, including, but not limited to, liability arising out of or in connection with the acts or omissions of the Contractor, its personnel, agents, or invitees, or the use, during the performance of the Contract, of any vehicles, boats, airplanes or other transportation vehicles and equipment, whether or not owned by the Contractor; and,

7.2.4 such other insurance as may be agreed upon in writing between UNRWA and the Contractor.

7.3 The Contractor’s liability policies shall also cover subcontractors and all defense costs and shall contain a standard “cross liability” clause.

7.4 The Contractor acknowledges and agrees that UNRWA accepts no responsibility for providing life, health, accident, travel or any other insurance coverage which may be necessary or desirable in respect of any personnel performing services for the Contractor in connection with the Contract.

7.5 Except for the workers’ compensation insurance or any self-insurance program maintained by the Contractor and approved by UNRWA, in its sole discretion, for purposes of fulfilling the Contractor’s requirements for providing insurance under the Contract, the insurance policies required under the Contract shall:

7.5.1 name UNRWA as an additional insured under the liability policies, including, if required, as a separate endorsement under the policy; and,
7.5.2 include a waiver of subrogation of the Contractor’s insurance carrier’s rights against UNRWA; and.

7.5.3 provide that UNRWA shall receive written notice from the Contractor’s insurance carrier not less than thirty (30) days prior to any cancellation or material change of coverage; and.

7.5.4 include a provision for response on a primary and non-contributing basis with respect to any other insurance that may be available to UNRWA.

7.6 The Contractor shall be responsible to fund all amounts within any policy deductible or retention.

7.7 Except for any self-insurance program maintained by the Contractor and approved by UNRWA for purposes of fulfilling the Contractor’s requirements for maintaining insurance under the Contract, the Contractor shall maintain the insurance taken out under the Contract with reputable insurers that are in good financial standing and that are acceptable to UNRWA. Prior to the commencement of any obligations under the Contract, the Contractor shall provide UNRWA with evidence, in the form of certificate of insurance or such other form as UNRWA may reasonably require, that demonstrates that the Contractor has taken out insurance in accordance with the requirements of the Contract. UNRWA reserves the right, upon written notice to the Contractor, to obtain copies of any insurance policies or insurance program descriptions required to be maintained by the Contractor under the Contract. Notwithstanding the provisions of Article 7.5.3, above, the Contractor shall promptly notify UNRWA concerning any cancellation or material change of insurance coverage required under the Contract.

7.8 The Contractor acknowledges and agrees that neither the requirement for taking out and maintaining insurance as set forth in the Contract nor the amount of any such insurance, including, but not limited to, any deductible or retention relating thereto, shall in any way be construed as limiting the Contractor’s liability arising under or relating to the Contract.

8. ENCUMBRANCES AND 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 UNRWA against any monies due to the Contractor or that may become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Contractor or UNRWA.

9. EQUIPMENT FURNISHED BY UNRWA TO THE CONTRACTOR: Title to any equipment and supplies that may be furnished by UNRWA to the Contractor for the performance of any obligations under the Contract shall rest with UNRWA, and any such equipment shall be returned to UNRWA at the conclusion of the Contract or when no longer needed by the Contractor. Such equipment, when returned to UNRWA, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear, and the Contractor shall be liable to compensate UNRWA for the actual costs of any loss of, damage to, or degradation of the equipment that is beyond normal wear and tear.

10. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

10.1 Except as is otherwise expressly provided in writing in the Contract, all right, title and interest, including copyrights, in all works and other materials, whether in written or electronic form and including all derivative works thereof, produced in the performance of this Contract shall be vested exclusively in, and the Contractor shall without further consideration assign, whether as works for hire or otherwise, the same to, UNRWA.

10.2 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, UNRWA does not and shall not claim any ownership interest thereto, and the Contractor grants to UNRWA 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.

10.3 At the request of UNRWA, 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 UNRWA in compliance with the requirements of the applicable law and of the Contract.

10.4 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 UNRWA, shall be made available for use or inspection by UNRWA at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNRWA authorized officials on completion of work under the Contract.

11. PUBLICITY, AND USE OF THE NAME, EMBLEM OR OFFICIAL SEAL OF THE UNITED NATIONS OR UNRWA: The Contractor shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNRWA, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of the United Nations or UNRWA, or any abbreviation of the name of the United Nations or UNRWA in connection with its business or otherwise without the written permission of UNRWA.

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

12.1 The recipient ("Recipient") of such Information shall:

12.1.1 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,

12.1.2 use the Discloser’s Information solely for the purpose for which it was disclosed.

12.2 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 UNRWA, the Contractor will give UNRWA sufficient prior notice of a request for the disclosure of Information in order to allow UNRWA to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

12.3 UNRWA may disclose Information to the extent as required pursuant to the Charter of the United Nations, or pursuant to resolutions or regulations of the General Assembly or rules promulgated thereunder.

12.4 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.

12.5 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.

13. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS:

13.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The affected Party shall also notify the other Party of any other changes in condition or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. Not more than fifteen (15) days following the provision of such notice of force majeure or other changes in condition or occurrence, the affected Party shall also submit a statement to the other Party of estimated expenditures that will likely be incurred for the duration of the change in condition or the event of force majeure. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of a cause constituting force majeure shall take such action as it reasonably considers to be appropriate or necessary in the circumstances, including the granting to the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

13.2 If the Contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, UNRWA shall have the right to suspend or terminate the Contract on the same terms and conditions as are provided for in Article 14, “Termination,” except that the period of notice shall be seven (7) days instead of thirty (30) days. In any case, UNRWA shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure for any period in excess of ninety (90) days.

13.3 Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor. The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in areas in which UNRWA is engaged in, preparing to engage in, or disengaging from any operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas, including without limitation closures, strikes and curfews, or to any incidents of civil unrest occurring in such areas, shall not, in and of itself, constitute force majeure under the Contract.

14. TERMINATION:

14.1 Either Party may terminate the Contract for cause, in whole or in part, upon thirty (30) day’s notice, in writing, to the other Party. The initiation of conciliation or arbitral proceedings in accordance with Article 17 “Settlement of Disputes,” below, shall not be deemed to be a “cause” for or otherwise to be in itself a termination of the Contract.

14.2 UNRWA may terminate the Contract at any time by providing written notice to the Contractor in any case in which the mandate of UNRWA applicable to the performance of the Contract or the funding of UNRWA applicable to the Contract is curtailed or terminated, whether in whole or in part. In addition, unless otherwise provided by the Contract, upon sixty (60) day’s advance written notice to the
contract, UNRWA may terminate the Contract without having to provide any justification therefor.

14.3 In the event of any termination of the Contract, upon receipt of notice of termination that has been issued by UNRWA, the Contractor shall, except as may be directed by UNRWA in the notice of termination or otherwise in writing:

14.3.1 take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum;

14.3.2 refrain from undertaking any further or additional commitments under the Contract as of and following the date of receipt of such notice;

14.3.3 place no further subcontracts or orders for materials, services, or facilities, except as UNRWA and the Contractor agree in writing are necessary to complete any portion of the Contract that is not terminated;

14.3.4 terminate all subcontracts or orders to the extent they relate to the portion of the Contract terminated;

14.3.5 transfer title and deliver to UNRWA the fabricated or unfabricated parts, work in process, completed work, supplies, and other material produced or acquired for the portion of the Contract terminated;

14.3.6 deliver all completed or partially completed plans, drawings, information, and other property that, if the Contract had been completed, would be required to be furnished to UNRWA thereunder;

14.3.7 complete performance of the work not terminated; and,

14.3.8 take any other action that may be necessary, or that UNRWA may direct in writing, for the minimization of losses and for the protection and preservation of any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which UNRWA has or may be reasonably expected to acquire an interest.

14.4 In the event of any termination of the Contract, UNRWA shall be entitled to obtain reasonable written accountings from the Contractor concerning all obligations performed or pending in accordance with the Contract. In addition, UNRWA shall not be liable to pay the Contractor except for, but without prejudice to UNRWA’s rights under Article 15, those goods delivered and services provided to UNRWA in accordance with the requirements of the Contract, but only if such goods or services were ordered, requested or otherwise provided prior to the Contractor’s receipt of notice of termination from UNRWA or prior to the Contractor’s tendering of notice of termination to UNRWA.

14.5 UNRWA may, without prejudice to any other right or remedy available to it, terminate the Contract forthwith in the event that:

14.5.1 the Contractor is adjudged bankrupt, or is liquidated, or becomes insolvent, or applies for a moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent;

14.5.2 the Contractor is granted a moratorium or a stay, or is declared insolvent;

14.5.3 the Contractor makes an assignment for the benefit of one or more of its creditors;

14.5.4 a Receiver is appointed on account of the insolvency of the Contractor;

14.5.5 the Contractor offers a settlement in lieu of bankruptcy or receivership; or,

14.5.6 UNRWA reasonably determines that the Contractor has become subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract.

14.6 Except as prohibited by law, the Contractor shall be bound to compensate UNRWA for all damages and costs, including, but not limited to, all costs incurred by UNRWA in any legal or non-legal proceedings, as a result of any of the events specified in Article 14.5, above, and resulting from or relating to a termination of the Contract, even if the Contractor is adjudged bankrupt, or is granted a moratorium or stay or is declared insolvent. The Contractor shall immediately inform UNRWA of the occurrence of any of the events specified in Article 14.5, above, and shall provide UNRWA with any information pertinent thereto.

14.7 The provisions of this Article 14 are without prejudice to any other rights or remedies of UNRWA under the Contract or otherwise.

15. REMEDIES OF UNRWA; NON-WAIVER OF RIGHTS:

15.1 In case the Contractor fails to comply with any term of the Contract, the Contractor shall be liable for all damages sustained by UNRWA, and UNRWA may, after giving the Contractor reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

15.1.1 procure all or part of the service or related goods from other sources;

15.1.2 refuse to accept delivery of all or part of the services or related goods; or
15.1.3 terminate the Contract in accordance with Article 14.1, and the Contractor shall be liable by reason of default for any loss or damage sustained and additional costs incurred by UNRWA, including without limitation any increase in the price payable by UNRWA resulting from the procurement of the services from other sources and the costs of engaging in such procurement. UNRWA may, without notice to the Contractor, apply to the payment of any such loss, damage or additional costs, by setoff or otherwise, all credits, claims or other amounts, whether or not related to the Contract, at any time owing by UNRWA to the Contractor.

15.2 If the Contractor fails to complete the services within the time for delivery specified in the Contract, UNRWA may, in its sole discretion and without prejudice to its other remedies under the Contract, deduct from the contract price the amount set forth in the Contract for each calendar day of delay until actual delivery which amount shall in no event be less than one percent of the [delivered price of the delayed services], up to a maximum deduction of ten percent of the contract price.

15.3 The failure by either Party to exercise any rights available to it, whether under the Contract or otherwise, shall not be deemed for any purposes to constitute a waiver by the other Party of any such right or any remedy associated therewith, and shall not relieve the Parties of any of their obligations under the Contract. All remedies afforded in the Contract shall be taken and construed as cumulative, i.e., in addition to every other remedy provided under the Contract and by law.

16. NON-EXCLUSIVITY: Unless otherwise specified in the Contract, UNRWA shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and UNRWA shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the Contract, from any other source at any time.

17. SETTLEMENT OF DISPUTES:

17.1 AMICABLE SETTLEMENT: The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 17.1 above within sixty (60) days after receipt by one Party of the other Party's written request for conciliation or mediation, shall be settled by arbitration in accordance with the Permanent Court of Arbitration Optional Rules for Arbitration between International Organizations and Private Parties in force on the date of this Contract (the “PCA Arbitration Rules”). The decisions of the arbitral tribunal shall be based on general principles of international commercial law. The appointing authority shall be designated by the Secretary-General of the Permanent Court of Arbitration following a written request submitted by either Party. The number of arbitrators shall be three, unless the Parties, in the interest of economy of proceedings, agree that there shall be one arbitrator. The place of arbitration shall be Amman, Jordan. The language to be used in the arbitral proceedings shall be English. The arbitrators must be fluent in that language. The arbitral tribunal shall be empowered to take any measures it deems appropriate, including without limitation, ordering the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, ordering the termination of the Contract, or ordering 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 the PCA 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.

17.2 ARBITRATION: Any dispute, controversy, or claim between the Parties arising out of or relating to the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 17.1 above within sixty (60) days after receipt by one Party of the other Party's written request for conciliation or mediation, shall be settled by arbitration in accordance with the Permanent Court of Arbitration Optional Rules of the Permanent Court of Arbitration in force at the date of commencement of conciliation or mediation, as the case may be, or according to such other procedure as may be agreed between the Parties in writing.

18. PRIVILEGES AND IMMUNITIES: Nothing in or relating to the Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities accorded to UNRWA in international law.

19. TAX EXEMPTION:

19.1 Article II, 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 (including UNRWA), is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, 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 exemptions of UNRWA from such taxes, restrictions, duties, or charges, the Contractor...
shall immediately consult with UNRWA to determine a mutually acceptable procedure.

19.2 The Contractor authorizes UNRWA to deduct from the Contractor’s invoices any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNRWA before the payment thereof and UNRWA has, in each instance, specifically authorized the Contractor to pay such taxes, duties, or charges under written protest. In that event, the Contractor shall provide UNRWA with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized, and UNRWA shall reimburse the Contractor for any such taxes, duties, or charges so authorized by UNRWA and paid by the Contractor under written protest.

20. OBSERVANCE OF THE LAW: The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract. In addition, the Contractor shall maintain compliance with all obligations relating to its registration as a qualified vendor of goods or services to UNRWA, as such obligations are set forth in UNRWA vendor registration procedures.

21. MODIFICATIONS:

21.1 Only the Chief, Procurement and Logistics Division, or, for local contracts, the Field Office Director in each of UNRWA’s fields of operation, or such other contracting authority as UNRWA has made known to the Contractor in writing, possesses the authority to agree on behalf of UNRWA to any modification of or change in the Contract, 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 the Contract shall be valid and enforceable against UNRWA unless provided by a valid written amendment to the Contract signed by the Contractor and the Chief, Procurement and Logistics Division, or the Field Office Director (for local contracts), or such other contracting authority.

21.2 If the Contract shall be extended for additional periods in accordance with the terms and conditions of the Contract, the terms and conditions applicable to any such extended term of the Contract shall be the same terms and conditions as set forth in the Contract, unless the Parties shall have agreed otherwise pursuant to a valid amendment concluded in accordance with Article 21.1 above.

21.3 The terms or conditions of any supplemental undertakings, licenses, or other forms of agreement concerning any goods or services provided under the Contract shall not be valid and enforceable against UNRWA nor in any way shall constitute an agreement by UNRWA thereto unless any such undertakings, licenses or other forms are the subject of a valid amendment concluded in accordance with Article 21.1, above.

22. AUDITS AND INVESTIGATIONS:

22.1 Each invoice paid by UNRWA shall be subject to a post-payment audit by auditors, whether internal or external, of UNRWA or by other authorized and qualified agents of UNRWA at any time during the term of the Contract and for a period of two (2) years following the expiration or prior termination of the Contract. UNRWA shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by UNRWA other than in accordance with the terms and conditions of the Contract.

22.2 The Contractor acknowledges and agrees that, from time to time, UNRWA may conduct investigations relating to any aspect of the Contract or the award thereof, the obligations performed under the Contract, and the operations of the Contractor generally relating to performance of the Contract. The right of UNRWA 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 relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNRWA access to the Contractor’s premises at reasonable times and on reasonable conditions in connection with such access to the Contractor’s personnel and relevant documentation. 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 UNRWA hereunder.

23. LIMITATION ON ACTIONS:

23.1 Except with respect to any indemnification obligations in Article 6, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 17.2, above, arising out of the Contract must be commenced within three years after the cause of action has accrued.

23.2 The Parties further acknowledge and agree that, for these purposes, a cause of action shall accrue when the breach actually occurs, or, in the case of latent defects, when the injured Party knew or should have known all of the essential elements of the cause of action, or in the case of a breach of warranty, when tender of delivery is made, except that, if a warranty extends to future performance of the goods or any process or system and the discovery of the breach consequently must await the time when such goods or other process or system is ready to perform in accordance with the requirements of the Contract, the cause of action accrues when such time of future performance actually begins.
24. ADDITIONAL WARRANTIES:

24.1 The Contractor represents and warrants that:

24.1.1 it has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Contract or the award thereof to any representative, official, employee, or other agent of UNRWA.

24.1.2 neither it, its parent entities (if any), nor any of the Contractor’s subsidiary or affiliated entities (if any) 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.

24.1.3 neither it, its parent entities (if any), nor any of the Contractor’s subsidiaries or affiliated entities (if any) is engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

24.1.4 it shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by its employees or any other persons engaged and controlled 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 reasonable and appropriate measures to prohibit its employees or other persons engaged and controlled by it from exchanging any money, goods, services, or other things of value, for sexual favors or activities, or from engaging any sexual activities that are exploitative or degrading to any person. UNRWA 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.

24.1.5 neither it, its parent entities (if any), nor any of the Contractor’s subsidiary, affiliated entities (if any) or suppliers is engaged in any transactions with, and/or the provision of resources and support to, individuals and organizations associated with, receiving any type of training for, or engaged in, any act or offense described in Article 2, Sections 1, 3, 4 or 5 of the International Convention for the Suppression of the Financing of Terrorism, adopted by the General Assembly of the United Nations in Resolution 54/109 of 9 December 1999.

24.2 The Contractor acknowledges and agrees that the provisions of Article 24.1 constitute an essential term of the Contract and that breach of any such representation and warranty shall entitle UNRWA to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

25. BANK GUARANTEE: If specifically requested by UNRWA, prior to the signature of the Contract, the Contractor shall provide a banker’s guarantee from a bank acceptable to UNRWA in the form, amount and manner prescribed by UNRWA.

26. NOTICE AND OTHER FORMALITIES:

26.1 Service of any notice referred to in the Contract or arising therefrom shall be deemed to be valid if sent by registered mail, or by cable, or by hand against authorized signature on receipt, to the address of the Party concerned as set forth in the Contract.

26.2 It is expressly agreed that UNRWA shall have the right to enforce these General Conditions without the necessity of resorting to service of summons, mise en demeure, notarial notice, and without any legal formalities or court proceedings of any kind whatsoever; it is being further agreed that the notice provided for in the preceding paragraph is adequate for all purposes notwithstanding any provision of applicable law to the contrary.

27. SEVERABILITY: If any term, covenant, or condition of this Contract or the application thereof to any person or circumstance shall to any extent be determined to be invalid or unenforceable, the remainder of this Contract, or the application of such term, covenant or condition to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby and each term, covenant, or condition of this Contract shall remain valid and be enforced to the fullest extent possible.
Annex G: Performance Bond
Messers: United Nations Relief and Works Agency for Palestine Refugees in the Near East

(UNRWA)

Performance Bond

Contract XXXXXXXXX

For

The Provision of DevOps Implementation Consultancy Service

for UNRWA Headquarters Amman – Jordan

Gentlemen,

We have the honor to inform you that our establishment guarantees jointly and severally in your favor Messers xxxxxx for the amount of xxxx for the good performance of the contract for the supply of xxxxxx.

This unconditional guarantee shall remain valid and irrevocable and shall not be restricted, delayed or in any way encumbered by any dispute that may arise between us, The United Nations Relief and Works Agency for Palestine Refugees, and xxxxxx, or by any other reason, until xxxx.

In the event of Messers xxxxxx not fulfilling their obligations towards the said contract, we undertake to pay in cash to you upon your first demand and not withstanding any objections on the part of the said Messers xxxxx the Sum of xxxxxxx.

For the execution of this guarantee, we elect domicile at our office in (Bank Address)

Yours faithfully

Bank Name
ACCEPTANCE TO PROVIDE THE PERFORMANCE BOND

[Form of First Demand Guarantee]

We hereby confirm that we accept to provide the performance bond in the form, format and value as stated in RFP – PS/IM/25/20.

Bidder (Company Name): _______________________________
Authorized Representative: ______________________________
Date: ______________________________
Signature: ______________________________
UNRWA's e-tendering system, In-tend is integrated with the United Nations Global Marketplace portal (www.ungm.org). Please find instructions on how to register your company and how to access the tender documentation. For further assistance, please contact UNGM at registry@ungm.org or use the Help Button on the UNGM site.

STEP 1: CREATION OF YOUR UNGM ACCOUNT

To access the tender documents, you need to be completed the registration process at Basic level and have a 'Registered' status with UNRWA on UNGM.

Go to www.ungm.org and click on the ‘Register’ box.

Read the explanation about UNGM vendor registration process and click on the button ‘Continue to registration’.
Accept the **UN Supplier Code of Conduct** by ticking the corresponding box, introduce your company details and click on the 'Continue to registration' button.

Complete your login details and click on the 'Create login' button.
Here you are able to create your company’s UNSGM account, as well as your username and password. Please ensure that your email address is correct. An email containing an activation link will be sent to this address. To activate the account, you need to click on the link or copy it into your browser. After activation, you will be able to complete the registration process. Please note that you will at a later stage be able to invite or add other contacts to your company account.

Please note that if you do not receive the email or misplace it, you can always resubmit it to yourself. A copy of the email will be available in the UNSGM inbox of your account. You can access it by clicking on the Email icon in the top banner of your screen. You can log in with your email address and the password you have chosen. If you cannot remember your password, please click on the forgotten password button when logging in.

If you need assistance, please use the Help button.

Login details

* required field

First name as entered before

Surname *

Email address *

Password *

Repeat password *

Create login
STEP 2: ACTIVATE YOUR UNGM ACCOUNT

Once you have created your UNGM account, please do not forget to activate it. Go to your personal email inbox, where you should have received an email from UNGM containing an activation link. Please activate your UNGM account by clicking on the activation link.

If you have not received the activation email, please check your Spam filter/inbox. Note that you can resend the activation email to yourself from your UNGM inbox.

Review the ‘Registration Process’ link in the left hand side menu for further information and detailed instructions on how to proceed in order to complete your UNGM registration.

In addition, please find below the link to the video guideline on how to successfully register your company on UNGM: https://www.ungm.org/Public/Video/View/3

IMPORTANT: We kindly remind you that the ‘Registration for UN staff’ process is meant for UN personnel only and does not apply to vendors.

STEP 3: LOG INTO YOUR UNGM ACCOUNT

In order to log into your UNGM account, please click on the ‘Log in’ link at the top right-hand corner of the page. You will need to use your username which is the email address you registered with and your password.

If you do not remember your password, please use the ‘forgotten password’ functionality.

STEP 4: COMPLETE YOUR VENDOR REGISTRATION FORM IN UNGM

From the ‘Registration’ link in the left-hand menu, you can complete your registration form. It only takes about 5-8 minutes to complete your Basic registration.

Please note that some tabs appear in red and others in green. The red tabs mean that you are missing information. The asterisk (*) indicates information that is required and you will not be able to submit the registration without this information.

Please do not forget to submit your completed registration to the UN organizations matching your company’s profile. Please verify that UNRWA is part of the list of UN organizations which match your company’s profile in the ‘UN organizations’ tab.

STEP 5: CHECK YOUR STATUSES AND UNGM NUMBER IN THE DASHBOARD

If you have completed your basic level registration in the past, please ensure that your basic registration with UNRWA is complete. You can either check this information from your Dashboard (for instance your registration status is Registration/Vendor to Update) or directly in your registration. If not, please update/modify the information requested by the UNGM system before proceeding.

STEP 1: SEARCH FOR TENDER NOTICES ISSUED BY UNRWA
From the UNGM homepage, click on the ‘Business Opportunities’ box or click on the ‘Tender notices’ link in the left-hand menu. Click on the 'show more criteria' button on the upper right side.

In the ‘UN organizations’ field, please type UNRWA. The system will automatically show all the active tender notices issued by UNRWA.

On the side of each tender notice, you will find a green button with either ‘Express interest’ (if this is the first time you view the notice) or ‘View documents’.

In case of first access, click on ‘Express interest’ to notify UNRWA that you are interested in participating in this tender. After a few seconds, the button will change in a green button ‘View documents’. Click on this ‘View Documents’ button (on the left side) to gain access to the tender documents.

STEP 2: TENDER MANAGEMENT

You will be transferred from the UNGM portal to the UNRWA e-tendering system. The following ‘Tender Management’ screen should appear.

IMPORTANT: If it does not show the Tenders screen, please inform immediately UNRWA at INTEND.ADMIN@UNRWA.ORG.

You are now in the UNRWA e-tendering system. Under this area you will find several menu tabs:

- Tender: General information about this tender
- RFP documents: IMPORTANT, here is the deadline plus all the documents of the tender process (RFP or ITB). In the same area, you have the placeholders for uploading your proposal and all your documents.
- Correspondence: an area where you can write email and receive answers from UNRWA.
- Clarifications: an area for reading the clarifications issued by UNRWA and made available to all bidders. Please ensure to read all the clarifications as they become part of the specifications.
- History: a log of past activities related to this tender

From this point onward, we think that the system is more intuitive and you will be able to navigate without major difficulties. But if you have questions, please contact us using the CORRESPONDENCE function of the e-tendering system or via email at INTEND.ADMIN@UNRWA.ORG.

STEP 3: ACCESS THE TENDER AT A LATER STAGE

There is a short-cut to the tender notices. After the login in UNGM, you can select the Menu option ‘My tenders/contracts’ in the left-hand menu.

You can also click on the ‘View document’ button next to the notices or click on the UNRWA link under ‘My tenders/contracts’ in order to access the UNRWA e-tendering system and see the details of the tender notice and its documents.
STEP 4: DOWNLOAD THE TENDER DOCUMENTS

In the ‘Tender Management’ page, please select the ‘RFP documents’ menu tab, scroll down until the section ‘Tender documents received’ and download all documents.

STEP 5: ATTACH AND SUBMIT DOCUMENTS

If any mandatory documents have been requested, they will be shown in the ‘My tender return’ section against a red button. You will need to attach them using the ‘Attach Documents’ button within the ‘My Tender Return’ section to the bottom of this screen.

If a Questionnaire is required to be completed, it will be shown in Red and marked ‘Not Started’ in the ‘My Tender Return’ section. It is mandatory that any Questionnaire’s must be completed.

To attach additional documents you wish to submit as part of your tender return, click the ‘Attach Documents’ button under the ‘My Tender Return’ section (if available). These will then appear in the ‘My Tender Return’ section.

NOTE : Large files may take some time to upload. We advise you to keep the files under 5MB.

IMPORTANT : When you have completed all the above steps and are ready to submit your tender return, click the red ‘Submit Return’ at the bottom of this page.

The Tender Alert Service is an added service for vendors who would like to be notified of relevant tender notices via email. With the Tender Alert Service, you can receive notification of relevant business opportunities that match your company’s products and/or services directly to your email address.

This service is provided at a fee of USD250 per year. You can also access tenders free of charge under Tender Notices.

If you need Help at any stage of the process, you can contact via the ‘Help’ functionality on the UNGM website. We aim to respond to all queries within 48 hours. Please note that you can categorize your query, which enable us to treat it more efficiently.

If you urgently need assistance, you are also welcome to contact us at registry@ungm.org for urgent assistance.
الاتصال بالسوق العالمية للأمم المتحدة على العنوان: registry@ungm.org
او استخدام زر المساعدة على موقع السوق العالمية للأمم المتحدة.

الخطوة الأولى: إنشاء حسابك على السوق العالمية للأمم المتحدة

كي تقوم بالدخول إلى وثائق العطاء، يجب أن تكون قد أنهيت عملية التسجيل على المستوى الأساسي ويكون لديك وضع ‘Registered’ مع الانروا على السوق العالمية للأمم المتحدة.

اذهب إلى www.ungm.org وانقر على خانة ‘Register’ وانقر على ‘Continue to registration’.
For more information on the UNGM vendor registration process, please click here.

It should take approximately 5 to 10 minutes to complete the Basic level of registration.

If you need any assistance or require more information, please do not hesitate to use the Help? button in the right-hand corner of the page.

Registering with the relevant UN organizations

During the online registration process, vendors are automatically matched with the UN organizations which buy the products and services the vendor offers. You are able to deselect any of these UN organizations should you wish to do so. If your company is unable to register with a particular UN organization, it is because that organization does not buy the goods or services you provide.

After completion of your registration

Once the required information has been provided, you will be able to submit your registration for review. Some UN organizations automatically accept submissions, while others review and evaluate each submission based on specific criteria. This process can take up to 10 working days. Once a vendor has been accepted by at least one (1) UN organization, the vendor’s profile is visible to all UN staff.

Help?

Please click the Help? button. From here you are able to get in touch with our HelpDesk who will assist you with your query. We try to answer all queries within 48 hours. For the most efficient service, please ensure that you are logged in. Provide a detailed comment and screenshot where possible.

Continue to registration.
اكمل تفاصيل تسجيل الدخول الخاص بك ومن ثم انقر على الزر 'Create login'.

الخطوة الثانية: تفعيل حسابك على السوق العالمية للأمم المتحدة

بمجرد ان تنتهي من انشاء حسابك على السوق العالمية للأمم المتحدة ، لا تنس من فضلك ان تقوم بتفعيله. اذهب إلى صندوق الوارد في بريدك الإلكتروني الشفهي حيث تكون قد تلقيت رسالة بريد الكتروني من السوق العالمية للأمم المتحدة تحوي على رابط التفعيل. يرجى تفعيل حسابك على السوق العالمية للأمم المتحدة بواسطة النقر على رابط التفعيل.

تهنئنا لقد تم تفعيل حسابك الآن
لا تزال رسالة البريد الإلكتروني لم تصل إلى عناوين البريد الإلكتروني الخاص بك?
يرجى التحقق من حسابك و필تر البريد الإلكتروني.

من الأفضل إعادة إرسال الرسالة إلى صندوق رسائلك، وذلك من خلال الأرضية في تصفحك الخاصة.

يرجى مراجعة الروابط 'Registration Process' في القائمة الجانبية في اليسار.

عندما تؤدي إلى الحصول على مزيد من المعلومات وتوجيهات مفصلة حول كيفية التنافس على السوق العالمية لل الأمم المتحدة.

بالإضافة إلى ذلك، تجدون أدناه رابط الفيديو الإرشادي حول كيفية تسجيل شركاتكم بنجاح على السوق العالمية لل الأمم المتحدة:

https://www.ungm.org/Public/Video/View/3

هام: الرجاء أن تذكر أن المقصود بعملية 'Registration for UN staff' هما أفراد الأمم المتحدة فقط ولا ينطبق على التجار.

 الخطوة الثالثة: تسجيل الدخول إلى حسابك على السوق العالمية لل الأمم المتحدة
لكي تقوم بتسجيل حسابك على السوق العالمية للأمم المتحدة يجب النقر على رابط 'Log in' على الزاوية العليا من اليمين من الصفحة. سوف تحتاج إلى استخدام اسم المستخدم الخاص بك وهو عنوان البريد الإlectronي الذي سجلت بموجبه إضافة إلى كلمة السر (المرور).

إذا نسيت كلمة السر يرجى استخدام خدمة 'forgotten password' .

الخطوة الرابعة: تعبئة نموذج تسجيل التاجر الخاص بك في السوق العالمية للأمم المتحدة يمكنكم تعبئة نموذج التسجيل الخاص بك من رابط ‘Registration’ على القائمة في الجانب الأيسر. يستغرق إتمام التسجيل الأساسي الخاص بك ما يقارب خمس إلى ثمان (5 - 8) دقائق فقط.

يرجى ملاحظة أن بعض علامات التبويب تظهر باللون الأحمر فيما البعض الآخر يظهر باللون الأخضر. علامات التبويب الحمراء تعني معلومات مفقودة لا يتم إتمامها. تشير النجمة (*) إلى المعلومات المطلوبة ولا يمكنك تسليم التسجيل بدون هذه المعلومات.
يرجى عدم نسيان تسليم تسجيلك التام إلى منظمات الأمم المتحدة المطابقة لبيانات الشركة الخاصة بك. يرجى التحقق من ان الانروا هي جزء من قائمة منظمات الأمم المتحدة التي تطابق بيانات شركتك في علامة تبويب `UN organizations`.

الخطة الخامسة: تحقق من أوضاعك ورقم السوق العالمية للأمم المتحدة في لوحة الإعدادات

إذا كنت قد قمت بتسجيل المستوى الأساسي الخاص بك في الماضي، يرجى التأكد من ان التسجيل الأساسي الخاص بك مع الانروا كاملا. يمكنك التأكد من هذه المعلومات إما من خلال لوحة الإعدادات الخاصة بك (على سبيل المثال حالة التسجيل الخاصة بك هي تسجيل/تاجر للتحديث) أو مباشرة في التسجيل الخاص بك. وإذا لم يكن ذلك كذلك، يرجى تحديث/تعديل المعلومات المطلوبة من قبل نظام السوق العالمية للأمم المتحدة قبل البدء.
We are in the process of updating the UNSPSC codes. For more information on the changes and addition, read here - UNSPSC changes.

Your UNGM number is 400000

There are UN organizations matching your profile to which you have not yet submitted your vendor registration. Visit the Registration page and click on the UN Organizations section to submit your registration now.

Company registration status

The statuses of your company’s registration submissions are shown below. For an explanation of what each status means, please click here.

<table>
<thead>
<tr>
<th>UN organizations</th>
<th>Basic registration</th>
<th>Level 1 registration</th>
<th>Level 2 registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO</td>
<td>Registered (05-Mar-2014 09:43)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WIPO</td>
<td>Registered (05-Mar-2014 09:43)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WHO</td>
<td>Registered (05-Mar-2014 09:43)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNRWA</td>
<td>Registered (05-Mar-2014 09:43)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
الخطوة الأولى: ابحث عن إشعارات العطاءات الصادرة من قبل الأنروا من الصفحة الرئيسة للسوق العالمية لللأمم المتحدة انقر على خانة ‘Business Opportunities’ أو انقر على رابط ‘Tender notices’ في القائمة على الجانب الأيسر. انقر على زر ‘show more criteria’ على الجانب العلوي الأيمن.

في حقل ‘UN organizations’ يرجى طباعة الأنروا (UNRWA). سوف يقوم النظام تلقائيا بإظهار جميع إشعارات العطاءات القائمة فعلًا الصادرة عن الأنروا.
Search tender notices

Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

<table>
<thead>
<tr>
<th>Title</th>
<th>Published</th>
<th>UN organization</th>
<th>Type of notice</th>
<th>Reference</th>
<th>Beneficiary country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ejecución de Obras del nuevo Establisamiento Penitenciario de Arequipa-Perú</td>
<td>10-Sep-2015 21:59</td>
<td>UNOPS</td>
<td>Invitation to bid</td>
<td></td>
<td>Perú</td>
</tr>
<tr>
<td>Ejecución de Otras Obras del nuevo Establisamiento Penitenciario de Lima-Perú</td>
<td>10-Sep-2015 23:59</td>
<td>UNOPS</td>
<td>Invitation to bid</td>
<td></td>
<td>Perú</td>
</tr>
</tbody>
</table>

Search tender notices

Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

<table>
<thead>
<tr>
<th>Title</th>
<th>Published</th>
<th>UN organization</th>
<th>Type of notice</th>
<th>Reference</th>
<th>Beneficiary country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Project HS</td>
<td>03-Apr-2016</td>
<td>UNRWA</td>
<td>Invitation to bid</td>
<td>PRMcars</td>
<td>Jordan</td>
</tr>
<tr>
<td>Security services tender HS</td>
<td>02-Apr-2016</td>
<td>UNRWA</td>
<td>Request for proposal</td>
<td>PRM#171007101</td>
<td>Jordan</td>
</tr>
</tbody>
</table>
سوف تجد على جانب كل إشعار عطاء زر اخضر اللون اما 'Express interest' (إذا كانت هذه هي المرة الأولى التي تعرض فيها الاعلان) او 'View documents'.

عندما يكون الدخول للمرة الأولى انقر 'Express interest' لتبلغ الانروا انك ترغب بالمشاركة في هذا العطاء. وبعد بضعة ثوان، سوف يتبديل الزر باللون الاخضر الى 'View Documents'. انقر على زر 'View Documents' (على الجانب الأيسر) لتتمكن من الدخول الى وثائق العطاء.

<table>
<thead>
<tr>
<th>Title</th>
<th>Deadline</th>
<th>Published</th>
<th>UN organization</th>
<th>Type of notice</th>
<th>Reference</th>
<th>Beneficiary country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Project H5</td>
<td>03-May-2016 12:50 (GMT 2:00)</td>
<td>03-Apr-2016</td>
<td>UNRWA</td>
<td>Invitation to bid</td>
<td>PR16Cars</td>
<td>Jordan</td>
</tr>
<tr>
<td>Security services tender H5</td>
<td>01-May-2016 22:54 (GMT 2:00)</td>
<td>02-Apr-2016</td>
<td>UNRWA</td>
<td>Request for proposal</td>
<td>PR#176010101</td>
<td>Jordan</td>
</tr>
</tbody>
</table>

الخطوة الثانية: إدارة العطاء

سوف يتم تحويلك من بوابة السوق العالمية للامم المتحدة إلى نظام العطاءات الإلكتروني الخاص بالانروا. عندما ينبي أن تظهر شاشة ‘Tender Management’ التالية.

هام: إذا لم تظهر شاشة العطاءات يرجى إبلاغ الانروا فورا على العنوان التالي: intend.admin@unrwa.org و cpld@unrwa.org.
أنت الآن على نظام العطاءات الإلكتروني الخاص بالانروآ. وفي إطار هذه المساحة، سوف تجد العديد من قائمة علامات التبويب:

- العطاء: معلومات عامة عن هذا العطاء
- وثائق طلب تقديم العروض: هام، هنا يوجد الموعد النهائي إضافة إلى وثائق عملية العطاء (طلب تقديم العروض والدعوة إلى العطاء). في نفس المساحة، يوجد لديك وعاء لتحميل عرضك وجميع الوثائق الخاصة بك.
- المراسلات: مساحة تستطيع أن تكتب فيها رسالة بريد الكتروني واستلام إجابات من الانروآ.
- التوضيحات: مكان لقراءة التوضيحات الصادرة عن الانروآ والمتاحة لجميع مقدمي العروض. يرجى التأكد من قراءة جميع الإيضاحات لأنها أصبحت جزءاً من المواصفات.
- التاريخ: سجل للنشاطات السابقة المتعلقة بهذا العطاء.

من هذه النقطة فصاعداً، نعتقد أن النظام أصبح أكثر سهولة وسيكون بمقدورك التنقل من خلاله بدون صعوبات كبيرة.

ولكن إذا كان لديك أسئلة أو استفسارات، يرجى الاتصال بنا باستخدام علامة تبويب المراسلات لنظام العطاءات الإلكتروني أو بواسطة البريد الإلكتروني على العنوان:

intend.admin@unrwa.org and cpld@unrwa.org.
الخطوة الثالثة: الدخول إلى العطاء في مرحلة لاحقة

يوجد هناك اختصار (short-cut) لإشعارات العطاءات. بعد تسجيل الدخول في السوق العالمية للأمم المتحدة، يمكن اختيار الخيار "My tenders/contracts" من القائمة على الجانب الأيسر.

يمكنك أيضا النقر على زر 'View document' بجانب الإشعارات أو النقر على رابط الإشارة تحت 'My tenders/contracts' من أجل الدخول إلى نظام العطاءات الإلكتروني للانروا لترى تفاصيل إشعار العطاء والوثائق الخاصة به.

الخطوة الرابعة: تحميل وثائق العطاء

في صفحة 'Tender Management', الرجاء اختيار علامة تبويب قائمة 'RFP documents' ثم انتقل للأسفل إلى 'Tender Management', ومن ثم يتم إستلام وثائق العطاء 'Tender documents received' ثم تم بتحميل جميع الوثائق.
الخطوة الخامسة: إرفاق الوثائق وتقديمها

إذا تم طلب أي وثائق إلزامية فسوف تظهر في قسم ‘My tender return’ على زر احمر.

وإذا طلب تعبئة استبانة فسوف تظهر باللون الأحمر محددة بـ "Not Started" في قسم ‘My Tender Return’.

ويعد تعبئة أي استبانة إلزامية.

لإرفاق وثائق إضافية ترغب في تقديمها كجزء من العطاء وتعتقد أنها ذات صلة بالعطاء ، انقر على زر ‘My Tender Return’ تحت قسم ‘My Tender Return’.
ملاحظة: قد تستغرق الملفات الكبيرة بعض الوقت للتحميل. ننصح بحفظ الملفات بحجم يقل عن 5 ميجابايت.

سوف لن يسمح زر بتقديم الطلبات حتى تقوم بتحميل جميع الوثائق الإلزامية والإجابة على أي استبانة لربما يكون قد تم إرسالها.

إدوات إضافية
خدمة التنبيه للعطاء
Tender Alert Service

Tender Alert Service is an added service for vendors who would like to be notified of relevant tender notices via email. With the Tender Alert Service, you can receive notification of relevant business opportunities that match your company’s products and/or services directly to your email address. Do not miss any opportunity to tender or spent time scrolling through long lists of tender notices daily.

Receive relevant tender notices for USD 150 per year!

Start receiving email notification for relevant notices that match your company’s products and/or services directly to your inbox today.

Subscribe now.

If you need help, please visit the Help section on the United Nations Global Marketplace website. We try to respond to all questions and inquiries within 48 hours. Please note that this service is not free of charge.
إذا كنت في حاجة ماسة للمساعدة، نرحب بك أيضاً للاتصال بنا على العنوان registry@ungm.org للتقديم.
# Annex I: Vendor Profile form

## Section 1: Company Details and General Information

1. **Name of Company:**

2. **Street Address:**
   - Postal Code:
   - Country:
   - City:
   - Zip Code:

3. **P.O. Box and Mailing Address:**

4. **Tel:** (+) __________

5. **Fax:** (+) _____________________

6. **Email:**

7. **WWW Address:**

8. **Contact Name and Title:**

9. **Parent Company (Full legal Name):**

10. **Subsidiaries, Associates and/or Overseas Representative(s) - (attach a List if necessary):**

11. **Type of Business (Mark one only)(Please attach the company organizational chart):**
   - Individual: □
   - Partnership: □
   - Corporate/ Limited: □
   - Other (specify): □

12. **Nature of Business:**
   - Manufacturer: □
   - Authorised Agent: □
   - Trader: □
   - Consulting Company: □
   - Other (specify): □

13. **Year Established:**

14. **Number of Full-time Employees:**

15. **Licence no. (Please attach a copy) /State where registered:**

16. **VAT No. /Tax I.D:**

17. **Technical Documents available in:**
   - English □
   - French □
   - Spanish □
   - Arabic □
   - Other (specify): □

18. **Working Languages:**
   - English □
   - French □
   - Spanish □
   - Arabic □
   - Other (specify): □

## Section 2: Financial Information

19. **Annual Value of Total Sales for the last 3 Years:**
Section 3: Technical Capability and Information on Goods / Services Offered

24. Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (please provide a Copy of your latest Certificate):

25. International Offices/Representation (Countries where the Company has local Offices/Representation):

26. For Goods only, do those offered for Supply conform to National/International Quality Standards? If yes which standard
   Yes [ ] No [ ]

27. List below up to fifteen (15) of your Core Goods/Services offered:

<table>
<thead>
<tr>
<th>UNSPSC Code</th>
<th>UNSPSC Description (one Line for each Item)</th>
<th>National/International Quality Standard to which Item conforms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Section 4: Experience
28. Recent Contracts with the UN and/or other International Aid Organizations:

<table>
<thead>
<tr>
<th>Organization:</th>
<th>Value:</th>
<th>Year:</th>
<th>Goods/Services Supplied:</th>
<th>Destination:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>USD</td>
<td></td>
<td></td>
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<td></td>
<td>USD</td>
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<tr>
<td></td>
<td>USD</td>
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<td></td>
</tr>
</tbody>
</table>

29. To which Countries has your Company exported and/or managed Projects over the last 3 Years?

Section 5: Other

30. Does your Company have a written Statement of its Environmental Policy? (If yes, please attach a copy)

Yes [ ] No [ ]

31. Please list any Disputes your Company has been involved in with UN Organizations over the last 3 Years:

32. List any National or International Trade or Professional Organizations of which your Company is a Member.

33. Certification:

I, the undersigned, hereby accept the basic UN General Conditions, a copy of which has been provided to me and warrant that the information provided in this form is correct, and in the event of changes details will be provided as soon as possible:

Name: [ ] Functional Title: [ ]

Signature: [ ] Date: [ ]

NOTE: Please be informed that a number of Procuring Entities of the UN system have decided not to do business with companies or any of their affiliates or subsidiaries, which engage in any practice inconsistent with the rights set forth in the convention on the Rights of the Child, regarding certain protection applicable to children performing work, or engage in the sale or manufacture of anti-personnel mines, or any significant component produced primarily for the operation thereof.

INSTRUCTIONS FOR COMPLETION

The form should be typewritten in uppercase and completed clearly and accurately ensuring that all questions are answered. The numbers below correspond to item numbers on the registration form:

1. Full name of company.
2. Full street address.
3. Full mailing address (including P.O. Box, if any).
4. Telephone number, including correct country and area codes.
5. Fax number, including country and area codes.
6. Email address.
7. WWW Address.
8. Provide name of person (including title) or department to whom correspondence should be addressed.
9. Full legal name of parent company, if any.
10. Please provide, on a separate sheet if necessary, names and addresses of all subsidiaries, associates and overseas representatives if any.
11. Please tick one box. If the last box is ticked, please specify.
12. Please tick one box. If the last box is ticked, please specify. If the company is a manufacturer of some products and a trader/agent of others which they do not manufacture, both boxes should be ticked.
13. Indicate the year in which the organization was established under the name shown in Item 1.
14. Indicate the total number of full-time personnel in the company.
15. Provide the license number under which the company is registered, or the State where it is registered.
16. Provide the VAT number or Tax I.D. of the company.
17. Please tick the boxes for which languages the company is able to provide technical documents.
18. Please tick the boxes for which languages the company is able to work in.
19. Provide the total annual sales for the organization for the last 3 financial years in USD millions.
20. Provide the total export sales for the organization for the last 3 financial years in USD millions.
21. Provide the full name, address and SWIFT address of the bank used by the company.
22. Please provide a copy of your most recent annual report or audited financial report.
23. List any Quality Assurance Certificates (e.g. ISO 9000 series) that have been issued to your company and provide a copy of the latest certificates.
24. List all countries where the company has local offices or representation.
25. Indicate whether the company's products conform to national/international standards. If yes please attach copies of the certificates.
26. List all disputes with UN organizations which your organization has been involved in over the last 3 years. If more space is required, please use a separate sheet.
27. Please list up to 15 of the core goods/services offered. If available, provide the UNSPSC code (United Nations Standard Products and Services Code) and describe them according to the UNSPSC description. For each item, list the National/International Quality Standard to which it conforms.
28. Enter the name(s) of UN organizations which your company has dealt with recently. Provide the value and the year of the contract, the goods/services supplied and the country of destination of each contract. If you have had more than 7 of such contracts, please attach a separate sheet indicating the others. Documentary evidence of such contracts is required, e.g. copies of purchase orders. Organizations in the UN system are: UN; UNCTAD; UNEP; UNCHS(Habitat); UNICEF; UNDP; WFP; UNHCR; UNRWA; UNFPA; UNOPS; UNU; ILO; FAO; UNESCO; ICAO; WHO; WB; IMF; UPU; ITU; WMO; IMO; WTO; WIPO; IAPSO; IFAD; UNIDO; IAEA; ITC; ECA; ECE; ECLAC; ESCAP; ESCWA.
29. List export markets, in particular, all developing countries to which your company has exported over the last 3 years.
30. The Earth Summit, held in Rio de Janeiro in 1992, emphasised the necessity to protect and renew the earth's limited resources. Agenda 21 was adopted by 178 governments and lays an emphasis for the UN to exercise leadership, i.a. towards promoting environmental sensitive procurement policies for goods and services. Please indicate whether your company has a written statement of its Environmental Policy and, if so, please provide a copy.
31. Please read the enclosed UN General Conditions carefully, as signature of the form signifies acceptance. The form should be signed by the person completing it and their name and title should be typed, along with the date.