

# **Long Term Agreement for the provision of IT services**

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*Request for Proposal (RFP)*  
*Reference Number: RFP-2015-01*

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## 1. INTRODUCTION

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### 1.1 Objective of the RFP

The purpose of this Request for Proposal (RFP) is to enter into a Long Term Agreement (LTA) with successful bidders and select suitable contractors to carry out the on-going IT outsourcing needs of the UNAIDS for a duration of two years starting in April 2015 with a potential extension of one additional year.

UNAIDS is seeking functional and technical skills in the following areas of Information Technology:

- Open Source development (Drupal/PHP, Django/Python, Google scripting/Google App engine)
- System and database administration (MySQL and Linux)
- Project Management
- Business Analysis

UNAIDS is an organization that is dependent on the budgetary and extra-budgetary contributions it receives for the implementation of its activities. Bidders are therefore requested to propose the best and most cost-effective solution to meet UNAIDS requirements, while ensuring a high level of service.

For more information about UNAIDS please consult our website [www.unaids.org](http://www.unaids.org).

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### 1.2 Characteristics of the bidder

#### 1.2.1 Status

- The provider shall be a public institution or company operating in the field of Information Technology, with proven expertise in software development, project management and analysis.

#### 1.2.2 Accreditations

- Legally established company or organization in their country of origin for at least 5 years before the launch date of this RFP.

#### 1.2.3 Previous experience

- Proven experience in providing resources similar to the roles outlined under section 1.3.
- Previous experience working with international organizations an asset.

#### 1.2.4 Logistic capacity

- Confirm electronic communication capability at their place of work and ability to respond to established response times based on Geneva time zone;
- Have the capability to obtain visas in a timely manner for any onshore work or reviews in UNAIDS HQ in Geneva. The bidder will be fully responsible for visa/permit applications to meet assignments at UNAIDS HQ in Geneva.

#### 1.2.5 Staffing

- University degree required for all staff assigned to UNAIDS, related to the roles they are providing.
- Single focal point/account manager needs to interface with UNAIDS with response of queries provided within 2 working days.
- All resources provided need to be able to communicate and work in English.

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### 1.3 Work to be performed

The responsibilities of the IT Department within UNAIDS is to lead, guide and standardize the development and provision of all UNAIDS Information & Communications Technology infrastructure, systems and services.

The IT Department is also responsible for standardizing and integrating all information management and information technology activities across the UNAIDS Secretariat. This ensures that these activities are delivered in a coherent way and are compatible with the wider information management work of UNAIDS.

Due to limited resources, the IT Department focuses on critical development projects and some requests from divisions within UNAIDS are not receiving an adequate and timely response. To respond to current business needs in terms of application development and initiating new projects, the IT Department requires external support.

#### 1.3.1 Key requirements

##### 1.3.1.1 Purpose of the Long Term Agreement

The UNAIDS IT Department is looking to establish Long Term Agreements (LTA) with multiple vendors to facilitate the outsourcing of work.

UNAIDS will issue, based on internal demand, specific contracts with pre-determined terms of reference for contractors under LTA. It is anticipated that UNAIDS will issue contracts with a duration of between 2 weeks and 6 months.

Multiple simultaneous contracts could be issued to the same or different companies.

UNAIDS IT is seeking functional and technical skills in the following areas of Information Technology:

- Software development skills (open source and mobile technologies)
- System and database administration skills (open source - Linux/MySQL)
- Project management and business analysis skills

The expectation is that most of the resources obtained through this agreement will need to start the activity within a maximum of three weeks of the original UNAIDS request. The prompt availability of qualified staff is critical to the success of this agreement.

##### 1.3.1.2 Description of required resources

The following are the specific roles which are required by this RFP. A role is the job function that the bidder's resource is required to perform for UNAIDS. Bidder's resources may be qualified to perform multiple roles. Each role is described below. These are to guide the bidder with the preparation of their proposal.

- **Junior Developer**
  - 2-5 years specific development experience with open source technologies which includes Drupal/PHP, Django/Python, MySQL, Javascript/JQuery, Google scripting/Google App Engine, HTML/CSS/XML/JSON, iPhone App development
  - Optional: experience in Health Information Systems (DHIS2, DevInfo, etc.)
- **Senior Developer**

- 5+ years specific development experience with open source technologies which includes Drupal/PHP, Django/Python, MySQL, Javascript/JQuery, Google scripting/Google App Engine, HTML/CSS/XML/JSON, iPhone App development
- Optional: experience in Health Information Systems (DHIS2, DevInfo, etc.)
- **System and Database Administrator**
  - 3-5 years specific experience with managing MySQL databases
  - 3-5 years specific experience with managing Linux servers
  - Experience with MySQL programming language
  - Experience with Linux programming language
- **Project Manager**
  - 5+ years of project management for any size projects
  - Experience with managing projects from beginning to end
  - Experience with developing full-scale project plans and associated communications documents
  - Experience with estimation of necessary resources and participants needed to achieve project goals
  - Experience with developing and delivering progress reports, proposals, requirements documentation and presentations
  - Experience with coaching, mentoring and supervising project teams and contractors, to influence them to take positive action
  - Prince2 certification is preferred
- **Business Analyst**
  - 5+ years specific expertise in requirements engineering, analysing complex business processes, usability design and testing
  - Experience with collecting data and information, and analysing the project's business requirements and translating into technical requirements
  - Experience of preparing accurate and detailed functional and non-functional requirement specifications documents & user manuals
  - Experience communicating effectively with external clients and internal teams to deliver product's functional requirements like GUI designs, and manage basic user trainings

In order for this LTA to be successful and in the interest of both UNAIDS and the selected companies, it is primordial for UNAIDS to ensure that the selected bidders have a legitimate and substantial expertise in the technologies/functions mentioned above. All bidders must provide CVs of proposed staff to confirm the availability of resources for the different roles. The bidders are not required to have staff for all different roles.

### 1.3.1.3 Scenario within the LTA

There are two scenarios under which work will be carried out under this agreement. They are defined below as Model A & Model B:

#### 1.3.1.3.1 Model A – Resources for “Time & Materials” contracts

##### **Overview**

The IT Department has resource or expertise gaps that require external technical or functional resources to work within UNAIDS technical teams on specific development or project tasks, on a time and materials basis. In this case, day to day project management will reside with UNAIDS IT project manager. The resource(s) supplied by the bidder shall report on a day-to-day basis to the project lead/manager, based at UNAIDS HQ in Geneva.

##### **Approach**

1. The IT Department will request the chosen vendors to provide resources for specific activities within a project, indicating the required roles and specific experience and expertise required.
2. The vendors will confirm the availability of suitable resources within two working days and provide profiles of corresponding candidates matching the requirements in this RFP.
3. If necessary, the IT Department will interview the proposed candidate(s) within three working days and confirm or reject the candidate.
4. A Statement of Work (SoW) based on “time and materials” will be issued for the selected company using the agreed rates in the LTA. For each contract, the standard conditions set out in this agreement will apply.

##### **Required lead times**

It is expected that the selected resource will be available to start work within 2 weeks after finalization of the SoW.

##### **Working hours**

In this model, it is key for both UNAIDS and the vendor to work closely. It is expected that the selected resource will work 8 hours in common with UNAIDS HQ i.e. between 7:00AM to 7:00PM Geneva time. Physical presence is not required in Geneva, but for the purpose of close cooperation immediate communication with the resource is required.

#### 1.3.1.3.2 Model B - Resources for “fixed price” contracts

##### **Overview**

The IT Department has some projects in which the deliverables can be clearly defined upfront. In these cases a fixed price contract will be used. The resource(s) supplied by the bidder will have defined deliverables and will need to coordinate with the project manager assigned by UNAIDS.

##### **Approach**

1. The IT Department will supply the selected vendors with a list of requirements that contains essential information about the background and Terms of Reference (TOR) of the project.
2. The vendors will propose their technical solutions and estimate the resources required. This information shall be submitted as a Technical and Financial Offer.
3. The Technical and Financial Offer must be calculated using the agreed rates in the LTA.
4. The IT Department will review all submissions, will interview any prospective resources and select the most appropriate offer.
5. The IT Department will issue a “fixed-price” Statement of Work (SoW) to the selected vendor.
6. The UNAIDS project lead and other internal resources will work with the vendor resources as defined in the SoW. It is stressed that the vendor is responsible for quality and on-time delivery within the agreed budget.

### **Required lead times**

It is expected that the selected resource is available to start work within 2 weeks after finalization of the SoW.

### **Working hours**

In this model, it is key for both UNAIDS and the vendor to work closely. It is expected that the selected project manager will work 8 hours in common with UNAIDS HQ i.e. between 7:00AM to 7:00PM Geneva time.

### **Specific Requirements**

The selected bidder is expected to have project management skills and experience and use consistent estimating efforts, developing project schedule and staffing plans.

For software development, the selected bidder must ensure source integrity and use the appropriate tools recommended by UNAIDS.

#### **1.3.1.4 Tenure and Performance of Staff/Resources**

After the Statement of Work ("SoW") has been issued, the bidder is expected to commit to keep successful candidates working with the IT Department for the duration of SoW. Any replacement should be subject to mutual agreement between the IT Department and the bidder. For each mutually agreed replacement, the IT Department may carry out interviews. Frequent removal of resources during a SoW in progress will be regarded negatively by the IT Department and may prevent UNAIDS from assigning future work to the vendor.

As mentioned earlier, it is vital for the vendor to ensure expertise within the areas of work needed by UNAIDS. Contacting external consultants / third party company or partners which are not explicitly mentioned in the LTA will be regarded negatively by the IT Department and may prevent UNAIDS assigning future work to the vendor.

The performance of each particular candidate will be periodically assessed the IT Department. The result of the assessment may trigger replacement of the resource or influence the acceptance of the resource by the IT Department for future projects.

#### **1.3.1.5 Work permits/ Visa Application**

In case of physical presence required for specific engagement, the bidder will be fully responsible for visa/permit applications. Unreasonable delays in having staff on-site due to permit/visa issues will be considered as grounds for cancelling a contract.

#### **1.3.1.6 Working on premises**

The majority of the work will be carried out remotely. However, in some cases, it might be necessary for the selected resource to perform the work in the UNADS Secretariat in Geneva or in a particular office in the field (Regional office or country office). In these situations, the bidder will be requested to include as part of the financial offer for the specific TOR all related travel expenses (including accommodation and insurance) and this amount will be considered to determine the most favourable offer for UNAIDS for the specific assignment.

#### **1.3.1.7 Duration of the Agreement**

UNAIDS anticipates entering into non-exclusive LTAs with suppliers for a term of two (2) years with an option to renew for one (1) additional year, expected to start in April 2015.

#### **1.3.1.8 Prices**

The fixed daily rates for the skills quoted by the vendors (submitted for this RFP) will be valid for the duration of this agreement and can only be re-negotiated at the moment of renewal of the whole agreement.



### **1.3.1.9 Estimated Resource Requirements**

Based on the current outsourcing of IT activities, the IT Department estimates that the total workload from all selected vendors for providing the skills under these agreements should be 1000 person days per year.

## **1.3.2 Reporting requirements**

### **1.3.2.1 Statement of Work - proposal**

- The bidder will provide CVs of suitable candidates.
- For Resources for “fixed price” contracts, the bidder will also provide a proposal including (but not limited to) a technical solution, an estimate of the resources required, a price quote and timelines.

### **1.3.2.2 Statement of Work - completion**

- A final technical report needs to be submitted by the bidder as specified in the contract.
- Any source code or product developed need to be delivered as part of the technical report.

### **1.3.2.3 Annual reporting**

The contractors will be required to provide as a minimum annual summary of engagements and the total amount contracted under the LTA each year. UNAIDS may require under exceptional circumstances a summary of the current cumulative amount of engagements in a given year to be provided for monitoring purposes.

## **1.3.3 Finance and accounting requirements**

The bidder will be responsible for the submission of timely and accurate invoices indicating the SoW number, title of the document, rate(s) applied and total amount exclusive of VAT. The invoice should be issued within 30 days of completion of the assigned work.

## **1.3.4 Performance monitoring**

The IT Department focal point will monitor the quality and timeliness of resources being supplied, together with quality of deliverables in a timely manner within the defined budget. A formal review may be conducted annually to understand the performance of the bidder and their supplied resources.

## **1.3.5 Further Capacities**

No additional capacity

## 2. INSTRUCTIONS TO BIDDERS

Bidders should follow the instructions set forth below in the submission of their proposal to UNAIDS.

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### 2.1 Language of the Proposal and other Documents

The proposal prepared by the bidder, and all correspondence and documents relating to the proposal exchanged between the bidder and UNAIDS shall be written in the English language.

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### 2.2 Intention to Bid

No later than **27 February 2015**, the bidder is requested to complete and return by email to UNAIDS:

1. The enclosed RFP\_Acknowledgement.doc form signed as confirmation of the bidder's intention to submit a *bona fide* proposal and designate its representative to whom communications may be directed, including any addenda; and
2. The enclosed RFP\_Confidentiality.doc form signed. (If the bidder does not announce its intention to bid, this document is required to be part of the final submission)
  - Email for submissions of acknowledgement: Bids@unaids.org
  - Email Subject: Intention to bid for RFP-2015-01

**Please note that the Intention to Bid is not a requirement to submit a proposal, however UNAIDS will be able to better identify potential bidders announcing their intention to bid, and communicate with them in case of changes to the RFP or clarifications to questions asked.**

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### 2.3 Cost of Proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with UNAIDS, making a presentation, negotiating a contract and any related travel.

UNAIDS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process

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### 2.4 Contents of the Proposal

Proposals must offer services for the total requirement. Proposals offering only part of the requirement may be rejected.

The bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in this RFP. Failure to follow the instructions provided, terms and specifications and/or to submit the forms requested will be at the bidder's risk and may affect the evaluation of the proposal.

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### 2.5 Joint Proposal

Two or more entities may form a consortium and submit a joint proposal offering to jointly undertake the work. Such a proposal must be submitted in the name of one member of the consortium - hereinafter the "lead organization". The lead organization will be responsible for undertaking all negotiations and

discussions with, and be the main point of contact for UNAIDS. The lead organization and each member of the consortium will be jointly and severally responsible for the proper performance of the contract

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## 2.6 Communications during the RFP Period

A prospective bidder requiring any clarification on technical, contractual or commercial matters may notify UNAIDS via email at the following address:

Email for submissions of all queries: [Bids@UNAIDS.org](mailto:Bids@UNAIDS.org)

Subject: Bid Ref. RFP-2015-01

UNAIDS will respond in writing (email only) by a consolidated document to any request for clarification of the RFP that it receives prior to **27 February 2015**.

The consolidated document of UNAIDS's response to all questions (including an explanation of the query but without identifying the source of enquiry) will be made available to all prospective bidders on the UNAIDS website, Request for Proposals section after the date indicated above. Questions are to be submitted in the format "Paragraph Number - Question."

There shall be no individual presentation by or meeting with bidders until after the closing date. From the date of issue of this RFP to the final selection, contact with UNAIDS officials concerning the RFP process shall not be permitted, other than through the submission of queries at the indicated email address above and/or through a possible presentation or meeting called for by UNAIDS, in accordance with the terms of this RFP.

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## 2.7 Proposal structure

### 2.7.1 Proposal Submission Form

The bidder's proposal must be accompanied by a Proposal Submission Form, in the form attached hereto as Annex 1, signed by a duly authorized representative of the bidder, stating:

- That the proposal meets the requirements of the RFP,
- That the bidder undertakes, on its own behalf and on behalf of its possible partners and contractors, to provide the goods/services in accordance with the terms of the Request for Proposal (RFP), and its accompanying documents, for the amount set forth in the attached Financial Proposal,
- The number of days the proposal is valid (from the date of closing of the RFP).

### 2.7.2 Information of Firm/Organization submitting Proposal

In case of companies bidding, the following information must be provided in order to ascertain capabilities to deliver the work proposed.

Information of Firm/Organization submitting Proposal	
<b>1</b>	<b>Company Information</b>
1.1	<b>Corporate information</b>
1.1.1	Company <b>mission statement (if applicable)</b>
1.1.2	<b>Quality Assurance / Quality Control mechanisms in place at the company</b>
1.1.3	<b>Organization</b> structure
1.1.4	<b>Geographical</b> presence
1.2	<b>Staffing information</b>
1.2.1	<b>Number and Geographical</b> distribution of staff
1.2.2	<b>Number of consultants</b> employed on similar projects in each of the past three years
1.3	Audited <b>financial statements</b> for the past three (3) years
1.4	<b>Legal information</b>
1.4.1	History of <b>Bankruptcy</b>
1.4.2	Pending major <b>lawsuits</b> and <b>litigations</b> in excess of USD 100,000 at risk (indicate particularly those by licensees or patent infringement)
1.4.3	Pending <b>Criminal/Civil lawsuits</b>
1.5	<b>Contractual relationships</b>
1.5.1	<b>Contractual programmes</b> (with other UN agencies or International Organizations)
1.5.2	<b>Company Certifications</b> and certification status
1.6	Proposed <b>sub-contractor</b> arrangements including <b>company information</b> (as above for each sub-contractor)
<b>2</b>	<b>Experiences and Reference Contact Information</b> (list and provide up to five (5) detailed examples of relevant experience gained within the past five years of the issuance of this RFP that demonstrate the contractor's ability to deliver a solution that substantially demonstrates the functional and technical requirements of this RFP)
2.1	<b>Project Name</b> (project one)
2.1.1	<b>Project Description</b> including but not limited to project starting date and duration, project and contract value, and total FTE involved from the company
2.1.2	<b>Status</b> (under development/implemented)
2.1.3	<b>Reason for Relevance</b> (provide reason why this project can be seen as relevant to this RFP)
2.1.4	<b>Roles and responsibilities</b> (list and clearly identify the roles and responsibilities for each participating Organization)
2.1.4.1	<b>Client</b> Role and Responsibility
2.1.4.2	<b>Contractor</b> Role and Responsibility. Previous contractor role in project
2.1.4.3	<b>Third party contractors</b> Role and Responsibility. Previous specified 3 <sup>rd</sup> party role in project.
2.1.5	<b>Team members</b> (indicate relevant members of the team from the project that will be used in the performance of services)

Bidders will be excluded if;

- they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata; have been subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity;
- it becomes apparent to UNAIDS that they are guilty of misrepresentation in supplying, or if they fail to supply, the information required under this RFP and/or as part of the bid evaluation process ; or
- they give rise to a conflict of interest.

### 2.7.3 Technical Proposal

The bidder should include in this section all relevant information for UNAIDS to evaluate the proposal, including information relating to coverage of UNAIDS needs and requirements, as specified in section 1, proposed timeline, resources dedicated partially or fully to the project.

**IMPORTANT:** The Technical Proposal shall contain no price or cost information.

The Technical Proposal must include the following sections:

a) **Understanding of the Requirements for Services, including Assumptions**

Include any assumptions as well as comments on the services as indicated in the Technical Specifications, or as the bidder may otherwise believe to be necessary.

b) **Proposed Approach**

Any comments or suggestions on the technical specifications, as well as the bidder's detailed description of the manner in which it would respond to the technical specifications.

The bidder needs to details how available resources would be identified and mobilized to meet UNAIDS requirements.

Describe its strategy to ensure that expertise is kept in house:

- Recruitment process
- Retention strategy (including training approach)
- How many years does IT staff typically (average) stay with the bidder's organization?
- Strategy and vision to build expertise on the technologies mentioned in this RFP

Describe how staff reports on their work:

- What process does the bidder use for monitoring the work of their staff on client's site.
- Is there an account manager in contact with their staff?
- What support mechanism exists if the staff is unable to carry out the required work?
- What is the escalation process from UNAIDS' perspective?

c) **Quality of IT staff**

Provide specific information about the staff in the bidder's organization related to the skills defined in section 1.3.1.2.

The bidders are requested to populate the table below:

<b>Expertise</b>	<b>Number of staff</b>	<b>Experience in this area (# of years)</b>	<b>3 main recent projects (name, client, year)</b>
Drupal			
Django			
Google scripting/API			
Project management			
Business analysis			
MySQL admin			
Linux admin			
iPhone App			

Health Information Systems (optional)			
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#### 2.7.4 Financial Proposal

The bidder's **separate sealed** price component must contain an overall quotation in a single currency, either in US Dollars or in the currency of the bidder's country of incorporation or registration. If the bidder opts for the latter and for evaluation purposes only, its proposal will be converted into US dollars using the United Nations rate of exchange in effect on the closing date for the submission of proposals.

The Financial Proposal shall be accompanied by a cover letter signed by a duly authorized representative of the bidder, confirming the following:

- (a) the price; and
- (b) the period of validity of the bid.

In addition, the Financial Proposal must cover all the goods or services to be provided and must itemize the following costs:

- a) Design concepts, development, typesetting, amends and artwork costs
- b) Printing costs
- c) Delivery costs
- d) Travel and Per Diem costs
- e) Other costs, if any (indicating nature and breakdown).

The Financial Proposal must contain a summary of total cost for the services proposed as well as a proposed schedule of payments, all of which must be expressed and will be made in the currency of the proposal.

In preparing Financial Proposals, bidders should carefully note the following provisions regarding UNAIDS policies on limitations on advance payments, retention, performance bonds, etc.

UNAIDS' general policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

Please note that UNAIDS' policy is to make an advance payment up to a maximum of 25 per cent upon signature of a contract, whether a private firm, NGO or a government or other entity. UNAIDS, at its discretion, may however determine that such payment is not warranted or determine the conditions under which such payment would be made. In any case where an advance payment for \$50,000 or more is requested and subsequently approved, UNAIDS will normally require a bank guarantee or other suitable security arrangement. Further information may be requested by UNAIDS at the time of finalizing contract negotiations with the selected bidder.

Any request for an advance payment is to be justified and documented and must be submitted with the financial proposal. This justification shall explain the need for the advance payment, itemize the amount requested and provide a time-schedule for utilization of said amount. In addition, the bidder must submit documentation regarding its financial status, e.g. audited financial statements at 31 December of the previous year, and include this documentation with its financial proposal. Further information may be requested by UNAIDS at the time of finalizing contract negotiations with the selected bidder.

UNAIDS Travel Policy is to cover and reimburse air tickets only in Economy Class using the most direct route available. UNAIDS does not cover Per Diem cost exceeding that defined by the United Nations at the time of the travel for the specific destination of the travel.

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## 2.8 Format and Signing of Proposals

The bidder shall submit the proposal in **two separate emails**.

This first email must contain the complete technical proposal. Each complete technical proposal should include the following:

- The proposal (as specified in section 2.7.3) and supporting documents (marked clearly **Bid Ref RFP RFP-2015-01**)
- Signed proposal submission Form (See Annex 1 to this RFP)

This second email must contain the financial proposal and its cover letter as specified in section 2.7.4.

Please also note the following instructions for preparation of the Proposal:

- 1) All pages of the proposal shall be numbered in the format 'Page X of Y'.
- 2) The electronic copy of the proposal and supporting documents should be in PDF, or MS Office compatible format (Word, Excel, Power Point or MS Project). The responses to the functional requirements should be submitted in the structure provided in this RFP. The proposed timeline project plan should be either in MS Project MPP, XLS or PDF format.

The "Technical Proposal" shall be forwarded to [TechnicalBids@unaid.org](mailto:TechnicalBids@unaid.org) and the "Financial Proposal" forwarded separately to [FinancialBids@unaid.org](mailto:FinancialBids@unaid.org).

There will be no automatic confirmation of receipt as the proposals are only opened after the closing date. The email subject must include the bid reference number available on the first page of this RFP and on the UNAIDS website. Due to email size limitation, multiple emails can be send as the bidder submission.

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## 2.9 Period of Validity of Proposals

The offer outlined in the proposal must be valid for a minimum period of 120 calendar days after the closing date. A proposal valid for a shorter period may be rejected by UNAIDS. In exceptional circumstances, UNAIDS may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. Any bidder granting the request will not be required nor permitted to modify its proposal.

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## 2.10 Closing Date for Submission of Proposals

**Proposals must be received at UNAIDS at the address specified in section 2.8 no later than 08 March 2015 at 23:59 Geneva time.**

UNAIDS may, at its own discretion, extend this closing date for the submission of proposals by notifying all bidders thereof in writing.

Any proposal received by UNAIDS after the closing date for submission of proposals may be rejected.

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## 2.11 Modification and Withdrawal of Proposals

The bidder may withdraw its proposal any time after the proposal's submission and before the opening date, provided that written signed notice of the withdrawal (by a duly authorized representative of the bidder) via email is received by UNAIDS prior to the closing date.

The bidder's withdrawal notice shall be prepared and dispatched to be received before the closing date in accordance with section 2.10.

- Email for withdrawal of proposal: [Bids@UNAIDS.org](mailto:Bids@UNAIDS.org)

However, if you submitted your technical and financial proposals using the option for Electronic Submission in section 2.8, then your withdrawal notice must also be submitted to these email addresses with the reference number and the word WITHDRAWAL clearly indicated in the subject line.

No proposal may be modified after the closing date for submission of proposals, unless UNAIDS has issued an amendment to the RFP allowing such modifications (see section 2.13).

No proposal may be withdrawn in the interval between the opening date and the expiration of the period of proposal validity specified by the bidder in the proposal.

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## 2.12 Receipt of Proposals from Non-invitees

UNAIDS may, at its own discretion, extend the RFP to bidders that were not included in the individual invitation list if this is necessary and in the interest of UNAIDS. RFPs published by UNAIDS on the UNAIDS website are open for all qualified bidders.

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## 2.13 Amendments of the RFP

At any time prior to the closing date for submission of proposals, UNAIDS may, for any reason, whether on its own initiative or in response to a clarification requested by a bidder, modify the RFP by amendment. Amendments could include modification of project scope or requirements, project timeline expectations or extension of the closing date for submission.

All prospective bidders that have received the RFP will be notified in writing of all amendments to the RFP. In addition, all amendments will be posted on the UNAIDS website in the Request for Proposals section and in any other website used by UNAIDS directly for publishing the Request for Proposals.



## 3. OPENING AND EVALUATION OF PROPOSALS

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### 3.1 Opening of Proposals

UNAIDS will open the technical proposals in the presence of a Committee formed by UNAIDS at the Headquarters office in Geneva, Switzerland on a date fixed after the closing of the tendering period. Each technical proposal will be opened during the session with each bidder announced. Financial proposals will be opened only after the technical evaluation of the proposals.

There will not be a public opening of bids.

### 3.2 Clarification of Proposals

UNAIDS may, at its discretion, ask any bidder for clarification of any part of its proposal to assist in the examination, evaluation and comparison of proposals. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered or permitted during this exchange.

### 3.3 Preliminary Examination of Proposals

UNAIDS will examine the proposals to determine whether: (i) they are complete, (ii) any computational errors have been made, (iii) the documents have been properly signed, and (iv) the proposals are generally in order.

**Please note that UNAIDS is not bound to select any of the firms/institutions submitting proposals.** Furthermore, since a contract would be awarded in respect of the proposal which is considered most responsive to the needs of the project concerned, due consideration being given to UNAIDS' general principles, including economy and efficiency, UNAIDS does not bind itself in any way to select the firm/institution offering the lowest price.

### 3.4 Technical Evaluation of Proposals

A two-stage procedure will be utilized in evaluating the proposals, with technical evaluation of the proposal being completed prior to any evaluation of the Financial Proposal.

The technical evaluation of proposals will be accomplished by a selection panel. The selection panel will evaluate all proposals which have passed the preliminary examination of proposals according to:

- the quality of the overall proposal (**20 Points**);
- the appropriateness of the proposed approach / ability to meet UNAIDS requirements (**30 Points**);
- the experience of the firm in carrying out related projects and technologies (**30 Points**);
- the qualifications and competence of the personnel proposed (**20 Points**);

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 points allocated to the technical proposal correspond to 60% of the total obtainable points.

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### **3.5 Financial Proposal Evaluation**

The financial proposal will only be evaluated if the technical proposal achieves a minimum of 60% of the total allocable points for the technical evaluation. Proposals failing to obtain this minimum threshold will not be eligible for further consideration.

The maximum number of points for the price component is 40% of the total obtainable points.

This maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:

Points for the price component of a proposal being evaluated =  $([\text{Maximum number of points for the price component}] \times [\text{Lowest price}] / [\text{Price of proposal being evaluated}])$

Historically UNAIDS has awarded contracts for an estimated 60% of developer's days and 40% of analyst's days while in the future UNAIDS expects this proportion to be 70% for developer and 30% for Analysts, financial offers will be analyzed with this proportion.

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### **3.6 Bidders' Presentations**

At the discretion of UNAIDS, selected bidders may be invited to supply additional information on the contents of their proposal during the evaluation period. Such bidders could be asked to give a presentation of their proposal (possibly with an emphasis on a topic of UNAIDS's choice) followed by a question and answer session. If UNAIDS determines that there is such a need, the presentation will be held at UNAIDS Headquarters in Geneva, or by videoconference/Internet. Bidders will be given reasonable time to prepare for the presentation.

NOTE: Presentations or other individual contact is expressly prohibited before the closing date for proposal submission.

## 4. AWARD OF CONTRACT

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### 4.1 Award Criteria, Award of Contract

UNAIDS reserves the right to:

- a) Award the contract to a bidder of its choice, even if its bid is not the lowest;
- b) Award separate contracts for parts of the work, components or items, to one or more bidders of its choice, even if their bids are not the lowest;
- c) 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 bidder or bidders and without any obligation to inform the affected bidder or bidders of the grounds for UNAIDS' action;
- d) Award the contract on the basis of UNAIDS' particular objectives to a bidder whose proposal is considered to be the most responsive to the needs of the Organization and the activity concerned;
- e) Not award any contract at all.

UNAIDS has the right to eliminate bids on technical or other reasons throughout the evaluation/selection process. UNAIDS shall not in any way be obligated to reveal, or discuss with any bidder, how a proposal was assessed, or to provide any other information relative to the evaluation/selection process or to state the reasons for elimination to any bidder

**NOTE: UNAIDS is acting in good faith by issuing this RFP. However, this document does not obligate UNAIDS to contract for the supply of any products or services.**

#### 4.1.1 Right to modify Scope or Requirements during the Proposal Process

UNAIDS reserves the right to, at any time during the proposal process, modify the scope of services and goods specified in the RFP. At any time in the selection process, UNAIDS reserves the right to issue an amendment to the RFP detailing the change which should be notified only to bidders who have not been officially eliminated due to technical reasons at that point in time.

#### 4.1.2 Right to Extend/Revise Scope or Requirements at Time of Award

UNAIDS reserves the right, at the time of award of contract, to extend/revise the scope of services and goods specified in the RFP without any change in the base price of services and goods or other terms and conditions offered by the selected bidder.

#### 4.1.3 Right to enter into Contract Price Negotiations

UNAIDS reserves the right to enter into negotiations, with one or more bidders that have not been eliminated during the evaluation process, including but not limited to negotiations of the terms of the proposal(s), the price quoted in such proposal(s) and/or the deletion of certain parts of the work, components or items called for under this RFP..

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## 4.2 Signing of the Contract

Within 30 days of receipt of the contract the successful bidder shall sign and date the contract and return it to UNAIDS according to the instructions provided at that time. If the bidder does not accept the contract terms without changes, then UNAIDS has the right not to proceed with the selected bidder and instead contract with another bidder of its choice.

The award of contract will be published in the UNAIDS public website, after all internal clearances and acceptance of the contract by the selected bidder.

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### **4.3 United Nations Procurement Harmonization and Cooperation**

Bidders are informed that UNAIDS, in the spirit of United Nations Procurement Harmonization, may at its discretion share details of the contract(s) resulting from this RFP with any other UN Entity without requesting the prior approval of the Contractor. For the purposes of this paragraph, "UN Entity" means the United Nations, any subsidiary organ of the United Nations established in accordance with Articles 22 or 29 of the Charter of the United Nations, and any organization of the Specialized Agencies of the United Nations System, within the meaning of Articles 57 and 63 of the Charter of the United Nations

## 5. GENERAL AND CONTRACTUAL CONDITIONS

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The contract between UNAIDS and the selected bidder ("the Contract") will, unless otherwise explicitly agreed in writing, include the provisions as set forth in this section, and will otherwise inter alia address the following issues:

- Responsibilities of the selected bidder(s) ("The Contractor(s)") and UNAIDS;
- clear deliverables, timelines and acceptance procedures;
- payment terms tied to the satisfactory completion of the work;
- notices.

The prices payable by UNAIDS for the work to be performed under the Contract shall be fixed for the duration of the Contract and shall be in a UN convertible currency (preferably US Dollars), based on the UN exchange rate of the date of invoice.

The total amount payable by UNAIDS under the Contract may be either a lump sum or a maximum amount. If the option for payment of a lump sum applies, that lump sum is payable in the manner provided, subject to satisfactory performance of the work. If the option for payment of a maximum amount applies:

- the Contract shall include a detailed budget;
- the Contractor shall be held to submit a financial statement together with each invoice;
- any advance payments by UNAIDS shall be used by the Contractor exclusively for the work in accordance with the budget and any unspent balance shall be refunded to UNAIDS;
- payment by UNAIDS shall be subject to satisfactory performance and the acceptance of the Contractor's financial statements; and
- all financial reports shall be subject to audit by or on behalf of UNAIDS, including examination of supporting documentation and relevant accounting entries in the Contractor's books. In order to facilitate financial reporting and audit, the Contractor shall keep systematic and accurate accounts and records in respect of the work.

Unless otherwise specified in the Contract, UNAIDS shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and UNAIDS shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity as described in the Contract, from any other sources at any time..

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### 5.1 Conditions of Contract

Any and all of the Contractor's (general and/or special) conditions of contract are hereby explicitly excluded from the Contract, i.e., regardless of whether such conditions are included in the Contractor's offer, or printed or referred to on the Contractor's letterhead, invoices and/or other material, documentation or communications.

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### 5.2 Responsibility

The Contractor will be responsible to ensure that the work performed under the Contract meets the agreed specifications and is completed within the time prescribed. The Contractor shall facilitate the operational audit related to the execution of the work and the compliance with the obligations set forth in the Contract, by persons so designated by UNAIDS. In this regard, the Contractor shall make all relevant operational information, without restriction, available to persons so designated by WHO and provide satisfactory explanations to all queries arising in connection therewith.

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### 5.3 Source of Instructions

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

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### 5.4 Warranties

The Contractor will warrant and represent to UNAIDS as follows:

- 1) The deliverables shall meet the specifications and shall function in a manner which is fully adequate to meet its intended purpose. The Contractor furthermore warrants that the deliverables shall be error-free, in that the Contractor shall correct any errors in the deliverables, free of charge, within fifteen days after their notification to the Contractor, during a period of at least six months after completion of the work. It is agreed, however, that errors and other defects, which have been caused by modifications to the deliverables made by UNAIDS without agreement of the Contractor are not covered by this paragraph.
- 2) The deliverables shall, to the extent it is not original, only be derived from, or incorporate, material over which the Contractor has the full legal right and authority to use it for the proper implementation of this Contract. The Contractor shall obtain all the necessary licenses for all non-original material incorporated in the deliverables including, but not limited to, licenses for UNAIDS to use any underlying software, application, and operating deliverables included in the deliverables or on which it is based, so as to permit UNAIDS to fully exercise its rights in the deliverables and the software without any obligation on UNAIDS's part to make any additional payments whatsoever to any party.
- 3) The deliverables shall not violate any copyright, patent right, or other proprietary right of any third party and be delivered to UNAIDS free and clear of any and all liens, claims, charges, security interest and any other encumbrances of any nature whatsoever.
- 4) The Contractor, its employees and any other persons and entities used by the Contractor shall not violate any intellectual property rights, confidentiality, right of privacy or other right of any person or entity whomsoever..
- 5) Except as otherwise explicitly provided in this Contract, the Contractor shall at all times provide all the necessary on-site and off-site resources to meet its obligations hereunder. The Contractor shall only use highly qualified staff, acceptable to UNAIDS, to perform its obligations hereunder.
- 6) The Contractor shall take full and sole responsibility for the payment of all wages, benefits and monies due to all persons and entities used by it in connection with the implementation and execution of the Contract, including, but not limited to, the Contractor's employees, permitted subcontractors and suppliers.

The Contractor furthermore warrants and represent that the information provided by it to UNAIDS in response to the RFP and during the bid evaluation process is accurate and complete. The Contractor understands that in the event The Contractor has failed to disclose any relevant information which may have impacted UNAIDS' decision to award the Contract to The Contractor, or has provided false information, UNAIDS will be entitled to rescind the contract with immediate effect, in addition to any other remedies which UNAIDS may have by contract or by law

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### 5.5 Legal Status

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNAIDS, and nothing contained in or relating to the Contract shall be construed as establishing or creating an employer/employee relationship between UNAIDS, on the one hand, and the Contractor or any person used by the Contractor in the performance of the work, on the other hand.

Thus the Contractor shall be solely responsible for the manner in which the work is carried out. UNAIDS shall not be responsible for any loss, accident, damage or injury, suffered by the Contractor or persons or entities claiming under the Contractor, arising during or as a result of the implementation or execution of the Contract, including travel, whether sustained on UNAIDS premises or not.

The Contractor shall obtain adequate insurance to cover such loss, accident, injury and damages, before commencing work on the Contract. The Contractor shall be solely responsible in this regard and shall handle any claims for such loss, accident, damage or injury.

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## **5.6 Relation Between the Parties**

The Contract does not constitute a partnership between the Parties or does not constitute either Party as the agent of the other.

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## **5.7 Waiver of Breach**

The waiver by either Party of any provision or breach of the contract shall not prevent subsequent enforcement of such provision or excuse further breaches.

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## **5.8 Liability**

The Contractor hereby indemnifies and holds UNAIDS harmless from and against the full amount of any and all claims and liabilities, including legal fees and costs, which are or may be made, filed or assessed against UNAIDS at any time and based on, or arising out of, breach by the Contractor of any of its representations or warranties under the Contract, regardless of whether such representations and warranties are explicitly incorporated here in or are referred to in any attached Appendices.

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## **5.9 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 UNAIDS.

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## **5.10 Officials not to Benefit**

The Contractor warrants that no official of UNAIDS 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.

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## **5.11 Indemnification**

The Contractor shall indemnify and hold UNAIDS harmless, from and against the full amount of any and all claims and liabilities, including legal fees and costs, which are or may be made, filed or assessed against UNAIDS at any time and based on, or arising out of, the acts or omissions of the Contractor, or the Contractor's employees, officers, agents, partners or sub-contractors, in the performance of the Contract. This provision shall extend, inter alia, to claims and liabilities in the nature of workmen's compensation, product liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants, partners or sub-contractors.

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## 5.12 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.

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## 5.13 Subcontracting

Any intention to subcontract aspects of the Contract must be specified in detail in the proposal submitted. Information concerning the subcontractor, including the qualifications of the staff proposed for use must be covered with same degree of thoroughness as for the prime contractor. No subcontracting will be permitted under the Contract unless it is proposed in the initial submission or formally agreed to by UNAIDS at a later time. In any event, the total responsibility for the Contract remains with the Contractor.

The Contractor shall be responsible for ensuring that any and all subcontracts shall be fully consistent with the Contract, and shall not in any way prejudice the implementation of any of its provisions.

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## 5.14 Place of Performance

The place of performance of the work under the Contract shall be in the premises of the contractor and, if required by the project, in UNAIDS offices (HQ or field)

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## 5.15 Language

The communications relating to the Contract and/or performance of the work there under shall be in English.

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## 5.16 Confidentiality

- 1) Except as explicitly provided in the Contract, the Contractor shall keep confidential all information which comes to its knowledge during, or as a result of, the implementation and execution of the Contract. Accordingly, the Contractor shall not use or disclose such information for any purpose other than the performance of its obligations under the Contract. The Contractor shall ensure that each of its employees and/or other persons and entities having access to such information shall be made aware of, and be bound by, the obligations of the Contractor under this paragraph. However, there shall be no obligation of confidentiality or restriction on use, where: (i) the information is publicly available, or becomes publicly available, otherwise than by any action or omission of the Contractor, or (ii) the information was already known to the Contractor (as evidenced by its written records) prior to becoming known to the Contractor in the implementation and execution of this Contract; or (iii) the information was received by the Contractor from a third party not in breach of an obligation of confidentiality.
- 2) The Contractor, its employees and any other persons and entities used by the Contractor shall furthermore not copy and/or otherwise infringe on copyright of any document (whether machine-readable or not) to which the Contractor, its employees and any other persons and entities used by the Contractor have access in the performance of this Contract.
- 3) The Contractor may not communicate at any time to any other person, Government or authority external to UNAIDS, any information known to it by reason of its association with UNAIDS which has not been made public except with the authorization of UNAIDS; nor shall the Contractor at any time use such information to private advantage.



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## 5.17 Title Rights

- 1) All rights pertaining to any and all deliverables under the Contract and the original work product leading thereto, as well as the rights in any non-original material incorporated therein as referred in section 5.4.2 above, shall be exclusively vested in UNAIDS..
- 2) UNAIDS reserves the right to revise the work, to use the work in a different way from that originally envisaged or to not use the work at all.
- 3) At UNAIDS's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist UNAIDS in securing such proprietary rights and transferring them to UNAIDS in compliance with the requirements of applicable law.

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## 5.18 Termination and Cancellation

UNAIDS shall have the right to cancel the Contract (in addition to other rights, such as the right to claim damages):

- 1) In the event the Contractor fails to begin work on the date agreed, or to implement the work in accordance with the terms of the Contract; or
- 2) In the event the progress of work is such that it becomes obvious that the obligations undertaken by the Contractor and, in particular, the time of fulfillment, will not be respected.

In addition, UNAIDS shall be entitled to terminate the Contract (or part thereof), in writing:

- 1) At will with the provision of thirty (30) days prior notice in writing
- 2) With immediate effect (in addition to other rights, such as the right to claim damages), if, other than as provided in the paragraph above, the Contractor is:
  - a. In breach of any of his material obligations under the Contract and fails to correct such breach within a period of thirty (30) days after having received a written notification to that effect from UNAIDS; or
  - b. Adjudicated bankrupt or formally seeks relief of his financial obligations.

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## 5.19 Force Majeure

No party to the Contract shall be responsible for a delay caused by force majeure, that is, a delay caused by reasons outside such party's reasonable control , it being agreed, however, that UNAIDS shall be entitled to terminate the Contract (or any part of the Contract) forthwith if the implementation of the work is delayed or prevented by any such reason for an aggregate of thirty (30) days. Such termination shall be subject to payment of an equitable part of the Contract sum and/or other reasonable charges. In the event of such termination, the Contractor shall, in accordance with the ownership rights referred to in section 5.17 *Title rights*, deliver to UNAIDS all work products and other materials so far produced.

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 UNAIDS, 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 UNAIDS 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 Article, UNAIDS 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.

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## 5.20 Surviving Provisions

Those rights and obligations of the Parties as set forth in section 5 that are intended by their nature to survive the expiration or earlier termination of the Contract shall survive indefinitely. This includes, **but is expressly not limited to**, any provisions relating to UNAIDS' right to financial and operational audit, conditions of contract, warranties, legal status and relationship between the parties, breach, liability, indemnification, subcontracting, confidentiality, title rights, use of the UNAIDS and WHO name and emblem, successors and assignees, insurance and liabilities to third parties, settlement of disputes, observance of laws, privileges and immunities, no terrorism or corruption, foreign nationals and compliance with UNAIDS policies

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## 5.21 Use of UNAIDS and WHO name and emblem

Without UNAIDS's prior written approval, the Contractor shall not, in any statement of an advertising or promotional nature, refer to the Contract or its relationship with UNAIDS and/or the World Health Organization (WHO) (which provides the administration of UNAIDS, including its secretariat). In no case shall the Contractor use the name or the emblem of UNAIDS and/or WHO, or any abbreviation thereof, in relation to its business or otherwise.

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## 5.22 Successors and Assignees

The Contract shall be binding upon the successors and assignees of the Contractor and the Contract shall be deemed to include the Contractor's successors and assignees, provided, however, that nothing in the Contract shall permit any assignment without the prior and written approval of UNAIDS.

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## 5.23 Payment

Payment will be made against presentation of an invoice in a UN convertible currency (preferably US Dollars) in accordance with the payment schedule contained in the Contract and subject to UNAIDS's acceptance of satisfactory performance of work. Any payments by UNAIDS to the Contractor shall reflect any tax exemptions to which UNAIDS is entitled by reason of the immunity it enjoys. UNAIDS is exempt from all direct taxes, customs duties and the like and the Contractor shall consult with UNAIDS so as to avoid the imposition of such charges. As regards duties and other indirect taxes, the Contractor shall list such charges on invoices as a separate item and, to the extent required, cooperate with UNAIDS to enable reimbursement thereof.

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## 5.24 Title to Equipment

Title to any equipment and supplies that may be furnished by UNAIDS shall rest with UNAIDS and any such equipment shall be returned to UNAIDS at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNAIDS, 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 UNAIDS for equipment determined to be damaged or degraded beyond normal wear and tear.

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## 5.25 Insurance and Liabilities to Third Parties

The Contractor shall provide and thereafter maintain:

(i) insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

(ii) 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.

(iii) 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 performance of work under the Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees partners or sub-contractors performing work in connection with the Contract.

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

- a) Name UNAIDS as additional insured;
- b) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNAIDS;
- c) Provide that UNAIDS 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.

The Contractor shall, upon request, provide UNAIDS with satisfactory evidence of the insurance required under this section.

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## **5.26 Settlement of Disputes**

Any dispute relating to the interpretation or application of the contract shall, unless amicably resolved, be subject to conciliation. In the event of failure of the latter, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absence of agreement, with the rules of arbitration of the International Chamber of Commerce. The parties shall accept the arbitral award as final.

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## **5.27 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 the Contract.

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## **5.28 Authority to Modify**

No modification or change in the Contract, no waiver of any of its provisions or any additional contractual relationship of any kind shall be valid and enforceable unless signed by a duly authorized representative of both parties.

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## **5.29 Privileges and Immunities**

Nothing in or relating to this Contract shall:

- be deemed a waiver of any of the privileges and immunities of UNAIDS and/or the World Health Organization in conformity with the Convention on the Privileges and Immunities of the Specialized Agencies approved by the General Assembly of the United Nations on November 21, 1947 or otherwise under any national or international law, convention or agreement.
- Be construed as submitting UNAIDS and/or WHO to any national jurisdiction

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## **5.30 No Terrorism or Corruption**

The Contractor warrants that:

(i) it is not and will not be involved in, or associated with, any person or entity involved in terrorism, that it will not make any payment to any such person or entity and that it will not enter into any employment or subcontracting relationship with any such person or entity; and

(ii) it shall not engage in any illegal, corrupt, fraudulent, collusive or coercive practices in connection with execution of the Contract.

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

Any payments used by the Contractor for the promotion of any terrorist activity or any illegal, corrupt, fraudulent, collusive or coercive practice shall be repaid to UNAIDS without delay

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## 5.31 Personnel

### 5.31.1 Approval of Contractor Personnel

UNAIDS reserves the right to approve any employee, subcontractor or agent furnished by the Contractor and Contractor's consortium partners for the performance of the work under the Contract (hereinafter jointly referred to as "Contractor Personnel"). All Contractor Personnel must have appropriate qualifications, skills and levels of experience and otherwise be adequately trained to perform the work. UNAIDS reserves the right to undertake an interview process as part of the approval of Contractor Personnel.

The Contractor acknowledges that the qualifications, skills and experience of the Contractor personnel proposed to be assigned to the project are material elements in UNAIDS's engaging the Contractor for the project. Therefore, in order to ensure timely and cohesive completion of the project, both parties intend that Personnel initially assigned to the project continue through to project completion. Once an individual has been approved and assigned to the project, such individual will not, in principle, thereafter be taken off the project by the Contractor to other duties. Circumstances may arise, however, which necessitate that Personnel be substituted in the course of the work e.g. in the event of promotions, termination of employment, sickness, vacation or other similar circumstances, at which time a replacement of comparable qualifications, skills and experience may be assigned to the project, subject to approval of UNAIDS.

UNAIDS may refuse access to or require replacement of any Contractor Personnel if such individual renders, in the sole judgment of UNAIDS, inadequate or unacceptable performance, or if for any other reason UNAIDS finds such individual does not meet its his/her security or responsibility requirements. The Contractor shall replace such an individual within fifteen (15) business days of receipt of written notice from UNAIDS. The replacement will have the required qualifications, skills and experience and will be billed at a rate that is equal to or less than the rate of the individual being replaced.

### 5.31.2 Project Managers

Each party shall appoint a qualified project manager ("Project Manager") who shall serve as such party's primary liaison throughout the course of the project. The Project Manager shall be authorized by the respective party to answer all questions posed by the other party and convey all decisions made by such party during the course of the project and the other party shall be entitled to rely on such information as conveyed by the Project Manager.

The Project Managers shall meet on regular basis in order to review the status of the project and provide UNAIDS with reports. Such reports shall include detailed time distribution, information in the form requested by UNAIDS and shall cover problems, meetings, progress and status against the implementation timetable.

### **5.31.3 Foreign Nationals**

The Contractor shall verify that all Contractor Personnel is legally entitled to work in the country or countries where the work is to be carried out. UNAIDS reserves the right to request the Contractor to provide UNAIDS with adequate documentary evidence attesting this for each Contractor Personnel. Each party hereby represents that it does not discriminate against individuals on the basis of race, gender, creed, national origin, citizenship.

### **5.31.4 Compliance with UNAIDS Policies**

The Contractor shall at all times comply with and ensure that the Contractor and each of its subcontractors and their employees and agents comply with any applicable laws and regulations and any UNAIDS policies and reasonable written direction and procedures relating to: (i) occupational health and safety, (ii) security and administrative requirements, including, but not limited to computer network security procedures, (iii) sexual harassment, (iv) privacy, (v) general business conduct and disclosure, (vi) conflicts of interest and (vii) business working hours and official holidays.

In the event that the Contractor becomes aware of any violation or potential violation by the Contractor, its subcontractor or any of their employees or agents, of any laws, regulations, UNAIDS policies or of other UNAIDS reasonable written directions and procedures, the Contractor shall immediately notify UNAIDS of such violation. UNAIDS, in its sole discretion, shall determine the course of action to remedy such violation or prevent such potential violation, in addition to any other remedy available to UNAIDS under the Contract or otherwise.

### **5.31.5 Ethical Behaviour**

UNAIDS, the Contractor and each of the Contractor's partners, subcontractors and their employees and agents shall adhere to the highest ethical standards in the performance of the Contract. In this regard, the Contractor shall also ensure that neither Contractor nor its partners, subcontractors, agents or employees will engage in activities involving child labor, trafficking in arms, promotion of tobacco or other unhealthy behavior, or sexual exploitation or discrimination.

### **5.31.6 Engagement of Third Parties and use of In-house Resources**

The Contractor acknowledges that UNAIDS may elect to engage third parties to participate in or oversee certain aspects of the project and that UNAIDS may elect to use its in-house resources for the performance of certain aspects of the project. The Contractor shall at all times cooperate with and ensure that the Contractor and each of its partners, subcontractors and their employees and agents cooperate, in good faith, with such third parties and with any UNAIDS in-house resources.