



RFP - Request for Proposal Ref. 004/2011

Date: 9th November 2011

Dear Sir/Madam,

Subject: RFP for the Provision of Services for the “Setting up a Database for Minors in Conflict with the Law”

1. You are requested to submit a proposal for the above services, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
 - i. Instructions to Offerors (Annex I)
 - ii. General Conditions of Contract.....(Annex II)
 - iii. Terms of Reference (TOR)..... (Annex III)
 - iv. Proposal Submission Form(Annex IV)
 - v. Price Schedule (Annex V)
 - vi. Performance Security Form.....(Annex VI)
3. Your offer comprising of a technical proposal and financial proposal, **in separate sealed envelopes**, should reach the following address **not later than 21st November 2011, 16:30hrs local time. Please note that if the proposals are not submitted in the above manner it will be disqualified. Please do not include budgets in the technical proposal as this will also lead to disqualification.** Please ensure you include your business registration documentation for the Republic of Mozambique. Please note the maximum number of pages per section

Attention:

UNDP Mozambique
Procurement Unit
Av. Kenneth Kaunda 931
Maputo
Mozambique

4. If you request additional information, we would endeavor to provide information expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.
5. You are requested to acknowledge receipt of this letter and to indicate whether or not you intend to submit a proposal.

Yours sincerely,
Leoncie Bucyana
Deputy Resident Representative (Operations)



Annex I

Instructions to Offerors

A. Introduction

1. General

The purpose of this RFP is to invite Offerors to submit proposals for the RFP for the provision of services for the Setting up a Database for Minors in Conflict with the Law.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at the organisation's mailing address or fax number indicated in the RFP. The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than two weeks prior to the deadline for the submission of Proposals. Written copies of the organisation's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the Solicitation Documents.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

C. Preparation of Proposals



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6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in **English** language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form;
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements; **Do not include any financial information in this section.**
- (c) Price schedule, completed in accordance with clauses 8 and 9;
- (d) Proposal security.

8. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

(a) Management plan:

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNDP entity.

(b) Resource plan:

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology:

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



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The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

9. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

10. Proposal currencies

All prices shall be quoted in MZN for local companies and US dollars for external.

11. Period of validity of proposals

Proposals shall remain valid for ninety (90) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

12. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialled by the person or persons signing the Proposal.

13. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.



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D. Submission of Proposals

14. Sealing and marking of proposals

The Offeror shall seal the Proposal **in one large outer and put inside two envelopes**, one containing the technical proposal and one containing the financial proposal.

Please ensure you include your business registration documentation for the Republic of Mozambique.

(a) The outer envelope shall be:

- **addressed to:**

**Procurement Unit
UNDP Mozambique
Av. Kenneth Kaunda 931
Maputo - Mozambique**

and,

- marked with: **RFP for the Provision of Services for the “Setting up a Database for Minors in Conflict with the Law”**

(b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (*Proposal form*) above, with the copies duly marked “Original” and “Copy”. The second inner envelope shall include the price schedule duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal’s misplacement or premature opening.

15. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address specified under clause *Sealing and marking of Proposals* **no later than 21st November 2011, 16:30hrs Local time.**

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

16. Late Proposals

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, **will be rejected**. No exceptions can be made. If proposals are being couriered internationally, please take this into account.



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17. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

18. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

20. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

21. Evaluation and comparison of proposals

A two-stage procedure is utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR).

In the Second Stage, the price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The contractor will be awarded to the Contractor offering the lowest price.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
1.	Expertise of Firm / Organisation submitting Proposal	30					
2.	Proposed Work Plan and Approach	50					
3.	Personnel	20					
Total		100					

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel

Note: The score weights and points obtainable in the evaluation sheet are tentative and should be changed depending on the need or major attributes of technical proposal.

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of firm / organisation submitting proposal							
1.1	Reputation of Organisation and Staff (Competence / Reliability) <ol style="list-style-type: none"> 1. Minimum of 15 years experience in offering ICT services and solutions. 2. Reputation with UN Agencies – previous UN Agencies Contracts. Please include details of any contracts. 3. Reputation of cooperation with the Government. Please include details of previous GOM contracts. 4. <u>Extensive portfolio</u> of projects using database (MySQL or Oracle) and communication technologies from the main technical solution providers (Sun, Microsoft, Oracle, IBM) as well as <u>client testimonials</u> 5. <u>Certifications</u> in database and communication technologies from main vendors (Sun, Microsoft, Oracle, IBM) 	15					
		5					
		3					
		3					
		2					
		2					
1.2	General Organisational Capability which is likely to affect implementation <ol style="list-style-type: none"> 1. Size of the firm including staff capacity in Maputo. 2. Annual budget. Please attach most recent audited company accounts. 3. List projects to prove track record in the development and construction of software systems and complex databases; migration of data, practical implementation of systems, testing and trouble shooting of new systems and databases. 	15					
		2					
		3					
		5					
		3					
		1					

	4. List Projects to prove track record in training of software / database system management for technical and management staff as well as training staff that will in turn provide on the job training for other staff. >5 projects 3-5 projects, <3 projects	5 3 1				
		30				

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task? 1. Does the methodology and activities proposed respond to the project results indicated and are they relevant and feasible? 2. Has the applicant provided sufficient and relevant resources to implement the project? 3. Are the monitoring processes suggested sufficient to quantify progress? 4. Is the timeline within that of the TOR been programmed in feasible manner?	35 15 10 5 5					
2.2	Are the different components of the project adequately weighted relative to one another?	5					
2.3	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	10					
		50					

Technical Proposal Evaluation Form 3			Points Obtainable	Company / Other Entity				
				A	B	C	D	E
3.1	Project Manager		10					
		Sub-Score						
	BSc. Computer Science as well as a project manager certification	3						
	Suitability for the Project							
	At least 15 years of relevant experience in software development and training	4						
	- Knowledge of the SADC region	1						
	- Language Qualifications (Portuguese & English)	2						
		10						
3.2	Software Engineer		5					
		Sub-Score						
	BSc Computer Science	2						
	Suitability for the Project							
	At least 5 years of relevant experience in software development and training	2						
	- Language Qualifications Portuguese & English	1						
		5						
3.3	System Analyst		5					
		Sub-Score						
	Qualification in Computer Science	2						
	Suitability for the Project							
	At least 3 years of relevant experience in software development and training	2						
	- Language Qualification Portuguese & English	1						
		5						
	Total Part 3							



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F. Award of Contract

22. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

23. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

24. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

25. Performance security

Within 30 days of the receipt of the Contract from the Purchaser, the successful Offeror shall provide the performance security on the Performance Security Form provided in the Solicitation Documents and in accordance with the Special Conditions of Contract.

Failure of the successful Offeror to comply with the requirement of Clause 24 or Clause 25 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal security if any, in which event the Purchaser may make the award to the next lowest evaluated Offeror or call for new Proposals.



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Annex II

General Conditions of Contract

1. LEGAL STATUS

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

2. SOURCE OF INSTRUCTIONS

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

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

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

4. ASSIGNMENT

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

5. SUB-CONTRACTING

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

6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's



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employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

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

9. ENCUMBRANCES/LIENS

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

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the



Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

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

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS

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

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.

13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.

14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this



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Article, UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.

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

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1. Amicable Settlement

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



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16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

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

18. TAX EXEMPTION

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

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

19 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

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



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20 MINES

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

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

21. OBSERVANCE OF THE LAW

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

22. AUTHORITY TO MODIFY

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



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Annex III



Terms of Reference
for
Setting up a Database for Minors in Conflict with the Law

Reference: **PROJECT "STRENGTHENING JUVENILE JUSTICE IN MOZAMBIQUE: CONSOLIDATION PHASE"**

Background

The database initiative is one of the activities to be implemented within the project 'Strengthening Juvenile Justice in Mozambique: Consolidation Phase' implemented by UNICRI. It aims at bringing together information of institutions that deal with minors in conflict with the law such as Ministry of Justice, Ministry of Interior, Ministry of Social Affairs and Women, Tribunal for Minors and General Prosecutor's Office in order to enable them to manage the information provided in a systematic way. Consequently, both stakeholders and the Government at large will have a full picture of the fluctuation of minors in conflict with the law so as to better counter the phenomenon through more effective policies. The database will be regularly updated and consulted by all stakeholders. Moreover, it will be possible to create standard as well as custom reports utilizing all data present in the database including age, gender, nature of offence, and other information essential for judicial procedures.

Objective

The objective is to set up a professional database (see "Functional details of the database" for more technical details) that can contain data and information related to juvenile justice system in Mozambique in line with the requirements of the institutions that deal with juveniles at risk or in conflict with the law, namely: Ministry of Justice, Ministry of Interior, Ministry of Social Affairs and Women, Tribunal for Minors and General Prosecutor's Office.

Main Duties and Responsibilities

Under the direct supervision of the UNICRI Programme Coordinator, the company will assist in carrying out the following activities:

- Assign a database planning and implementation team capable of offering the agreed solution
- Assign a "project manager" responsible for management of the database development inside the incumbent and communication and follow-up with UNICRI and stakeholders
- Provide deliverables and get approvals (from UNICRI and stakeholders) for each of agreed milestones (analysis, design, development, implementation)
- Offer trainings on how to use the database to selected staff from each of stakeholders
- Send progress reports on a weekly basis to UNICRI
- Send all pending issues (related to deadlines, development issues or stakeholder information) regularly to UNICRI
- Troubleshoot technical issues (as per technical guarantee) until one year after the final launch of the database
- Provide complete documentation of the project
- Provide the database and its source code to UNICRI
- Provide information and solution for the database backup possibility
- Provide all necessary tools in order for UNICRI in the future to expand the database without referring back to the incumbent.



Values and Competencies

- Professionalism – solid experience including large-scale projects (government, universities, international organizations and NGOs) and proven track record of working with various database (based on MySQL or Oracle) and communication technologies from the main technical solution providers (Sun, Microsoft, Oracle, IBM).
- Communication – the company will place project manager in charge of, among others, for all communication related to the development of the database during and after its completion.
- Teamwork – ability to respond in a timely manner and effectively to all demands and inquiries from stakeholders as well as UNICRI.
- Planning & Organizing – ability to conceive and implement a comprehensive database system that will address all current requirements as well as account for its potential enhancement and growth including new types of information and data. It is also essential to have a minimum of one-year guarantee for fixing technical problems and any other technical support that stakeholders might face after the launch.
- Technological Awareness – certifications in database and communication technologies from main vendors (Sun, Microsoft, Oracle, IBM) as well as recognition (testimonials) from past and current clients.

Qualifications

- Education – database implementation team members of the company will have higher (university) education and be able to communicate, upon need, in a clear and professional manner with UNICRI and stakeholders.
- Experience – minimum 15 years of experience in providing large-scale ICT services and solutions to the government, universities, international organizations and NGOs.
- Language – the incumbent will have a bi-lingual (English and Portuguese) team assigned to work on the database implementation as English is the working languages of the United Nations Secretariat.

Other: Experience in the Sub-Saharan region or at international level is an asset.

The following is the evaluation criteria matrix for a technical solution provider, assigning weights to each selection

Duration and Proposed Fee

Four weeks: November 2011 – December 2011 with installment payments of: 25% upon signature of the contract, 25% upon delivery and approval of Development stage and 50% upon the launch of the project.

Functional details of the database

Before setting out the scope and functionality desired for the database system, below are generic rules and scenarios pertaining to all aspects of database functioning and interaction among stakeholders.

- E. General rules and scenarios
- ✓ The profile will be locked if one institution is editing or modifying it.
 - ✓ The same profile can be accessed for reading/viewing simultaneously by all institutions.
 - ✓ If a profile is viewed by one institution and another institution modifies that profile, it will be locked for the viewing institution till the time when the modification is finished.
 - ✓ MoJ (except the designated database administrator) is the only institution that can change access credentials (usernames and passwords) of other institutions.



- ✓ If the Internet connection is cut before modified profile can be saved, the database needs to keep the last draft (draft profiles to be saved every 15 minutes).
- ✓ Monthly backup of the entire database.

F.

Following are the possible scenarios and scopes of interaction of stakeholders with the database system.

G. Ministry of Justice

Access

Username and password for MoJ staff in charge of working with the database.

Input (type in, modify) information

All MoJ staff working with the database will be able to input and modify the following information in the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) nature of offence
- 7) place of offence
- 8) place of apprehension
- 9) claimed motives of offence
- 10) previous offences/history
- 11) accomplices(if any)
- 12) result/damage/victims
- 13) address/telephone/fax (parents)
- 14) status(occupation/job) of parents (if any)
- 15) designated tutor (mother, father, grandmother, uncle, etc.)
- 16) occupation(s)/job(s) of the tutor and/or parents
- 17) family structure

- 18) duration of stay in the Observation and Rehabilitation centre
- 19) estimated risk to relapse
- 20) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)

Output (print, view) information

All MoJ members will have the possibility to view the following fields (input by all other ministries and governmental institutions) of the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) nature of offence
- 7) place of offence
- 8) place of apprehension
- 9) claimed motives of offence
- 10) previous offences/history
- 11) accomplices(if any)
- 12) result/damage/victims
- 13) address/telephone/fax (parents)
- 14) status(occupation/job) of parents (if any)
- 15) designated tutor (mother, father, grandmother, uncle, etc.)
- 16) occupation(s)/job(s) of the tutor and/or parents
- 17) family structure

- 18) duration of stay in the Observation and Rehabilitation centre
- 19) estimated risk to relapse
- 20) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)
- 21) nature of offence
- 22) result/damage/victims

Reports

MoI staff needs to be able to make the custom reports containing up to 4 custom fields (see above for the list of field) for a report.

Also, standard reports that can provide the following statistics:

- ✓ age vs. sex vs. offence
- ✓ claimed motives of offence vs. offence
- ✓ accomplished education vs. sex vs. offence
- ✓ status of parents vs. offence
- ✓ address (region) vs. offence
- ✓ family structure vs. offence

Operations allowed

- ✓ add/modify/delete juvenile information according to the granted access
- ✓ view all database information according to age, name, offence, gender, and other MoJ input fields unless explicitly denied access for certain cases
- ✓ generate reports (see reports above)
- ✓ each MoJ staff can change his/her password
- ✓ possibility of synchronizing if the Internet is off
- ✓ download of reports (made by MoJ and other institutions) to a computer

H.

I. Ministry of Interior

Access

Username and password for MoI staff in charge of working with the database.

Input (type in, modify) information

All MoI staff working with the database will be able to input and modify the following information in the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) result/damage/victims
- 7) address/telephone/fax (parents)
- 8) status(occupation/job) of parents (if any)
- 9) designated tutor (mother, father, grandmother, uncle, etc.)
- 10) occupation(s)/job(s) of the tutor and/or parents
- 11) family structure
- 12) duration in the Observation and Juvenile Rehabilitation centre
- 13) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)

Output (print, view) information

All MoI members will have the possibility to view the following fields (input by all other ministries and governmental institutions) of the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) result/damage/victims
- 7) address/telephone/fax (parents)
- 8) status(occupation/job) of parents (if any)

- 9) designated tutor (mother, father, grandmother, uncle, etc.)
- 10) occupation(s)/job(s) of the tutor and/or parents
- 11) family structure
- 12) duration in Observation and Juvenile Rehabilitation centre final assessment of a juvenile by the centre's psychologist
- 13) nature of offence
- 14) result/damage/victims

Reports

MoI staff needs to be able to make the custom reports containing up to 4 custom fields (see above for the list of field) for a report.

Also, standard reports that can provide the following statistics:

- ✓ age vs. sex vs. offence
- ✓ accomplished education vs. sex vs. offence
- ✓ status of parents vs. offence
- ✓ address (region) vs. offence

Operations allowed

- ✓ add/modify/delete juvenile information according to the granted access (normally all cases input by MoI can be modified and deleted by MoI only)
- ✓ view all database information according to age, name, offence, gender unless explicitly denied access for certain cases
- ✓ generate reports (see reports above)
- ✓ each MoI staff can change his/her password
- ✓ possibility of synchronizing if the Internet is off
- ✓ download of reports (made by MoI) to a computer

J. Ministry of Social Affairs and Women

Access

Username and password for MoSAW staff in charge of working with the database.

Input (type in, modify) information

All MoSAW staff working with the database will be able to input and modify the following information in the database unless explicitly restricted for certain cases.

- 21) name
- 22) age/sex
- 23) occupation/job
- 24) passport/ID/social security number
- 25) accomplished education (till offence)
- 26) nature of offence

- 27) result/damage/victims (with special highlight of women and children)
- 28) address/telephone/fax (parents)
- 29) status(occupation/job) of parents (if any)
- 30) designated tutor (mother, father, grandmother, uncle, etc.)
- 31) occupation(s)/job(s) of the tutor and/or parents
- 32) family structure
- 33) duration of stay in the Observation and Rehabilitation centre
- 34) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)

Output (print, view) information

All MoSAW members will have the possibility to view the following fields (input by all other ministries and governmental institutions) of the database unless explicitly restricted for certain cases.

- 23) name
- 24) age/sex
- 25) occupation/job
- 26) passport/ID/social security number
- 27) accomplished education (till offence)
- 28) nature of offence
- 29) previous offences/history
- 30) accomplices(if any)
- 31) result/damage/victims
- 32) address/telephone/fax (parents)
- 33) status(occupation/job) of parents (if any)
- 34) designated tutor (mother, father, grandmother, uncle, etc.)
- 35) occupation(s)/job(s) of the tutor and/or parents
- 36) family structure
- 37) duration of stay in the Observation and Rehabilitation centre
- 38) estimated risk to relapse
- 39) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)
- 40) nature of offence
- 41) result/damage/victims

Reports

MoSAW staff needs to be able to make the custom reports containing up to 4 custom fields (see above for the list of field) for a report.

Also, standard reports that can provide the following statistics:

- ✓ age vs. sex vs. offence
- ✓ status of parents vs. offence
- ✓ address (region) vs. offence

- ✓ family structure vs. offence
- ✓ family structure vs. sex vs. offence
- ✓ sex vs. address vs. offence
- ✓ family structure vs. address vs. sex vs. offence

Operations allowed

- ✓ add/modify/delete juvenile information in the database according to the granted access
- ✓ view all database information according to age, name, offence, gender, and other MoSAW input fields unless explicitly denied access for certain cases
- ✓ generate reports (see reports above)
- ✓ each MoSAW staff can change his/her password
- ✓ possibility of synchronizing if the Internet is off
- ✓ download of reports (made by MoSAW) to a computer

K. Tribunal for Minors

Access

Username and password for TfM staff in charge of working with the database.

Input (type in, modify) information


All TfM staff working with the database will be able to input and modify the following information in the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) result/damage/victims
- 7) address/telephone/fax (parents)
- 8) status(occupation/job) of parents (if any)
- 9) designated tutor (mother, father, grandmother, uncle, etc.)
- 10) occupation(s)/job(s) of the tutor and/or parents
- 11) family structure
- 12) duration in the Observation and Juvenile Rehabilitation centre
- 13) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)

Output (print, view) information

All MoI members will have the possibility to view the following fields (input by all other ministries and governmental institutions) of the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number



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- 5) accomplished education (till offence)
- 6) result/damage/victims
- 7) address/telephone/fax (parents)
- 8) status(occupation/job) of parents (if any)
- 9) designated tutor (mother, father, grandmother, uncle, etc.)
- 10) occupation(s)/job(s) of the tutor and/or parents
- 11) family structure
- 12) duration in Observation and Juvenile Rehabilitation centre final assessment of a juvenile by the centre's psychologist
- 13) duration in the Centre
- 14) progress in the Centre
- 15) estimated risk to relapse
- 16) courses/activities currently taken
- 17) nature of offence
- 18) result/damage/victims

Reports

TfM staff needs to be able to make the custom reports containing up to 4 custom fields (see above for the list of field) for a report.

Also, standard reports that can provide the following statistics:

- ✓ age vs. sex vs. offence
- ✓ accomplished education vs. sex vs. offence
- ✓ status of parents vs. offence
- ✓ address (region) vs. offence

Operations allowed

- ✓ add/modify/delete juvenile information according to the granted access (normally all cases input by TfM can be modified and deleted by TfM only)
- ✓ view all database information according to age, name, offence, gender unless explicitly denied access for certain cases
- ✓ generate reports (see reports above)
- ✓ each TfM staff can change his/her password
- ✓ possibility of synchronizing if the Internet is off
- ✓ download of reports (made by TfM) to a computer

L. General Prosecutor's Office

Access

Username and password for GPO staff in charge of working with the database.

Input (type in, modify) information

All GPO staff working with the database will be able to input and modify the following information in the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) result/damage/victims
- 7) address/telephone/fax (parents)
- 8) status(occupation/job) of parents (if any)
- 9) designated tutor (mother, father, grandmother, uncle, etc.)
- 10) occupation(s)/job(s) of the tutor and/or parents
- 11) family structure
- 12) duration in the Observation and Juvenile Rehabilitation centre
- 13) final assessment of a juvenile by the centre's psychologist (for example, "problematic," "fully reintegrated," etc.)

Output (print, view) information

All GPO members will have the possibility to view the following fields (input by all other ministries and governmental institutions) of the database unless explicitly restricted for certain cases.

- 1) name
- 2) age/sex
- 3) occupation/job
- 4) passport/ID/social security number
- 5) accomplished education (till offence)
- 6) result/damage/victims
- 7) address/telephone/fax (parents)
- 8) status(occupation/job) of parents (if any)
- 9) designated tutor (mother, father, grandmother, uncle, etc.)
- 10) occupation(s)/job(s) of the tutor and/or parents
- 11) family structure
- 12) duration in Observation and Juvenile Rehabilitation centre final assessment of a juvenile by the centre's psychologist
- 13) duration in the Centre
- 14) progress in the Centre
- 15) estimated risk to relapse
- 16) courses/activities currently taken
- 17) nature of offence
- 18) result/damage/victims



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Reports

GPO staff needs to be able to make the custom reports containing up to 4 custom fields (see above for the list of field) for a report.

Also, standard reports that can provide the following statistics:

- ✓ age vs. sex vs. offence
- ✓ accomplished education vs. sex vs. offence
- ✓ status of parents vs. offence
- ✓ address (region) vs. offence

Operations allowed

- ✓ add/modify/delete juvenile information according to the granted access (normally all cases input by GPO can be modified and deleted by GPO only)
- ✓ view all database information according to age, name, offence, gender unless explicitly denied access for certain cases
- ✓ generate reports (see reports above)
- ✓ each GPO staff can change his/her password
- ✓ possibility of synchronizing if the Internet is off
- ✓ download reports (made by GPO) to a local computer



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Annex V

PRICE SCHEDULE

The Contractor is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 14 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since the UNDP is exempt from taxes as detailed in Section II, Clause 18.'

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Estimates for cost-reimbursable items, if any, such as travel, and out of pocket expenses should be listed separately.

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

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

In addition to the hard copy, if possible please also provide the information on CD ROM (IBM compatible).

Price Schedule:				
Request for Proposals for Services				
Description of Activity/Item		Number of Staff	N. Monthly Rate	Estimated Amount
1.	Remuneration			
1.1	Services in Home office			
1.2	Services in Field			
2.	Out of Pocket Expenses			
2.1	Travel			
2.2	Per Diem Allowances			
2.3	Communications			
2.4	Reproduction and Reports			
2.5	Equipment and other items			



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Annex VI

PERFORMANCE SECURITY FORM

To: UNDP

WHEREAS [name and address of Contractor] (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. dated, to execute Services

(hereinafter called “the Contract”):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract:

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of [amount of guarantee] [in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of guarantee as aforesaid] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

The guarantee shall be valid until a date 30 days from the date of issue of a satisfactory certificate of inspection and testing by the procuring UN entity.

O. SIGNATURE AND SEAL OF THE GUARANTOR

Date

Name of Bank

Address