

REQUEST FOR PROPOSAL FOR SERVICES

LRPS-2024-9189860

01 May 2024

UNITED NATIONS CHILDREN'S FUND (UNICEF)

Wishes to invite you to submit a proposal for

Consulting Services for the update of Educational Management Information System (EMIS) and provision of training to EMIS users

THIS REQUEST FOR PROPOSAL FOR SERVICES HAS BEEN:

Prepared By: Radu
Bradescu

Digitally signed
by Radu Bradescu
Date: 2024.05.01
12:09:04 +03'00'

Date: _____

Radu Bradescu
(To be contacted for additional information, NOT FOR SENDING PROPOSALS)
Email : rbradescu@unicef.org

Approved By: Tatiana
Ribac

Digitally signed by
Tatiana Ribac
Date: 2024.05.01
12:26:36 +03'00'

Date: _____

Tatiana Ribac

REQUEST FOR PROPOSAL FOR SERVICES FORM

This FORM must be completed, signed and returned to UNICEF.
 Proposal must be made in accordance with the instructions contained in this Request for Proposal for Services (RFPS).

TERMS AND CONDITIONS OF CONTRACT

Any Contract resulting from this RFPS shall contain UNICEF General Terms and Conditions for Institutional and Corporate Contracts and any other Specific Terms and Conditions detailed in this RFPS.

INFORMATION

Any request for information regarding this RFPS must be forwarded by email to the person who prepared this document, with specific reference to the RFPS number.

The Undersigned, having read the Terms and Conditions of RFPS No. **LRPS-2024-9189860** set out in the attached document, hereby offers to execute the services specified in this document.

Currency of Proposal: _____

Validity of Proposal: _____

Please indicate which of the following Early Payment Discount Terms are offered by you:

10 Days 3.0% _____ 15 Days 2.5% _____ 20 Days 2.0% _____ 30 Days Net _____
 Other _____

Declaration

The undersigned, being a duly authorized representative of the Company, represents and declares that:

1.	The Company and its Management ¹ have not been found guilty pursuant to a final judgment or a final administrative decision of any of the following:	YES	NO
	a. fraud	<input type="checkbox"/>	<input type="checkbox"/>
	b. corruption	<input type="checkbox"/>	<input type="checkbox"/>
	c. conduct related to a criminal organisation	<input type="checkbox"/>	<input type="checkbox"/>
	d. money laundering or terrorist financing	<input type="checkbox"/>	<input type="checkbox"/>
	e. terrorist offences or offences linked to terrorist activities	<input type="checkbox"/>	<input type="checkbox"/>
	f. sexual exploitation and abuse;	<input type="checkbox"/>	<input type="checkbox"/>
	g. child labour, forced labour, human trafficking;	<input type="checkbox"/>	<input type="checkbox"/>
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Company or its Management).	<input type="checkbox"/>	<input type="checkbox"/>

¹ #Management" means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.

2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	<input type="checkbox"/>	<input type="checkbox"/>
3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	<input type="checkbox"/>	<input type="checkbox"/>
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	<input type="checkbox"/>	<input type="checkbox"/>
5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (<i>creating a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (<i>being a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>

The UNICEF reserves the right to disqualify the Company suspend or terminate any contract or other arrangement between the UNICEF and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNICEF of any changes in the situations declared.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNICEF and the Company.

Signature: _____

Date: _____

Name and Title: _____

Name of the Company: _____

UNGM #: _____

Postal Address: _____

Email: _____

Item	Service Description	Quantity	Unit	Unit Price	Price
10	Update EMIS and user training				
	Update EMIS & training	1	PU		

SPECIAL NOTES

PART I - PURPOSE OF THIS REQUEST FOR PROPOSALS FOR SERVICES

1. Background

1.1 UNICEF promotes the rights and wellbeing of every child, in everything we do. Together with our partners, we work in 190 countries and territories to translate that commitment into practical action, focusing special effort on reaching the most vulnerable and excluded children, to the benefit of all children, everywhere.

2. Solicitation

2.1 The purpose of this Request for Proposals for Services ("RFPS"), detailed in the Terms of Reference attached at Annex B, for the update of Educational Management Information System (EMIS) and provision of training to EMIS users

2.2 This RFPS document is comprised of the following:

- This document
- The UNICEF General Terms and Conditions of Contract (Services) which are attached as Annex A to this document
- The full Terms of Reference attached as Annex B to this RFPS

2.3 This RFPS is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights. No binding contract, including a process contract or other understanding or arrangement, will exist between the Proposer and UNICEF and nothing in or in connection with this RFPS shall give rise to any liability on the part of UNICEF unless and until a contract is signed by UNICEF and the successful Proposer.

PART II - PROPOSAL SUBMISSION PROCESS

1. Proposal Submission Schedule

1.1 Acknowledgement of receipt of RFPS. Proposers are requested to inform UNICEF as soon as possible by email at rbradescu@unicef.org that they have received this RFPS.

1.2 Instructions for proposal submission:

Hardcopy submissions:

Full proposals should be submitted in ENGLISH and must be received not later than **23:59 (EEST) on 22 May 2024** in one copy, duly signed and dated. Bidders must submit a sealed proposal, with two separate sealed envelopes inside for a) the Technical Proposal (including signed REQUEST FOR PROPOSAL FOR SERVICES FORM) and b) the Price Proposal.

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

- Outer envelope: Name of company
RFPS number LRPS-2024-9189860
UNICEF Moldova
131, 31 August 1989 street, UN House, Chisinau, MD-2012 Moldova
- filed and signed REQUEST FOR PROPOSAL FOR SERVICES FORM (pages 3-5 from this document);
- Inner envelope- technical proposal: Name of company, RFPS number - technical proposal
- Inner envelope - price proposal: Name of company, RFPS number - price proposal

Proposals received in any other manner will be invalidated.

Sealed proposals received prior to the stated closing time and date will be kept unopened. The

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

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

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

E-mailed submissions:

Proposals sent by e-mail should be submitted in ENGLISH and must be received not later than 23:59 (EEST) on 22 May 2024,

in a separate e-mail for the Technical Proposal containing a scanned copy of the duly signed and dated Technical Proposal with the e-mail subject "LRPS-2024-9189860 Technical", and another separate e-mail for the Price Proposal containing a scanned copy duly signed and dated with the e-mail subject "LRPS-2024-9189860 Financial".

All offer files should be enclosed in the email, offers submitted as links to external file sharing platforms will be rejected.

Failing to specify RFPS number in subject line may lead to the offer not being opened for evaluation.

The duly signed REQUEST FOR PROPOSAL FOR SERVICES FORM (pages 3-5 from this document) must be attached to the Technical Proposal e-mail. Incomplete proposals will be rejected.

The official address for e-mail submission is chisinautenders@unicef.org.

The e-mail sent shall be free from viruses and corrupted files. Max. File Size per transmission: 20 MB. Large offers can be split and sent in multiple emails, marked accordingly.

Please note that submissions received after deadline will be rejected.

1.3 Questions from Proposers. Proposers are required to submit any questions in respect of this RFPS by email to Radu Bradescu at rbradescu@unicef.org. The deadline for receipt of any questions is two working days before the application deadline, COB.

IMPORTANT: PROPOSALS ARE NOT TO BE SENT TO THE INDIVIDUAL STATED ABOVE - ANY PROPOSALS SENT TO THE ABOVE NAMED INDIVIDUAL WILL BE DISQUALIFIED.

Proposers are required to keep all questions as clear and concise as possible.

Proposers are also expected to immediately notify UNICEF in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFPS, providing full details. Proposers will not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

UNICEF will compile the questions received. UNICEF may, at its discretion, at once copy any anonymized question and its reply to all other invited Proposers and/or post these on the UNICEF website and/or respond to the question at a bid conference. After any such bid conference, a Questions and Answers document may be prepared and posted on the UNICEF website.

Usually the questions received will be anonymized and posted, together with the replies, on the UN.md and UNGM.org webpages this announcement is published on.

1.4 Amendments to RFPS Documents. At any time prior to the Submission Deadline, UNICEF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Proposer, modify the RFPS documents by amendment. If the RFPS was available publicly online, amendments will also be posted publicly online. Further, all prospective

Proposers that have received the RFPS documents directly from UNICEF will be notified in writing of all amendments to the RFPS documents. In order to afford prospective Proposers reasonable time in which to take the amendment into account in preparing their Proposals, UNICEF may, at its sole discretion, extend the Submission Deadline.

**1.5 Submission Deadline. The deadline for submission of proposals is as follows:
22 May 2024, 23:59 (EEST).
Any proposals received by UNICEF after the Submission Deadline will be rejected.**

1.6 Proposal Opening. Due to the nature of this RFPS, there will be no public opening of proposals.

2. Language

2.1 The Proposal prepared by the Proposer and all correspondence and documents relating to the Proposal exchanged by the Proposer and UNICEF, will be written in **ENGLISH**. Supporting documents and printed literature furnished by the Proposer may be in another language provided that they are accompanied by an appropriate translation in ENGLISH. When interpreting the Proposal, the translated version of these supporting documents and printed literature will prevail over the original version of these documents. The sole responsibility for translation, including the accuracy of the translation, will rest with the Proposer.

3. Validity of proposals; Modification and Clarifications; Withdrawal

3.1 Validity Period. Important!

Proposers must indicate the validity period of their Proposal. Due to a mandatory UNICEF requirement, proposals should be valid for a period of one hundred and twenty (120) days after the Submission Deadline.

A Proposal valid for a shorter period of time shall not be further considered.

UNICEF may request the Proposer to extend the validity period. The Proposal of Proposers who decline to extend the validity of their Proposal shall become disqualified as no longer valid.

3.2 Other Changes. All changes to a Proposal must be received by UNICEF prior to the Submission Deadline. The Proposer must clearly indicate that the revised Proposal is a modification and supersedes the earlier version of the Proposal, or state the changes from the original Proposal.

3.3 Withdrawal of Proposal. A Proposal may be withdrawn by the Proposer on e-mailed, faxed or written request received by UNICEF from the Proposer prior to Submission Deadline. Negligence on the part of the Proposer confers no right for the withdrawal of the Proposal after it has been opened.

3.4 Clarifications Requested by UNICEF. During the evaluation of Proposals, UNICEF may, in its sole discretion, seek clarifications from any Proposer in order for UNICEF to fully understand the Proposer's Proposal and assist in the examination, evaluation and comparison of Proposals. UNICEF may seek such clarifications through written communications or may request an interview with any Proposer. During this clarification process, no change in the price or substance of the Proposal will be sought, offered or permitted, except as required in order to allow for correction of arithmetical errors discovered by UNICEF.

3.5 References. UNICEF reserves the right to contact any or all references supplied by the Proposer(s) and to seek references from other sources as UNICEF deems appropriate.

4. Eligibility; Proposer Information

4.1 Proposer. The term "Proposer" refers to those companies that submit a proposal pursuant to this RFPS and "Proposal" refers to all the documents provided by the Proposer in its response

to this RFPS. A Proposer will only be eligible for consideration if it complies with the representations set out in Part V of this RFPS, including the representations on ethical standards, including conflicts of interest.

4.2 Joint Venture, Consortium or Association.

(a) If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the proposal, each such legal entity will confirm in their joint Proposal that:

- they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this will be evidenced by a Joint Venture Agreement among the legal entities, which will be submitted along with the Proposal; and

- if they are awarded the contract, the designated lead entity will enter into the contract with UNICEF, who will be acting for and on behalf of all the member entities comprising the joint venture.

(b) After the Proposal has been submitted to UNICEF, the lead entity identified to represent the joint venture will not be altered without the prior written consent of UNICEF.

(c) If a joint venture's Proposal is the Proposal selected for award, UNICEF will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.

4.3 Proposals from Government Organizations. The eligibility of Proposers that are wholly or partly owned by the Government will be subject to UNICEF's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to these RFPS documents, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Proposal.

4.4 Proposals from organizations where the sole proprietor is a former or retired UNICEF/UN staff member. Any organization, whose sole proprietor is a former or retired staff member of UNICEF (or any other United Nations organization), which submits a Proposal must disclose this previous United Nations employment at the time of submission. Any such Proposal will be treated as though the Proposal came from an individual for the purposes of UNICEF's standard conditions on contracting former and retired members of staff.

5. Preparation of Offer

5.1 Proposers are responsible to inform themselves in preparing their Proposal. In this regard, the Proposers will ensure that they:

- Examine all terms, requirements and formal submission instructions (e.g. regarding form and timing of submission, marking of envelopes, no price information in technical proposal etc.) included in the RFPS documents (including the Instruction to Proposers section);

- Review the RFPS to ensure that they have a complete copy of all documents;

- Review the standard UNICEF Contractual Provisions and the UNICEF General Terms and Conditions of Contract (Services) for the supply of services publicly available on the UNICEF Supply website: http://www.unicef.org/supply/index_procurement_policies.html;

- Review the UNICEF policies publicly available on the UNICEF Supply website: http://www.unicef.org/supply/index_procurement_policies.html.

In particular, Proposers should familiarize themselves with the obligations imposed on suppliers and their personnel and sub-contractors under the UNICEF Policy Prohibiting and Combatting Fraud and Corruption and the UNICEF Policy on Conduct Promoting the Protection and Safeguarding of Children;

- Attend any bid conference if it is mandatory under this RFPS;

- Fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services.

Proposers acknowledge that UNICEF, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy or completeness of this RFPS or any other information provided to the Proposers.

5.2 Failure to meet all requirements and instructions in the RFPS documents or to provide all

requested information will be at the Proposer's own risk, and may result in rejection of the Proposer's Proposal.

5.3 The Proposal must be organized to follow the format of this RFPS. Each Proposer must respond to the stated requests or requirements, and indicate that the Proposer understands and confirms acceptance of UNICEF's stated requirements. The Proposer should identify any substantive assumption made in preparing its offer. The deferral of a response to a question or issue to any contract negotiation stage is not acceptable. Any item not specifically addressed in the Proposal will be deemed as accepted by the Proposer. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect the evaluation of the Proposal.

5.4 All references to descriptive materials should be included in the appropriate Proposal paragraph, though the material/documents themselves may be provided as annexes to the Proposal. The Proposer must also provide sufficient information in the Proposal to address each area of the evaluation criteria as presented in this document to allow a fair assessment of all of the Proposers and their Proposals. It is for UNICEF to determine, in its sole discretion, whether information provided is sufficient.

5.5 The completed and signed Request for Proposal for Services Form (Bid Form) must be submitted along with the Technical Proposal. The Request for Proposal for Services Form must be signed by a duly authorized representative of the Organization/Company.

Please provide in the Bid Form the United Nations Global Marketplace (UNGM) vendor number, if available. To register the company in the UNGM, please follow the simple registration process detailed at <https://www.ungm.org/Public/Pages/RegistrationProcess>. Although the required registration is 'Basic Level', all UNICEF vendors are encouraged to register at 'Level 1' in order to provide the certificate of registration/incorporation.

5.6 If answer shEESTs are provided by UNICEF then these must be completed by the Proposer.

5.7 Technical Proposal: The Technical Proposal should address the criteria and requirements outlined in this RFPS, paying particular attention to its Terms of Reference/Statement of Work and its evaluation criteria. It is important to note that UNICEF actively welcomes innovative proposals and original solutions to the stated service need. **NO PRICE INFORMATION SHOULD BE CONTAINED IN THE TECHNICAL PROPOSAL OR IN THE BID FORM.**

5.8 Price Proposal: The Price Proposal should be prepared in accordance with the requirements contained in the Terms of Reference/Statement of Work for this RFPS.

5.9 Each Proposer acknowledges that its participation in any stage of the solicitation process for this RFPS is at its own risk and cost. The Proposer is responsible for, and UNICEF is not responsible for, the costs of preparing its Proposal or response to this RFPS, attendance at any bid conference, site visit, mEESTings or oral presentations, regardless of the conduct or outcome of the solicitation process.

5.10 Check-list for proposal preparation:

- **Separate e-mails/envelopes for Technical and Price proposals.**
- **Request for Proposals for Services Form filled and signed.**
(By answering YES to the Declaration statements it means you didn't participate in the listed actions, by answering NO it means you did participate in the listed actions)
- **Request for Proposals for Services Form included in the Technical Offer e-mail/envelope.**
- **All Technical/Price Offers files included in the email, no external links.**
- **Proposals are clearly marked with the RFPS number: LRPS-2024-9189860 in the email title or on the envelope.**
- **Joint venture/consortium/subcontractor arrangements are addressed in the Technical Proposal.**
- **Delivery arranged before the deadline (in case of hardcopy submissions).**

- **Validity period of the proposal- at least 120 days.**
- **Proposal sent to the official tender e-mail address: chisinautenders@unicef.org, no other UNICEF e-mails in cc.**

6. Proposal Documents; Confidentiality

6.1 This RFPS, together with all Proposal documents provided by the Proposer to UNICEF, will be considered the property of UNICEF and Proposals will not be returned to the Proposers.

6.2 Information contained in the Proposal documents, which the Proposer considers to be its confidential information, should be clearly marked "confidential", next to the relevant part of the text, and UNICEF will treat such information accordingly.

6.3 All information and documents provided to the Proposers by UNICEF ("RFPS Materials") shall be treated as confidential by the Proposers. If the Proposer declines to respond to this RFPS, or, if the Proposal is rejected or unsuccessful, the Proposer will promptly return all such RFPS Materials to UNICEF, or destroy or delete all such RFPS Materials. The Proposer shall not use the RFPS Materials for any purpose other than the purpose of preparing a Proposal and shall not disclose the RFPS Materials to any third party, except: (a) with the prior written consent of UNICEF; (b) where the third party is assisting the Proposer in preparing the Proposal, provided the Proposer has previously ensured that party's adherence to this duty of confidentiality; (c) if the relevant RFPS Materials are at the time of this RFPS lawfully in the possession of the Proposer through a party other than UNICEF; (d) if required by law, and provided that the Proposer has previously informed UNICEF in writing of its obligation to disclose the RFPS Materials; or (e) if the RFPS Materials are generally and publicly available other than as a result of breach of confidence by the person receiving the RFPS Materials.

7. Multiple proposals and proposals from related organizations

7.1 Proposers shall not submit more than one Proposal as part of this RFPS process.

7.2 If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal then neither the lead entity nor the member entities of the joint venture may submit another Proposal, either in its own capacity or as a lead entity or a member entity for another joint venture submitting another Proposal.

7.3 UNICEF reserves the right to reject separate Proposals submitted by two or more Proposers if the Proposers are related organizations and are found to have any of the following:

- (a) they have at least one controlling partner, director or shareholder in common; or
- (b) any one of them receive or have received any direct or indirect subsidy from the other(s); or
- (c) they have a relationship with each other, that gives one or more Proposers access to confidential information about, or influence over, the other Proposal(s); or
- (d) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Proposer; or
- (e) an expert proposed to be in the team of one Proposer participates in more than one Proposal received for this solicitation process.

PART III -AWARD/ADJUDICATION OF PROPOSALS

1. Award

1.1 Proposal Evaluation Process. The evaluation is carried out by UNICEF in accordance with UNICEF's regulations, rules and practices and all determinations are made in UNICEF's sole discretion.

After opening the Proposals, UNICEF will carry out the following steps in the following order: First, each Proposal will be evaluated for compliance with the mandatory requirements of this RFPS. Proposals deemed not to meet all of the mandatory requirements will be considered non-compliant and rejected at this stage without further consideration. Failure to comply with any of the terms and conditions contained in this RFPS, including, but not limited to, failure to provide all required information, may result in a Proposal being disqualified from further consideration.

Second, UNICEF will evaluate the Technical Proposal part for compliance with the technical requirements stated in this RFPS on the basis of the Proposal evaluation approach set out below.

Third, UNICEF will undertake a commercial evaluation of the Price Proposal part of technically compliant Proposals on the basis of the Proposal evaluation approach set out below.

1.2 Proposal Evaluation Approach.

Weighted scoring evaluation approach

The evaluation criteria will be a split between technical and commercial (price proposal) scores (a 70/30 split).

Proposals submitted in response to this RFPS should include and will be evaluated against the following:

a) Technical Evaluation, based on the following criteria:

Overall response- 10 maximal points:

Company experience and key personnel qualification- 50 maximal points:

Proposed Methodology and Approach - 10 maximal points:

Total Maximum technical score - 70 Points

Only Proposals which receive a minimum of 50 points will be considered for further evaluation.

b) Price Proposal (commercial evaluation)

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

Score for price proposal X = (Max. score for price proposal (30 Points) * Price of lowest priced proposal) / Price of proposal X

Total obtainable Technical and Price points: 100

The Proposer(s) achieving the highest combined technical and price score will (subject to any negotiations and the various other rights of UNICEF detailed in this RFPS) be awarded the contract(s).

1.3 Multiple Arrangements. UNICEF reserves the right to make multiple arrangements for any service(s) where UNICEF considers it to be in its best interest to do so.

1.4 Negotiation. UNICEF reserves the right to negotiate with the Proposer(s) that has/have attained the best rating/ranking, i.e. those providing the overall best value Proposal.

1.5 Award Notification. UNICEF will only notify the Proposer(s) that has/have been awarded the contract(s) resulting from this solicitation process; UNICEF may, but is not required to, notify the other Proposers of the outcome of this solicitation process.

1.6 Limited company evaluation. During the selection process, UNICEF may conduct a limited company evaluation as part of the standard internal procedure. In this regard, the bidder may be requested the latest audited financial statements with comparative figures for the two most recent years, the certificate of registration and UNGM vendor number.

2. General Terms And Conditions Of Contract (Services)

2.1 UNICEF's General Terms and Conditions of Contract (Services) will apply to any contract(s) awarded in connection with this RFPS. By signing the Request for Proposal for Services Form, each Proposer is deemed to have confirmed its acceptance of the UNICEF General Terms and Conditions (Services). The Proposer understands that if it proposes any amendments or additional terms to the UNICEF General Terms and Conditions (Services), these must be clearly

detailed in the Proposal and may negatively affect the evaluation of the Proposal.

3. Rights of UNICEF

3.1 UNICEF reserves the following rights:

- (a) to accept any Proposal, in whole or in part; to reject any or all Proposals; or to cancel this solicitation process in its entirety;
- (b) to verify any information contained in Proposer's response (and the Proposer will provide UNICEF with its reasonable cooperation with such verification);
- (c) to invalidate any Proposal received from a Proposer that, in UNICEF's sole opinion has previously failed to perform satisfactorily or complete contracts on time, or UNICEF believes is not in a position to perform the contract;
- (d) to invalidate any Proposal that, in UNICEF's sole opinion, fails to meet the requirements and instructions stated in this RFPS;
- (e) to suspend negotiations or withdraw an award to a Proposer at any time up until a contract has been signed with such Proposer. UNICEF is not required to provide any justification, but will give notice prior to any such suspension of negotiations or withdrawal of award.

3.2 UNICEF is not liable to any Proposer for any costs, expense or loss incurred or suffered by such Proposer in connection with this RFPS or solicitation process, including, but not limited to, any costs, expense or loss incurred as result of UNICEF exercising any of its rights in paragraph 3.1 above.

PART IV - REQUIREMENTS

1. Price and Payment

1.1 Price. The fee for the services and deliverables will be treated as inclusive of all costs, expenses, charges or fees that the Proposer may incur in connection with the performance of the work. The Proposer is invited to offer any unconditional discounts. Further, the Proposer may offer early payment discounts, i.e. payment within a specific period of time faster than UNICEF's standard payment terms of 30 days.

1.2 Payment Terms. Invoices may be issued to UNICEF only after the services (or components of the services) have been provided and the deliverables (or installments of the deliverables) have been delivered (a) in accordance with the contract and (b) to UNICEF's satisfaction. The standard terms of payment are net 30 days, after receipt of invoice. Payment will be effected by bank transfer in the currency of the contract.

The Proposer will suggest a payment schedule for the contract that is linked to clear milestones and/or deliverables identified in the Terms of Reference/Statement of Work.

1.3 Currency.

(a) The currency of the Proposal shall be in MDL. UNICEF will reject any proposals submitted in another currency.

(b) If the above paragraph (a) explicitly permits two or more specified currencies for the Proposals, then for evaluation purposes only, offers submitted in a currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the submission deadline date.

1.4 Taxes. Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNICEF as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All prices/rates quoted in the Proposal must be net of any direct taxes and any other taxes and duties, unless otherwise specified in the RFPS documents.

2. Implementation

2.1 No Reliance. Except as expressly set out in the RFPS documents, UNICEF will have no obligation to provide any assistance to the contractor and UNICEF makes no representations as to the availability of any facilities, equipment, materials, systems or licenses which may be helpful or useful for the performance of the work. If the Proposer requires any facilities,

equipment, materials, systems or licenses in order to do the work, this must be explicitly detailed in its Proposal.

2.2 Sub-contractors. Proposers must identify in their Proposal, any products which may be offered by themselves, but originate from another supplier and/or country. Further, Proposers must identify in their proposal any planned subcontracting of services. All subcontracting arrangements will be reviewed by UNICEF as part of its evaluation of the Proposal.

2.3 Experts. If so required in the Terms of Reference/Statement of Work each key expert profile requested in the Terms of Reference/Statement of Work must sign an exclusivity and availability statement. The purpose of Exclusivity and Availability Statement is as follows:

(a) The key experts proposed in the Proposal must not be part of any other Proposer's Proposal being submitted for this RFPS process. They must therefore engage themselves exclusively to the Proposer.

(b) Each key expert must also undertake to be available, able and willing to work for all the period foreseen for his/her input during the implementation of the contract as indicated in the Terms of Reference/Statement of Work and the Proposal.

Having selected a Proposal partly on the basis of an evaluation of the key experts presented in the Proposal, UNICEF expects the contract to be executed by these specific experts. As the expected date of mobilization is given in the RFPS, UNICEF will only consider substitutions after the deadline for the submission of offers in cases of unexpected delays in the commencement date beyond the control of the Proposer, or exceptionally because of the incapacity of a key expert for health reasons or due to force majeure or other circumstances which may justify a replacement and which would not have any effect on the selection of the Proposal. The desire of a Proposer to use an expert on another project or a change of mind on the part of an expert about the contract will not be accepted as a reason for substitution of any of the key experts.

2.4 Joint Ventures. The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of this RFPS, both in the Proposal and the Joint Venture Agreement. All entities that comprise the joint venture will be subject to the eligibility and qualification assessment by UNICEF.

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

(i) Those that were undertaken together by the joint venture; and

(ii) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in this RFPS.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

3. Liquidated Damages

3.1 Liquidated damages. Any contracts awarded in connection with this RFPS will include the following clause on liquidated damages:

"In addition to, and without prejudice to any of the other rights and remedies of UNICEF including, but not limited to, those set out in the UNICEF General Terms and Conditions of Contract (Services), if the Contractor fails to provide the Services or the Deliverables in accordance with the time schedule set out in the Contract, or if UNICEF determines that the Services or Deliverables do not conform to the requirements of the Contract, UNICEF may claim liquidated damages from the Contractor and, at UNICEF's option, the Contractor will pay such liquidated damages to UNICEF or UNICEF will deduct such liquidated damages from the Contractor's invoice(s). Such liquidated damages will be calculated as follows: one half of one per cent (0.5%) of the Contract Fee for the delayed Services and Deliverables for each day of

delay, or in the case of a Fee calculated on a time-based rate, one half of one per cent (0.5%) of the time-based rate for all the Contractor Personnel required to provide the relevant Services or Deliverables, until performance of conforming Services or delivery of conforming Deliverables, up to a maximum of ten per cent (10%) of the value of the Contract. The payment or deduction of such liquidated damages will not relieve the Contractor from any of its other obligations or liabilities pursuant to the Contract."

PART V - PROPOSER REPRESENTATIONS

1. Price - Most Favoured Customer

1.1 The Proposer confirms that the fees, rates and charges and related pricing terms with respect to the services specified in the Proposal are the most favourable pricing terms available to any customer of the Proposer (or any of the Proposer's affiliates). If at any time during the term of any contract resulting from the Proposal, any other customer of the Proposer (or of any of the Proposer's affiliates) obtains more favourable pricing terms than those provided to UNICEF, the Proposer will retroactively adjust the fee and related pricing terms under the contract to conform to the more favourable terms and the Proposer will promptly pay UNICEF any amounts owing to UNICEF as a result of such retroactive fee adjustment.

2. General Representations

By submitting its Proposal in response to this RFPS, the Proposer confirms to UNICEF as at the Submission Deadline:

2.1 The Proposer has (a) the full authority and power to submit the Proposal and to enter into any resulting contract, and (b) all rights, licenses, authority and resources necessary, as applicable, to develop, source and supply the services and to perform its other obligations under any resulting contract. The Proposer has not and will not enter into any agreement or arrangement that restrains or restricts any person's rights to use, sell, dispose of or otherwise deal with any service, deliverable or outcome that may be acquired under any resulting contract.

2.2 All of the information it has provided to UNICEF concerning the services and the Proposer is true, correct, accurate and not misleading.

2.3 The Proposer is financially solvent and is able to supply the services to UNICEF in accordance with the requirements described in this RFPS.

2.4 The use or supply of the services does not and will not infringe any patent, design, trade-name or trade-mark.

2.5 The development and supply of the services has complied, does comply, and will comply with all applicable laws, rules and regulations.

2.6 The Proposer will fulfill its commitments with the fullest regard to the interests of UNICEF and will refrain from any action which may adversely affect UNICEF or the United Nations.

2.7 It has the personnel, experience, qualifications, facilities, financial resources and all other skills and resources to perform its obligations under any resulting contract.

2.8 The Proposer agrees to be bound by the decisions of UNICEF, including but not limited to, decisions as to whether the Proposer's Proposal meets the requirements and instructions stated in this RFPS and the results of the evaluation process.

3. Ethical Standards

UNICEF requires that all Proposers observe the highest standard of ethics during the entire solicitation process, as well as the duration of any contract that may be awarded as a result of this solicitation process. UNICEF also actively promotes the adoption by its suppliers of robust policies for the protection and safeguarding of children and the prevention and prohibition of sexual exploitation and sexual abuse.

By submitting its Proposal in response to this RFPS, the Proposer makes the following representations and warranties to UNICEF as at the Submission Deadline:

3.1 In respect of all aspects of the solicitation process the Proposer has disclosed to UNICEF any situation that may constitute an actual or potential conflict of interest or could reasonably be perceived as a conflict of interest. In particular, the Proposer has disclosed to UNICEF if it or

any of its affiliates is, or has been in the past, engaged by UNICEF to provide services for the preparation of the design, specifications, cost analysis/estimation, and other documents to be used for the procurement of the services requested under this RFPS; or if it or any of its affiliates has been involved in the preparation and/or design of the programme/project related to the services requested under this RFPS.

3.2 The Proposer has not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the solicitation process and any contract that may be awarded as a result of this solicitation process.

3.3 No official of UNICEF or of any United Nations System organisation has received from or on behalf of the Proposer, or will be offered by or on behalf of the Proposer, any direct or indirect benefit in connection with this RFPS including the award of the contract to the Proposer. Such direct or indirect benefit includes, but is not limited to, any gifts, favours or hospitality.

3.4 The following requirements with regard to former UNICEF officials have been complied with and will be complied with:

(a) During the one (1) year period after an official has separated from UNICEF, the Proposer may not make a direct or indirect offer of employment to that former UNICEF official if that former UNICEF official was, during the three years prior to separating from UNICEF, involved in any aspect of a UNICEF procurement process in which the Proposer has participated.

(b) During the two (2) year period after an official has separated from UNICEF, that former official may not, directly or indirectly on behalf of the Proposer, communicate with UNICEF, or present to UNICEF, about any matters that were within such former official's responsibilities while at UNICEF.

3.5 Neither the Proposer nor any of its affiliates, or personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organisation or other international inter-governmental organisation. The Proposer will immediately disclose to UNICEF if it or any of its affiliates, or personnel or directors, becomes subject to any such sanction or temporary suspension during the term of the contract. If the Proposer or any of its affiliates, or personnel or directors becomes subject to any such sanction or temporary suspension during the term of any resulting contract, UNICEF will be entitled to suspend the contract for a period of time up to thirty (30) days or terminate the contract, at its sole choice, with immediate effect upon delivery of a written notice of suspension or termination, as the case may be, to the Proposer. If UNICEF chooses to suspend the contract it will be entitled to terminate the contract at the end of the thirty (30) days' suspension at UNICEF's sole choice.

3.6 The Proposer will (a) observe the highest standard of ethics; (b) use its best efforts to protect UNICEF against fraud, in the solicitation process and in the performance of any resulting contract; and (c) comply with the applicable provisions of UNICEF's Policy Prohibiting and Combatting Fraud and Corruption which can be accessed on the UNICEF website at http://www.unicef.org/supply/index_procurement_policies.html. In particular, the Proposer will not engage, and will ensure that its personnel, agents and sub-contractors do not engage, in any corrupt, fraudulent, coercive, collusive or obstructive conduct as such terms are defined in UNICEF's Policy Prohibiting and Combatting Fraud and Corruption.

3.7 The Proposer will comply with all laws, ordinances, rules and regulations bearing upon its participation in this solicitation and the UN Supplier Code of Conduct (available at the United Nations Global Marketplace website - www.ungm.org).

3.8 Neither the Proposer nor any of its affiliates, is engaged, directly or indirectly, (a) in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32, or the International Labour Organisation's Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (1999); or (b) in the manufacture, sale, distribution, or use of anti-personnel mines or components utilised in the manufacture of anti-personnel mines.

3.9 The Proposer has taken and will take all appropriate measures to prevent sexual exploitation or abuse of anyone by its personnel including its employees or any persons engaged by the Proposer to perform any services in the Proposer's participation in this solicitation. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, will constitute the sexual exploitation and abuse of such person. The

Proposer has taken and will take all appropriate measures to prohibit its personnel including its employees or other persons engaged by the Proposer, from exchanging any money, goods, services, or other things of value, for sexual favours or activities or from engaging in any sexual activities that are exploitive or degrading to any person.

3.10 The Proposer confirms that it has read UNICEF's Policy on Conduct Promoting the Protection and Safeguarding of Children. The Proposer will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The Proposer will further cooperate with UNICEF's implementation of this Policy.

3.11 The Proposer will inform UNICEF as soon as it becomes aware of any incident or report that is inconsistent with the undertakings and confirmations provided in this Article 3.

3.12 Each of the provisions in this Article 3 of Part V constitutes an essential condition of participation in this solicitation process. In the event of a breach of any of these provisions, UNICEF is entitled to disqualify the Proposer from this solicitation process and/or any other solicitation process, and to terminate any contract that may have been awarded as a result of this solicitation process, immediately upon notice to the Proposer, without any liability for termination charges or any liability of any kind. In addition, the Proposer may be precluded from doing business with UNICEF and any other entity of the United Nations System in the future.

4. Audit

4.1 From time to time, UNICEF may conduct audits or investigations relating to any aspect of a contract awarded in relation to this RFPS, including but not limited to the award of the contract and the Proposer's compliance with the provisions of Article 3 above. The Proposer will provide its full and timely cooperation with any such audits or investigations, including (but not limited to) making its personnel and any relevant data and documentation available for the purposes of such audits or investigations, at reasonable times and on reasonable conditions, and granting UNICEF and those undertaking such audits or investigations access to the Proposer's premises at reasonable times and on reasonable conditions in connection with making its personnel and any relevant data and documentation available. The Proposer will require its sub-contractors and its agents to provide reasonable cooperation with any audits or investigations carried out by UNICEF.

INSTRUCTION TO PROPOSERS

1. MARKING AND RETURNING PROPOSALS

1.1 Proposals shall be submitted in the manner specified earlier in this solicitation document. Detailed submission guidance at paragraphs 1.7, 1.8 and/or 1.9 should then be followed accordingly.

1.2 The Bid Form/Request for Proposal for Services Form must be signed, and submitted together with the Proposal. The Bid Form/Request for Proposal for Services Form should be signed by the duly authorized representative of the submitting company.

1.3 Proposals must be clearly marked with the RFP(S) number and the name of the company submitting the Proposal.

1.4 Proposers should note that Proposals received in the following manner will be invalidated:

- with incorrect (as applicable) postal address, email address or fax number;
- received after the stipulated closing time and date;
- failure to quote in the currency(ies) stated in the RFP(S);
- in a different form than prescribed in the RFP(S).

1.5 Technical Proposal: The Technical Proposal should address the criteria and requirements outlined in this RFP(S), paying particular attention to its schedules/Terms of Reference/Statement of Work and its evaluation criteria. It is important to note that UNICEF actively welcomes innovative proposals and original solutions to the stated service/goods need.

NO PRICE INFORMATION SHOULD BE CONTAINED IN THE TECHNICAL PROPOSAL.

1.6 Price Proposal: The Price Proposal should be prepared in accordance with the requirements contained in the schedules/Terms of Reference/Statement of Work for this RFP(S).

1.7 Sealed Proposals (as applicable)

1.7.1 See paragraph 1.1 above concerning applicability of this paragraph.

1.7.2 The Proposal must be sent for the attention of unit/team and address as specified in this RFP/RFPS. Proposals not sent in this manner will be disqualified.

1.7.3 They must be clearly marked as follows:

* Outer sealed envelope:

Name of company
[RFP(S) NO.]
[NAME OF UNIT & UNICEF OFFICE ADDRESS]

* Inner sealed envelope - Technical Proposal (1 original and 2 copies): Name of company, RFP(S) number - technical proposal

* Inner sealed envelope - Price Proposal (1 original and 2 copies): Name of company, RFP(S) number - price proposal

No price information should be provided in the Technical Proposal.

Proposals received in any other manner will be invalidated.

1.7.4 In case of any discrepancy between an original and a copy, the original will prevail.

1.7.5 Any delays encountered in the mail delivery will be at the risk of the Proposer.

1.8 Faxed Proposals (as applicable)

1.8.1 See paragraph 1.1 above concerning applicability of this paragraph.

1.8.2 Faxed Proposals must be returned to the ONLY ACCEPTABLE FAX NUMBER for Proposals as specified in this RFP(S) Document. Proposers should note that Proposals received at any other fax number will be invalidated.

No price information should be provided in the Technical Proposal.

1.9 E-mailed Proposals (as applicable)

1.9.1 See paragraph 1.1 above concerning applicability of this paragraph.

1.9.2 All e-mailed Proposals must be submitted to the ONLY ACCEPTABLE E-MAIL ADDRESS as specified in this solicitation document. No other recipient should be "Cc" or "Bcc" in the e-mail submission. Proposals not sent in this manner will be disqualified.

1.9.3 All Proposals submitted by e-mail must be submitted as email attachments. The Technical Proposal and Price Proposal must be sent as separate attachments and clearly indicated as such in the file name (e.g. Company ABC Technical Proposal, Company ABC Price Proposal). Email links (e.g. to documents to be downloaded from cloud based folders) are not acceptable unless otherwise specifically requested. Proposals submitted as a link or through a link will be invalidated.

2. OPENING OF PROPOSALS

2.1 Proposals received prior to the stated closing time and date will be kept unopened. UNICEF will open Proposals when the specified time has arrived and no Proposal received thereafter will be considered.

2.2 UNICEF will accept no responsibility for the premature opening of a Proposal which is not properly addressed or identified.

2.3 In cases when a Public Opening is held, the invited proposers, or their authorized representative, may attend the public Proposal opening at the time, date and location specified in the RFP(S) documents.

3. UNGM REGISTRATION

3.1 UNICEF is part of the United Nations Global Marketplace(UNGM). Accordingly, all proposers are encouraged to become a UNICEF vendor by creating a vendor profile in the UNGM website: www.ungm.org

4. AWARD NOTIFICATION

4.1 UNICEF reserves the right to make a public notification of the outcome on an RFP(S) advising product/service, awarded supplier and total value of award.

ANNEX A GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS OF CONTRACT (Services)

Definitions and UNICEF Supply Website

1.1 In these General Terms and Conditions (Services), the following terms have the following meaning:

"Affiliates" means, with respect to the Contractor, any of its corporate affiliates or associates, including parent entities, subsidiaries, and other entities in which it owns a substantial interest.

"Confidential Information" means information or data that is designated as confidential at the time of exchange between the Parties or promptly identified as confidential in writing when furnished in intangible form or disclosed orally, and includes information, the confidential or proprietary nature of which, is or should be reasonably apparent from the inherent nature, quality or characteristics of such information.

"Contract" means the services contract that incorporates these General Terms and Conditions of Contract (Services). It includes contracts for services issued by UNICEF, whether or not they are issued under a long-term arrangement or similar contract.

"Contractor" means the contractor named in the Contract.

"Deliverables" means the work product and other output of the Services required to be delivered by Contractor as part of the Services, as specified in the relevant section of the Contract.

"Disabling Code" means any virus, back door, timer or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code that may have the consequence (whether by design or unintentionally) of disrupting, disabling, harming, circumventing security controls or otherwise impeding in any manner the normal operation or performance of (i) any software or service or (ii) any UNICEF information system or network.

"End User" means, in the event that the Services or Deliverables involve the use of any information systems, any and all UNICEF employees, consultants and other personnel and any other external users collaborating with UNICEF, in each case, authorized by UNICEF to access and use the Services and/or Deliverables.

"Fee" is defined in Article 3.1.

"Host Government" means a Government with which UNICEF has a programme of development cooperation, and includes a Government of a country in which UNICEF provides humanitarian assistance.

Contractor's "Key Personnel" are: (i) Personnel identified in the proposal as key individuals (as a minimum, partners, managers, senior auditors) to be assigned for participation in the performance of the Contract; (ii) Personnel whose resumes were submitted with the proposal; and (iii) individuals who are designated as key personnel by agreement of the Contractor and UNICEF during negotiations.

"Parties" means the Contractor and UNICEF together and a "Party" means each of the Contractor and UNICEF.

Contractor's "Personnel" means the Contractor's officials, employees, agents, individual sub-contractors and other representatives.

"Security Incident" means, with respect to any information system, service or network used in the delivery of the Services or Deliverables, one or more events that (a) indicates that the security of such information system, service, or network may have been breached or compromised and (b) that such breach or compromise could very likely compromise the security of UNICEF's Confidential Information or weaken or impair UNICEF's operations. Security Incident includes any actual, threatened or reasonably suspected unauthorized access to, disclosure of, use of or acquisition of UNICEF Data that compromises the security, confidentiality, or integrity of the UNICEF Data, or the ability of UNICEF or End Users to access the UNICEF Data.

"Services" means the services specified in the relevant section of the Contract.

"UNICEF Data" means any and all information or data in digital form or processed or held in digital form that (a) are provided to the Contractor by, or on behalf of, UNICEF and/or End Users under the Contract or through UNICEF's and/or End Users' use of the Services or in connection with the Services, or (b) are collected by the Contractor in the performance of the Contract.

"UNICEF Supply Website" means UNICEF's public access webpage available at http://www.unicef.org/supply/index_procurement_policies.html, as may be updated from time to time.

1.2 These General Terms and Conditions of Contract, UNICEF's Policy Prohibiting and Combatting Fraud

and Corruption, the UNICEF's Policy on Conduct Promoting the Protection and Safeguarding of Children, the UN Supplier Code of Conduct and UNICEF's Information Disclosure Policy referred to in the Contract, as well as other policies applicable to the Contractor, are publicly available on the UNICEF Supply Website. The Contractor represents that it has reviewed all such policies as of the effective date of the Contract.

2. Provision of Services and Deliverables; Contractor's Personnel; Sub-Contractors

Provision of Services and Deliverables

2.1 The Contractor will provide the Services and deliver the Deliverables in accordance with the scope of work set out in the Contract, including, but not limited to, the time for delivery of the Services and Deliverables, and to UNICEF's satisfaction. Except as expressly provided in the Contract, the Contractor will be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services and delivery of the Deliverables under the Contract.

2.2 The Contractor acknowledges that, other than as expressly set out in the Contract, UNICEF will have no obligation to provide any assistance to the Contractor and UNICEF makes no representations as to the availability of any facilities, equipment, materials, systems or licenses which may be helpful or useful for the fulfillment by the Contractor of its obligations under the Contract. If UNICEF provides access to and use of UNICEF premises, facilities or systems (whether on site or remotely) to the Contractor for the purposes of the Contract, the Contractor will ensure that its Personnel or sub-contractors will, at all times (a) use such access exclusively for the specific purpose for which the access has been granted and (b) comply with UNICEF's security and other regulations and instructions for such access and use, including, but not limited to, UNICEF's information security policies. The Contractor will ensure that only those of its Personnel that have been authorized by the Contractor, and approved by UNICEF, have access to UNICEF's premises, facilities or systems.

2.3 The Contractor will use its best efforts to accommodate reasonable requests for changes (if any) to the scope of work of the Services or time for provision of the Services or delivery of the Deliverables. If UNICEF requests any material change to the scope of work or time for delivery, UNICEF and the Contractor will negotiate any necessary changes to the Contract, including as to the Fee and the time schedule under the Contract. Any such agreed changes will become effective only when they are set out in a written amendment to the Contract signed by both UNICEF and the Contractor. Should the Parties fail to agree on any such changes within thirty (30) days, UNICEF will have the option to terminate the Contract without penalty notwithstanding any other provision of the Contract.

2.4 The Contractor will neither seek nor accept instructions from any entity other than UNICEF (or entities authorized by UNICEF to give instructions to the Contractor) in connection with the provision of the Services or development and delivery of the Deliverables.

2.5 Title to any equipment and supplies which may be provided to the Contractor by UNICEF, will remain with UNICEF. Such equipment and supplies will be returned to UNICEF at the conclusion of the Contract or when no longer needed by the Contractor in the same condition as when they were provided to the Contractor, subject to normal wear and tear. The Contractor will pay UNICEF the value of any loss of, damage to, or degradation of, the equipment and supplies beyond normal wear and tear.

Non-conforming Services and Consequences of Delay

2.6 If the Contractor determines it will be unable to provide the Services or deliver the Deliverables by the date stipulated in the Contract, the Contractor will (i) immediately consult with UNICEF to determine the most expeditious means for delivery of the Services and/or Deliverables; and (ii) take necessary action to expedite delivery of the Services and/or Deliverables, at the Contractor's cost (unless the delay is due to force majeure as defined in Article 6.8 below), if reasonably so requested by UNICEF.

2.7 The Contractor acknowledges that UNICEF may monitor the Contractor's performance under the Contract and may at any time evaluate the quality of the Services provided and the Deliverables to determine whether or not the Services and Deliverables conform to the Contract. The Contractor agrees to provide its full cooperation with such performance monitoring and evaluation, at no additional cost or expense to UNICEF, and will provide relevant information as reasonably requested by UNICEF, including, but not limited to, the date of receipt of the Contract, detailed status updates, costs to be charged and payments made by UNICEF or pending. Neither the evaluation of the Services and Deliverables, nor failure to undertake any such evaluation, will relieve the Contractor of any of its warranty or other obligations under the Contract.

2.8 If the Services or Deliverables provided by the Contractor do not conform to the requirements of the Contract or are delivered late or incomplete, without prejudice to any of its other rights and remedies, UNICEF can, at its option:

ANNEX A GENERAL TERMS AND CONDITIONS

(a) by written notice, require the Contractor, at the Contractor's expense, to remedy its performance, including any deficiencies in the Deliverables, to UNICEF's satisfaction within thirty (30) days after receipt of UNICEF's notice (or within such shorter period as UNICEF may determine, in its sole discretion, is necessary as specified in the notice);

(b) require the Contractor to refund all payments (if any) made by UNICEF in respect of such non-conforming or incomplete performance;

(c) procure all or part of the Services and/or Deliverables from other sources, and require the Contractor to pay UNICEF for any additional cost beyond the balance of the Fee for such Services and Deliverables;

(d) give written notice to terminate the Contract for breach, in accordance with Article 6.1 below, if the Contractor fails to remedy the breach within the cure period specified in Article 6.1 or if the breach is not capable of remedy;

(e) require the Contractor to pay liquidated damages as set out in the Contract.

2.9 Further to Article 11.5 below, the Contractor expressly acknowledges that if UNICEF takes delivery of Services or Deliverables that have been delivered late or otherwise not in full compliance with the requirements of the Contract, this does not constitute a waiver of UNICEF's rights in respect of such late or non-compliant performance.

Contractor's Personnel and Sub-Contractors

2.10 The following provisions apply with regard to the Contractor's Personnel:

(a) The provisions of Article 7 (Ethical Standards) will apply to the Contractor's Personnel as expressly stated in Article 7.

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

(c) The qualifications of any Personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract will be substantially the same as, or better than, the qualifications of any personnel originally proposed by the Contractor.

(d) At any time during the term of the Contract, UNICEF can make a written request that the Contractor replace one or more of the assigned Personnel. UNICEF will not be required to give an explanation or justification for this request. Within seven (7) working days of receiving UNICEF's request for replacement the Contractor must replace the Personnel in question with Personnel acceptable to UNICEF. This provision also extends to Personnel of the Contractor who have "account manager" or "relationship manager" type functions.

(e) If one or more of Contractor's Key Personnel become unavailable, for any reason, for work under the Contract, the Contractor will (i) notify the UNICEF contracting authority at least fourteen (14) days in advance; and (ii) obtain the UNICEF contracting authority's approval prior to making any substitution of Key Personnel. In notifying the UNICEF contracting authority, the Contractor will provide an explanation of the circumstances necessitating the proposed replacement(s) and submit justification and qualification of replacement Personnel in sufficient detail to permit evaluation of the impact on the engagement.

(f) The approval of UNICEF of any Personnel assigned by the Contractor (including any replacement Personnel) will not relieve the Contractor of any of its obligations under the Contract. The Contractor's Personnel, including individual sub-contractors, will not be considered in any respect as being the employees or agents of UNICEF.

(g) All expenses of the withdrawal or replacement of the Contractor's Personnel will, in all cases, be borne exclusively by the Contractor.

2.11 The Contractor will obtain the prior written approval and clearance of UNICEF for all institutional sub-contractors it proposes to use in connection with the Contract. The approval of UNICEF of a sub-contractor will not relieve the Contractor of any of its obligations under the Contract. The terms of any sub-contract will be subject to, and will be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

2.12 The Contractor confirms that it has read UNICEF's Policy on Conduct Promoting the Protection and

Safeguarding of Children. The Contractor will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The Contractor will further cooperate with UNICEF's implementation of this policy.

2.13 The Contractor will supervise its Personnel and sub-contractors and will be fully responsible and liable for all Services performed by its Personnel and sub-contractors and for their compliance with the terms and conditions of the Contract.

2.14 The Contractor will comply with all applicable international standards and national labor laws, rules and regulations relating to the employment of national and international staff in connection with the Services, including, but not limited to, laws, rules and regulations associated with the payment of the employer's portions of income tax, insurance, social security, health insurance, worker's compensation, retirement funds, severance or other similar payments. Without limiting the provisions of this Article 2 or Article 4 below, the Contractor will be fully responsible and liable for, and UNICEF will not be liable for (a) all payments due to its Personnel and sub-contractors for their services in relation to the performance of the Contract; (b) any action, omission, negligence or misconduct of the Contractor, its Personnel and sub-contractors; (c) any insurance coverage which may be necessary or desirable for the purpose of the Contract; (d) the safety and security of the Contractor's Personnel and sub-contractors' personnel; or (e) any costs, expenses, or claims associated with any illness, injury, death or disability of the Contractor's Personnel and sub-contractors' personnel, it being understood that UNICEF will have no liability or responsibility with regard to any of the events referred to in this Article 2.14.

3. Fee; Invoicing; Tax Exemption; Payment Terms

3.1 The fee for the Services is the amount in the currency specified in the fee section of the Contract (the "Fee"), it being understood that such amount is specified in United States dollars unless otherwise expressly provided for in the fee section of the Contract. Unless expressly stated otherwise in the Contract, the Fee is inclusive of all costs, expenses, charges or fees that the Contractor may incur in connection with the performance of its obligations under the Contract; provided that, without prejudice to or limiting the provisions of Article 3.3 below, all duties and other taxes imposed by any authority or entity must be separately identified. It is understood and agreed that the Contractor will not request any change to the Fee after the Services or Deliverables have been provided and that the Fee cannot be changed except by written agreement between the Parties before the relevant Service or Deliverable is provided. UNICEF will not agree to changes to the Fee for modifications or interpretations of the scope of work if those modifications or interpretations of the scope of work have already been initiated by the Contractor. UNICEF will not be liable to pay for any work conducted or materials provided by the Contractor that are outside the scope of work or were not authorized in advance by UNICEF.

3.2 The Contractor will issue invoices to UNICEF only after the Contractor has provided the Services (or components of the Services) and delivered the Deliverables (or installments of the Deliverables) in accordance with the Contract and to UNICEF's satisfaction. The Contractor will issue (a) one (1) invoice in respect of the payment being sought, in the currency specified in the Contract and in English, indicating the Contract identification number listed on the front page of the Contract; and (b) provide a clear and specific description of the Services provided and Deliverables delivered, as well as supporting documentation for reimbursable expenses if any, in sufficient detail to permit UNICEF to verify the amounts stated in the invoice.

3.3 The Contractor authorizes UNICEF to deduct from the Contractor's invoices any amount representing direct taxes (except charges for utilities services) and customs restrictions, duties and charges of a similar nature in respect of articles imported or exported for UNICEF's official use in accordance with the exemption from tax in Article II, Section 7 of the Convention of the Privileges and Immunities of the United Nations, 1946. In the event any governmental authority refuses to recognize this exemption from taxes, restrictions, duties or charges, the Contractor will immediately consult with UNICEF to determine a mutually acceptable procedure. The Contractor will provide full cooperation to UNICEF with regard to securing UNICEF's exemption from, or refund of amounts paid as, value-added taxes or taxes of a similar nature.

3.4 UNICEF will notify the Contractor of any dispute or discrepancy in the content or form of any invoice. With respect to disputes regarding only a portion of such invoice, UNICEF will pay the Contractor the amount of the undisputed portion in accordance with Article 3.5 below. UNICEF and the Contractor will consult in good faith to promptly resolve any dispute with respect to any invoice. Upon resolution of such dispute, any amounts that have not been charged in accordance with the Contract will be deducted from the invoice(s) in which they appear and UNICEF will pay any agreed remaining items in the invoice(s) in accordance with Article 3.5 within thirty (30) days after the final resolution of such dispute.

3.5 UNICEF will pay the uncontested amount of the Contractor's invoice within thirty (30) days of receiving both the invoice and the required supporting documents, as referred to in Article 3.2 above. The amount paid will reflect any discount(s) shown under the payment terms of the Contract. The Contractor will not be entitled to interest on any late payment or any sums payable under the Contract nor any accrued interest on payments

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withheld by UNICEF in connection with a dispute. Payment will not relieve the Contractor of its obligations under the Contract and will not be deemed to be acceptance by UNICEF of, or waiver of any of UNICEF's rights with regard to, the Contractor's performance.

3.6 Each invoice will confirm the Contractor's bank account details provided to UNICEF as part of the Contractor's registration process with UNICEF. All payments due to the Contractor under the Contract will be made by electronic funds transfer to that bank account. It is the Contractor's responsibility to ensure that the bank details supplied by it to UNICEF are up-to-date and accurate and notify UNICEF in writing by an authorized representative of the Contractor of any changes in bank details together with supporting documentation satisfactory to UNICEF.

3.7 The Contractor acknowledges and agrees that UNICEF may withhold payment in respect of any invoice if, in UNICEF's opinion, the Contractor has not performed in accordance with the terms and conditions of the Contract, or if the Contractor has not provided sufficient documentation in support of the invoice.

3.8 UNICEF will have the right to set off, against any amount or amounts due and payable by UNICEF to the Contractor under the Contract, any payment, indebtedness or other claim (including, without limitation, any overpayment made by UNICEF to the Contractor) owing by the Contractor to UNICEF under the Contract or under any other contract or agreement between the Parties. UNICEF will not be required to give the Contractor prior notice before exercising this right of set-off (such notice being waived by the Contractor). UNICEF will promptly notify the Contractor after it has exercised such right of set-off, explaining the reasons for such set-off, provided, however, that the failure to give such notification will not affect the validity of such set-off.

3.9 Each of the invoices paid by UNICEF may be subject to a post-payment audit by UNICEF's external and internal auditors or by other authorised agents of UNICEF, at any time during the term of the Contract and for three (3) years after the Contract terminates. UNICEF will be entitled to a refund from the Contractor of amounts such audit or audits determine were not in accordance with the Contract regardless of the reasons for such payments (including but not limited to the actions or inactions of UNICEF staff and other personnel).

4. Representations and Warranties; Indemnification; Insurance

Representations and Warranties

4.1 The Contractor represents and warrants that as of the effective date and throughout the term of the Contract: (a) the Contractor has the full authority and power to enter into the Contract and to perform its obligations under the Contract and the Contract is a legal, valid and binding obligation, enforceable against it in accordance with its terms; (b) all of the information it has previously provided to UNICEF, or that it provides to UNICEF during the term of the Contract, concerning the Contractor and the provision of the Services and the delivering of the Deliverables is true, correct, accurate and not misleading; (c) it is financially solvent and is able to provide the Services to UNICEF in accordance with the terms and conditions of the Contract; (d) it has, and will maintain throughout the term of the Contract, all rights, licenses, authority and resources necessary, as applicable, to provide the Services and deliver the Deliverables to UNICEF's satisfaction and to perform its obligations under the Contract; (e) the work product is and will be original to the Contractor and does not and will not infringe any copyright, trademark, patent or other proprietary right of any third party; and (f) except as otherwise expressly stated in the Contract, it has not and will not enter into any agreement or arrangement that restrains or restricts any person's rights to use, sell, dispose of or otherwise deal with any Deliverable or other work resulting from the Services. The Contractor will fulfill its commitments with the fullest regard to the interests of UNICEF and will refrain from any action which may adversely affect UNICEF or the United Nations.

4.2 The Contractor further represents and warrants, as of the effective date and throughout the term of the Contract, that it and its Personnel and sub-contractors will perform the Contract and provide the Services and Deliverables (a) in a professional and workmanlike manner; (b) with reasonable care and skill and in accordance with the highest professional standards accorded to professionals providing the same or substantially similar services in a same industry; (c) with priority equal to that given to the same or similar services for the Contractor's other clients; and (d) in accordance with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract and the provision of the Services and Deliverables.

4.3 The representations and warranties made by the Contractor in Articles 4.1 and 4.2 above are made to and are for the benefit of (a) each entity (if any) that makes a direct financial contribution to UNICEF to procure the Services and Deliverables; and (b) each Government or other entity (if any) that receives the direct benefit of the Services and Deliverables.

Indemnification

4.4 The Contractor will indemnify, hold and save harmless and defend, at its own expense, UNICEF, its

officials, employees, consultants and agents, each entity that makes a direct financial contribution to UNICEF to procure the Services and Deliverables and each Government or other entity that receives the direct benefit of the Services and Deliverables, from and against all suits, claims, demands, losses and liability of any nature or kind, including their costs and expenses, by any third party and arising out of the acts or omissions of the Contractor or its Personnel or sub-contractors in the performance of the Contract. This provision will extend to but not be limited to (a) claims and liability in the nature of workers' compensation, (b) product liability, and (c) any actions or claims pertaining to the alleged infringement of a copyright or other intellectual property rights or licenses, patent, design, trade-name or trade-mark arising in connection with the Deliverables or other liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property provided or licensed to UNICEF under the terms of the Contract or used by the Contractor, its Personnel or sub-contractors in the performance of the Contract.

4.5 UNICEF will report any such suits, proceedings, claims, demands, losses or liability to the Contractor within a reasonable period of time after having received actual notice. The Contractor will have sole control of the defence, settlement and compromise of any such suit, proceeding, claim or demand, except with respect to the assertion or defence of the privileges and immunities of UNICEF or any matter relating to UNICEF's privileges and immunities (including matters relating to UNICEF's relations with Host Governments), which as between the Contractor and UNICEF only UNICEF itself (or relevant Governmental entities) will assert and maintain. UNICEF will have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

Insurance

4.6 The Contractor will comply with the following insurance requirements:

(a) The Contractor will have and maintain in effect with reputable insurers and in sufficient amounts, insurance against all of the Contractor's risks under the Contract (including, but not limited to, the risk of claims arising out of or related to the Contractor's performance of the Contract), including the following:

(i) Insurance against all risks in respect of its property and any equipment used for the performance of the Contract;

(ii) General liability insurance against all risks in respect of the Contract and claims arising out of the Contract in an adequate amount to cover all claims arising from or in connection with the Contractor's performance under the Contract;

(iii) All appropriate workers' compensation and employer's liability insurance, or its equivalent, with respect to its Personnel and sub-contractors to cover claims for death, bodily injury or damage to property arising from the performance of the Contract; and

(iv) Such other insurance as may be agreed upon in writing between UNICEF and the Contractor.

(b) The Contractor will maintain the insurance coverage referred to in Article 4.6(a) above during the term of the Contract and for a period after the Contract terminates extending to the end of any applicable limitations period with regard to claims against which the insurance is obtained.

(c) The Contractor will be responsible to fund all amounts within any policy deductible or retention.

(d) Except with regard to the insurance referred to in paragraph (a)(iii) above, the insurance policies for the Contractor's insurance required under this Article 4.6 will (i) name UNICEF as an additional insured; (ii) include a waiver by the insurer of any subrogation rights against UNICEF; and (iii) provide that UNICEF will receive thirty (30) days' written notice from the insurer prior to any cancellation or change of coverage.

(e) The Contractor will, upon request, provide UNICEF with satisfactory evidence of the insurance required under this Article 4.6.

(f) Compliance with the insurance requirements of the Contract will not limit the Contractor's liability either under the Contract or otherwise.

Liability

4.7 The Contractor will pay UNICEF promptly for all loss, destruction or damage to UNICEF's property caused by the Contractor's Personnel or sub-contractors in the performance of the Contract.

5. Intellectual Property and Other Proprietary Rights; Data Protection; Confidentiality

Intellectual Property and Other Proprietary Rights

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5.1 Unless otherwise expressly provided for in the Contract:

(a) Subject to paragraph (b) of this Article 5.1, UNICEF will be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to products, processes, inventions, ideas, know-how, documents, data and other materials ("Contract Materials") that (i) the Contractor develops for UNICEF under the Contract and which bear a direct relation to the Contract or (ii) are produced, prepared or collected in consequence of, or during the course of, the performance of the Contract. The term "Contract Materials" includes, but is not limited to, all maps, drawings, photographs, plans, reports, recommendations, estimates, documents developed or received by, and all other data compiled by or received by, the Contractor under the Contract. The Contractor acknowledges and agrees that Contract Materials constitute works made for hire for UNICEF. Contract Materials will be treated as UNICEF's Confidential Information and will be delivered only to authorized UNICEF officials on expiry or termination of the Contract.

(b) UNICEF will not be entitled to, and will not claim any ownership interest in, any intellectual property or other proprietary rights of the Contractor that pre-existed the performance by the Contractor of its obligations under the Contract, or that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract. The Contractor grants to UNICEF a perpetual, non-exclusive, royalty-free license to use such intellectual property or other proprietary rights solely for the purposes of and in accordance with the requirements of the Contract.

(c) At UNICEF's request, the Contractor will take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them (or, in the case, intellectual property referred to in paragraph (b) above, licensing) them to UNICEF in compliance with the requirements of the applicable law and of the Contract.

Confidentiality

5.2 Confidential Information that is considered proprietary by either Party or that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract or in connection with the subject matter of the Contract will be held in confidence by the Recipient. The Recipient will use the same care and discretion to avoid disclosure of the Discloser's Confidential Information as the Recipient uses for its own Confidential Information and will use the Discloser's Confidential Information solely for the purpose for which it was disclosed to the Recipient. The Recipient will not disclose the Discloser's Confidential Information to any other party:

(a) except to those of its Affiliates, employees, officials, representatives, agents and sub-contractors who have a need to know such Confidential Information for purposes of performing obligations under the Contract; or

(b) unless the Confidential Information (i) is obtained by the Recipient from a third party without restriction; (ii) is disclosed by the Discloser to a third party without any obligation of confidentiality; (iii) is known by the Recipient prior to disclosure by the Discloser; or (iv) at any time is developed by the Recipient completely independently of any disclosures under the Contract.

5.3 If the Contractor receives a request for disclosure of UNICEF's Confidential Information pursuant to any judicial or law enforcement process, before any such disclosure is made, the Contractor (a) will give UNICEF sufficient notice of such request in order to allow UNICEF to have a reasonable opportunity to secure the intervention of the relevant national government to establish protective measures or take such other action as may be appropriate and (b) will so advise the relevant authority that requested disclosure. UNICEF may disclose the Contractor's Confidential Information to the extent required pursuant to resolutions or regulations of its governing bodies.

5.4 The Contractor may not communicate at any time to any other person, Government or authority external to UNICEF, any information known to it by reason of its association with UNICEF that has not been made public, except with the prior written authorization of UNICEF; nor will the Contractor at any time use such information to private advantage.

Data Protection and Security

5.5 The Parties agree that, as between them, all UNICEF Data, together with all rights (including intellectual property and proprietary rights), title and interest to such UNICEF Data, will be the exclusive property of UNICEF, and the Contractor has a limited, nonexclusive license to access and use the UNICEF Data as provided in the Contract solely for the purpose of performing its obligations under the Contract. Except for the foregoing license, the Contractor will have no other rights, whether express or implied, in or to any UNICEF Data or its content.

5.6 The Contractor confirms that it has a data protection policy in place that meets all applicable data

protection standards and legal requirements and that it will apply such policy in the collection, storage, use, processing, retention and destruction of UNICEF Data. The Contractor will comply with any guidance or conditions on access and disclosure notified by UNICEF to Contractor in respect of UNICEF Data.

5.7 The Contractor will use its reasonable efforts to ensure the logical segregation of UNICEF Data from other information to the fullest extent possible. The Contractor will use safeguards and controls (such as administrative, technical, physical, procedural and security infrastructures, facilities, tools, technologies, practices and other protective measures) that are necessary and sufficient to meet the Contractor's confidentiality obligations in this Article 5 as they apply to UNICEF Data. At UNICEF's request, the Contractor will provide UNICEF with copies of the applicable policies and a description of the safeguards and controls that the Contractor uses to fulfil its obligations under this Article 5.7; provided that any such policies and description provided by the Contractor will be treated as the Contractor's Confidential Information under the Contract. UNICEF may assess the effectiveness of these safeguards, controls and protective measures and, at UNICEF's request, the Contractor will provide its full cooperation with any such assessment at no additional cost or expense to UNICEF. The Contractor will not, and will ensure that its Personnel will not, transfer, copy, remove or store UNICEF Data from a UNICEF location, network or system without the prior written approval of an authorized official of UNICEF.

5.8 Except as otherwise expressly stated in the Contract or with UNICEF's express prior written consent, the Contractor will not install any application or other software on any UNICEF device, network or system. The Contractor represents and warrants to UNICEF that the Services and Deliverables provided under the Contract will not contain any Disabling Code, and that UNICEF will not otherwise receive from the Contractor any Disabling Code in the performance of the Contract. Without prejudice to UNICEF's other rights and remedies, if a Disabling Code is identified, the Contractor, at its sole cost and expense, will take all steps necessary to: (a) restore and/or reconstruct any and all UNICEF Data lost by UNICEF and/or End Users as a result of Disabling Code; (b) furnish to UNICEF a corrected version of the Services without the presence of Disabling Codes; and (c) as needed, re-implement the Services.

5.9 In the event of any Security Incident, the Contractor will, as soon as possible following the Contractor's discovery of such Security Incident and at its sole cost and expense: (a) notify UNICEF of such Security Incident and of the Contractor's proposed remedial actions; (b) implement any and all necessary damage mitigation and remedial actions; and (c) as relevant, restore UNICEF's and, as directed by UNICEF, End Users' access to the Services. The Contractor will keep UNICEF reasonably informed of the progress of the Contractor's implementation of such damage mitigation and remedial actions. The Contractor, at its sole cost and expense, will cooperate fully with UNICEF's investigation of, remediation of, and/or response to any Security Incident. If the Contractor fails to resolve, to UNICEF's reasonable satisfaction, any such Security Incident, UNICEF can terminate the Contract with immediate effect.

Service Providers and Sub-Contractors

5.10 The Contractor will impose the same requirements relating to data protection and non-disclosure of Confidential Information, as are imposed upon the Contractor itself by this Article 5 of the Contract, on its service providers, subcontractors and other third parties and will remain responsible for compliance with such requirements by its service providers, subcontractors and other third parties.

End of Contract

5.11 Upon the expiry or earlier termination of the Contract, the Contractor will:

(a) return to UNICEF all of UNICEF's Confidential Information, including, but not limited to, UNICEF Data, or, at UNICEF's option, destroy all copies of such information held by the Contractor or its sub-contractors and confirm such destruction to UNICEF in writing; and

(b) will transfer to UNICEF all intellectual and other proprietary information in accordance with Article 5.1(a).

6. Termination; Force Majeure

Termination by Either Party for Material Breach

6.1 If one Party is in material breach of any of its obligations under the Contract, the other Party can give it written notice that within thirty (30) days of receiving such notice the breach must be remedied (if such breach is capable of remedy). If the breaching Party does not remedy the breach within the thirty (30) days' period or if the breach is not capable of remedy, the non-breaching Party can terminate the Contract. The termination will be effective thirty (30) days after the non-breaching Party gives the breaching Party written notice of termination. The initiation of conciliation or arbitral proceedings in accordance with Article 9 (Privileges and Immunities; Settlement of Disputes) below will not be grounds for termination of the Contract.

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Additional Termination Rights of UNICEF

6.2 In addition to the termination rights under Article 6.1 above, UNICEF can terminate the Contract with immediate effect upon delivery of a written notice of termination, without any liability for termination charges or any other liability of any kind:

- (a) in the circumstances described in, and in accordance with, Article 7 (Ethical Standards); or
- (b) if the Contractor breaches any of the provisions of Articles 5.2-5.11 (Confidentiality; Data Protection and Security); or
- (c) if the Contractor (i) is adjudged bankrupt, or is liquidated, or becomes insolvent, or applies for a moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent, (ii) is granted a moratorium or a stay, or is declared insolvent, (iii) makes an assignment for the benefit of one or more of its creditors, (iv) has a receiver appointed on account of the insolvency of the Contractor, (v) offers a settlement in lieu of bankruptcy or receivership or (vi) has become, in UNICEF's reasonable judgment, subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract.

6.3 In addition to the termination rights under Article 6.1 and Article 6.2 above, UNICEF can terminate the Contract at any time by providing written notice to the Contractor in any case in which UNICEF's mandate applicable to the performance of the Contract or UNICEF's funding applicable to the Contract is curtailed or terminated, whether in whole or in part. UNICEF can also terminate the Contract on sixty (60) day's written notice to the Contractor without having to provide any justification.

6.4 As soon as it receives a notice of termination from UNICEF, the Contractor will take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum, and will not undertake any further or additional commitments as of and following the date it receives the termination notice. In addition, the Contractor will take any other action that may be necessary, or that UNICEF may direct in writing, in order to minimise losses or protect and preserve any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which UNICEF has or may be reasonably expected to acquire an interest.

6.5 If the Contract is terminated by either Party, the Contractor will immediately deliver to UNICEF any finished work which has not been delivered and accepted prior to the receipt of a notice of termination, together with any data, materials or work-in-process related specifically to the Contract. If UNICEF obtains the assistance of another party to continue the Services or complete any unfinished work, the Contractor will provide its reasonable cooperation to UNICEF and such party in the orderly migration of Services and transfer of any Contract-related data, materials and work-in-process. The Contractor will at the same time return to UNICEF all of UNICEF's Confidential Information and will transfer to UNICEF all intellectual and other proprietary information in accordance with Article 5.

6.6 If the Contract is terminated by either Party no payment will be due from UNICEF to the Contractor except for Services and Deliverables provided to UNICEF's satisfaction in accordance with the Contract, but only if such Services and Deliverables were required or requested before the Contractor's receipt of the notice of termination or, in the case of termination by the Contractor, the effective date of such termination. The Contractor will have no claim for any further payment beyond payments in accordance with this Article 6.6, but will remain liable to UNICEF for all loss or damages which may be suffered by UNICEF by reason of the Contractor's default (including but not limited to cost of the purchase and delivery of replacement or substitute Services or Deliverables).

6.7 The termination rights in this Article 6 are in addition to all other rights and remedies of UNICEF under the Contract.

Force Majeure

6.8 If one Party is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations under the Contract, the other Party may terminate the Contract on the same terms and conditions as are provided for in Article 6.1 above, except that the period of notice will be seven (7) days instead of thirty (30) days. "Force majeure" means any unforeseeable and irresistible events arising from causes beyond the control of the Parties, including acts of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism or other acts of a similar nature or force. "Force majeure" does not include (a) any event which is caused by the negligence or intentional action of a Party; (b) any event which a diligent party could reasonably have been expected to take into account and plan for at the time the Contract was entered into; (c) the insufficiency of funds, inability to make any payment required under the Contract, or any economic conditions, including but not limited to inflation, price escalations, or labour availability; or (d) any event

resulting from harsh conditions or logistical challenges for the Contractor (including civil unrest) associated with locations at which UNICEF is operating or is about to operate or is withdrawing from, or any event resulting from UNICEF's humanitarian, emergency, or similar response operations.

7. Ethical Standards

7.1 Without limiting the generality of Article 2 above, the Contractor will be responsible for the professional and technical competence of its Personnel including its employees and will select, for work under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local laws and customs, and conform to a high standard of moral and ethical conduct.

7.2 (a) The Contractor represents and warrants that no official of UNICEF or of any United Nations System organisation has received from or on behalf of the Contractor, or will be offered by or on behalf of the Contractor, any direct or indirect benefit in connection with the Contract, including the award of the Contract to the Contractor. Such direct or indirect benefit includes, but is not limited to, any gifts, favours or hospitality.

(b) The Contractor represents and warrants that the following requirements with regard to former UNICEF officials have been complied with and will be complied with:

(i) During the one (1) year period after an official has separated from UNICEF, the Contractor may not make a direct or indirect offer of employment to that former UNICEF official if that former UNICEF official was, during the three years prior to separating from UNICEF, involved in any aspect of a UNICEF procurement process in which the Contractor has participated.

(ii) During the two (2) year period after an official has separated from UNICEF, that former official may not, directly or indirectly on behalf of the Contractor, communicate with UNICEF, or present to UNICEF, about any matters that were within such former official's responsibilities while at UNICEF.

(c) The Contractor further represents that, in respect of all aspects of the Contract (including the award of the Contract by UNICEF to the Contractor and the selection and awarding of sub-contracts by the Contractor), it has disclosed to UNICEF any situation that may constitute an actual or potential conflict of interest or could reasonably be perceived as a conflict of interest.

7.3 The Contractor further represents and warrants that neither it nor any of its Affiliates, or Personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organisation or other international inter-governmental organisation. The Contractor will immediately disclose to UNICEF if it or any of its Affiliates or Personnel or directors, becomes subject to any such sanction or temporary suspension during the term of the Contract.

7.4 The Contractor will (a) observe the highest standard of ethics; (b) use its best efforts to protect UNICEF against fraud, in the performance of the Contract; and (c) comply with the applicable provisions of UNICEF's Policy Prohibiting and Combatting Fraud and Corruption. In particular, the Contractor will not engage, and will ensure that its Personnel, agents and sub-contractors do not engage, in any corrupt, fraudulent, coercive, collusive or obstructive conduct as such terms are defined in UNICEF's Policy Prohibiting and Combatting Fraud and Corruption.

7.5 The Contractor will, during the term of the Contract, comply with (a) all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the Contract and (b) the standards of conduct required under the UN Supplier Code of Conduct (available at the United Nations Global Marketplace website - www.ungm.org).

7.6 The Contractor further represents and warrants that neither it nor any of its Affiliates is engaged, directly or indirectly, (a) in any practice inconsistent with the rights set out in the Convention on the Rights of the Child, including Article 32, or the International Labour Organisation's Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (1999); or (b) in the manufacture, sale, distribution, or use of anti-personnel mines or components utilised in the manufacture of anti-personnel mines.

7.7 The Contractor represents and warrants that it has taken and will take all appropriate measures to prevent sexual exploitation or abuse of anyone by its Personnel including its employees or any persons engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, will constitute the sexual exploitation and abuse of such person. In addition, the Contractor represents and warrants that it has taken and will take all appropriate measures to prohibit its Personnel including its employees or other persons engaged by the Contractor, from exchanging any money, goods, services, or other things of value, for sexual favours or activities or from engaging in any sexual activities that are exploitive or degrading to any person. This provision constitutes an essential term of the Contract and any breach of this representation and warranty will

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entitle UNICEF to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

7.8 The Contractor will inform UNICEF as soon as it becomes aware of any incident or report that is inconsistent with the undertakings and confirmations provided in this Article 7.

7.9 The Contractor acknowledges and agrees that each of the provisions in this Article 7 constitutes an essential term of the Contract.

(a) UNICEF will be entitled, in its sole discretion and at its sole choice, to suspend or terminate the Contract and any other contract between UNICEF and the Contractor with immediate effect upon written notice to the Contractor if: (i) UNICEF becomes aware of any incident or report that is inconsistent with, or the Contractor breaches any of, the undertakings and confirmations provided in this Article 7 or the equivalent provisions of any contract between UNICEF and the Contractor or any of the Contractor's Affiliates, or (ii) the Contractor or any of its Affiliates, or Personnel or directors becomes subject to any sanction or temporary suspension described in Article 7.3 during the term of the Contract.

(b) In the case of suspension, if the Contractor takes appropriate action to address the relevant incident or breach to UNICEF's satisfaction within the period stipulated in the notice of suspension, UNICEF may lift the suspension by written notice to the Contractor and the Contract and all other affected contracts will resume in accordance with their terms. If, however, UNICEF is not satisfied that the matters are being adequately addressed by the Contractor, UNICEF may at any time, exercise its right to terminate the Contract and any other contract between UNICEF and the Contractor.

(c) Any suspension or termination under this Article 7 will be without any liability for termination or other charges or any other liability of any kind.

8. Full Cooperation with Audits And Investigations

8.1 From time to time, UNICEF may conduct inspections, post-payment audits or investigations relating to any aspect of the Contract including but not limited to the award of the Contract, the way in which the Contract operates or operated, and the Parties' performance of the Contract generally and including but not limited to the Contractor's compliance with the provisions of Article 7 above. The Contractor will provide its full and timely cooperation with any such inspections, post-payment audits or investigations, including (but not limited to) making its Personnel and any relevant data and documentation available for the purposes of such inspections, post-payment audits or investigations, at reasonable times and on reasonable conditions, and granting UNICEF and those undertaking such inspections, post-payment audits or investigations access to the Contractor's premises at reasonable times and on reasonable conditions in connection with making its Personnel and any relevant data and documentation available. The Contractor will require its sub-contractors and its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to provide reasonable cooperation with any inspections, post-payment audits or investigations carried out by UNICEF.

9. Privileges and Immunities; Settlement of Disputes

9.1 Nothing in or related to the Contract will be deemed a waiver, express or implied, deliberate or inadvertent, of any of the privileges and immunities of the United Nations, including UNICEF and its subsidiary organs, under the Convention on the Privileges and Immunities of the United Nations, 1946, or otherwise.

9.2 The terms of the Contract will be interpreted and applied without application of any system of national or sub-national law.

9.3 The Parties will use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to the Contract. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation will take place in accordance with the UNCITRAL Conciliation Rules then in force, or according to such other procedure as may be agreed between the Parties. Any dispute, controversy or claim between the Parties arising out of the Contract which is not resolved within ninety (90) days after one Party receives a request from the other Party for amicable settlement can be referred by either Party to arbitration. The arbitration will take place in accordance with the UNCITRAL Arbitration Rules then in force. The venue of the arbitration will be New York, NY, USA. The decisions of the arbitral tribunal will be based on general principles of international commercial law. The arbitral tribunal will have no authority to award punitive damages. In addition, the arbitral tribunal will have no authority to award interest in excess of the London Inter-Bank Offered Rate (LIBOR) then prevailing and any such interest will be simple interest only. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

10. Notices

10.1 Any notice, request or consent required or permitted to be given or made pursuant to the Contract will be in writing, and addressed to the persons listed in the Contract for the delivery of notices, requests or consents. Notices, requests or consents will be delivered in person, by registered mail, or by confirmed email transmission. Notices, requests or consents will be deemed received upon delivery (if delivered in person), upon signature of receipt (if delivered by registered mail) or twenty-four (24) hours after confirmation of receipt is sent from the addressee's email address (if delivered by confirmed email transmission).

10.2 Any notice, document or receipt issued in connection with the Contract must be consistent with the terms and conditions of the Contract and, in case of any ambiguity, discrepancy or inconsistency, the terms and conditions of the Contract will prevail.

10.3 All documents that comprise the Contract, and all documents, notices and receipts issued or provided pursuant to or in connection with the Contract, will be deemed to include, and will be interpreted and applied consistently with, the provisions of Article 9 (Privileges and Immunities; Settlement of Disputes).

11. Other Provisions

11.1 The Contractor acknowledges UNICEF's commitment to transparency as outlined in UNICEF's Information Disclosure Policy and confirms that it consents to UNICEF's public disclosure of the terms of the Contract should UNICEF so determine and by whatever means UNICEF determines.

11.2 The failure of one Party to object to or take affirmative action with respect to any conduct of the other Party which is in violation of the terms of the Contract will not constitute and will not be construed to be a waiver of the violation or breach, or of any future violation, breach or wrongful conduct.

11.3 The Contractor will be considered as having the legal status of an independent contractor as regards UNICEF. Nothing contained in the Contract will be construed as making the Parties principal and agent or joint venturers.

11.4 The Contractor will not, without the prior written consent of UNICEF, assign, transfer, pledge or make other disposition of the Contract, or of any part of the Contract, or of any of the Contractor's rights or obligations under the Contract.

11.5 No grant of time to the Contractor to cure a default under the Contract, nor any delay or failure by UNICEF to exercise any other right or remedy available to UNICEF under the Contract, will be deemed to prejudice any rights or remedies available to UNICEF under the Contract or constitute a waiver of any rights or remedies available to UNICEF under the Contract.

11.6 The Contractor will not seek or file any lien, attachment or other encumbrance against any monies due or to become due under the Contract, and will not permit any other person to do so. It will immediately remove or obtain the removal of any lien, attachment or other encumbrance that is secured against any monies due or to become due under the Contract.

11.7 The Contractor will not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNICEF or the United Nations. Except as regards references to the name of UNICEF for the purposes of annual reports or communication between the Parties and between the Contractor and its Personnel and sub-contractors, the Contractor will not, in any manner whatsoever use the name, emblem or official seal of UNICEF or the United Nations, or any abbreviation of the name of the United Nations, in connection with its business or otherwise without the prior written permission of UNICEF.

11.8 The Contract may be translated into languages other than English. The translated version of the Contract is for convenience only, and the English language version will govern in all circumstances.

11.9 No modification or change in the Contract, and no waiver of any of its provisions, nor any additional contractual relationship of any kind with the Contractor will be valid and enforceable against UNICEF unless set out in a written amendment to the Contract signed by an authorised official of UNICEF.

11.10 The provisions of Articles 2.14, 3.8, 3.9, 4, 5, 7, 8, 9, 11.1, 11.2 and 11.7 will survive provision of the Services and delivery of the Deliverables and the expiry or earlier termination of the Contract.

LRPS-2024-9189860

Annex B, Terms of Reference

UNICEF Moldova

Terms of Reference

Institutional Consultancy for the update of Educational Management Information System (EMIS) and provision of training to EMIS users

Duration and timeline: 10 months (within the period 06.2024 – 04.2025)

1. Background

The Republic of Moldova embraces an education policy that is consistent with the European and international education policy, that responds to the current issues and needs of the education system and its beneficiaries. The documents underpinning the strategic development of the education system are proof of the high regard of the Government of the Republic of Moldova to shifting focuses on education in favour of quality and sustainability.

The importance of education data has increased due to an increasing demand for data-driven policy making and education planning for achieving national goals. The Education Management Information System (EMIS) has become a system to collect, integrate, and maintain education-related data and information to support policy analysis, formulation and education planning and management. EMIS engages a broad range of education stakeholders including the Ministry of Education and Research (MER), local authorities, educational institutions, school personnel, teachers and students, their families, and civil society.

For those reasons MER has established Education Management Information System (EMIS) to collect important educational data on students, teachers, educational institutions, etc. This system, which was updated in 2017 as part of broader educational reforms outlined in the Education sector strategy 2014-2020, was collaboratively implemented by various stakeholders including the Centre for Information and Communication Technologies in Education, district education departments, and schools nationwide. The system is structured into modules for different educational levels such as preschool, general and vocational. It collects comprehensive data on various aspects of the educational process, including infrastructure, student demographics, academic evaluations, staff details, and budget allocation, among others. Through the Open Data Portal EMIS and the EMIS General Education Module, the system facilitates evidence-based policy formulation and decision-making by providing insights into educational resource planning and management at both national and local levels.

Despite its advancements, efforts are still needed to enhance the system's capacity, particularly in areas such as tracking IT equipment distribution, monitoring teacher professional development, and improving support mechanisms for disadvantaged students. The system also lacks the rapid assessment tools and support systems to identify and support the disadvantaged/lagging students. Additionally, there is a recognized need to strengthen management capacities at rayon and school levels to ensure efficient day-to-day operations and maintenance of EMIS components and data assets, aligning with broader goals of data management and utilization strategies in the education sector.

2. Based on the above, UNICEF Moldova is seeking for technical assistance of an institutional consultancy to support the MER **to update the EMIS for preschool, primary and secondary levels and provide training sessions to EMIS administrators and school management staff** **Purpose of the institutional consultancy**

The purpose of the institutional consultancy is to support the MER in updating the EMIS based on the identified needs (Annex 1). Additionally, training sessions will be provided to EMIS administrators for reducing paper-based reports and enhancing the efficiency of internal management processes within

the educational institutions. This update aims to enhance the functionality, effectiveness, and usability of the EMIS by incorporating updated features, improving data management processes, and enabling evidence-based decision-making at various levels of the education system.

Additionally, the consultancy will focus on building the capacity of EMIS administrators through training sessions, equipping them with the necessary skills and knowledge to effectively utilize the updated EMIS. This includes training on data entry, data analysis, report generation, and utilizing the system's features and functionalities to support education planning and management processes.

EMIS works in accordance with the provisions of government decision 601/2020 (https://www.legis.md/cautare/getResults?doc_id=122778&lang=ro).

EMIS technical information:

- Technological stack of informational modules for maintenance:
- Database: Oracle Database Standard Edition 2, version 19C;
- The languages SQL, PL/SQL, Javascript, C#;
- Application Express ver. 5.1 or newer;
- Oracle REST Data Services version 21.1 or newer;
- Web communication through the HTTPS protocol;
- Interaction with other departmental systems through the SOAP protocol (XML, JSON);
- Hosting on the governmental platform MCloud;

3. Objectives of the consultancy

The objectives of this consultancy are as follows:

- Enhance the functionality of the EMIS by implementing new features and improvements to streamline data collection, processing, and reporting processes;
- Improve the user interface and design of the EMIS to ensure a user-friendly and intuitive experience for administrators, enabling them to navigate and access information efficiently;
- Database Optimization: Optimize the EMIS database structure and performance to ensure data integrity, accuracy, history, autofill and efficient data retrieval;
- Enhance the interoperability of the EMIS with other education systems and platforms, enabling seamless data exchange and integration for comprehensive data analysis and reporting;
- Integrate data analysis tools within the EMIS to enable administrators to conduct in-depth data analysis and generate meaningful insights. This will involve implementing data visualization tools, statistical analysis capabilities, and predictive analytics to support evidence-based decision-making.
- Optimize the workflow processes within the EMIS to streamline administrative tasks and reduce manual effort. This can involve automating data processing, integrating workflow management functionalities, and improving data synchronization between different modules of the system.
- Improve user access controls and security features within the EMIS to ensure that data is accessed and managed by authorized personnel only. This will upgrade implemented user roles and permissions, multi-factor authentication, and data encryption to protect sensitive information.
- Strengthen reporting capabilities: The objective is to enhance the reporting capabilities of the EMIS by developing new reports that address the specific information needs of the MER and other stakeholders. This involves creating customized reports, data visualizations, and dashboards that provide relevant and timely insights into key educational indicators.
- Training Sessions for EMIS Administrators: Develop and conduct training sessions for EMIS administrators, focusing on the effective utilization of the updated EMIS functionalities, data management, and reporting techniques. The training sessions will empower EMIS administrators to effectively utilize the EMIS to make informed decisions and enhance education management at both national and local levels.

4. Details of how the work should be delivered

The tasks will be divided in two phases and the contractor will:

1. Update the EMIS based on the needs mentioned in Annex no.1;
2. Update the EMIS through Agile approach;
3. Provide trainings for EMIS administrators and school management staff.

Phase 1: Update the EMIS through Agile Approach

1. Create a dedicated cross-functional Agile team from service provider that will work with representatives from UNICEF (Project Officer) and the Ministry of Education and Research (MER) (Head of ICT department). This team will work collaboratively on the EMIS update.
2. Conduct a project initiation meeting to define the scope, objectives, and expected outcomes of the EMIS update. Collaborate with MER and UNICEF representatives to establish a prioritized list of features and functionalities for the EMIS update. This list will serve as the product backlog.
3. Divide the EMIS update into short development cycles known as "sprints." Each sprint should last 2-4 weeks. During the sprint planning meetings, the Agile team will select specific items from the product backlog to work on. These items will be defined as user stories with clear acceptance criteria. The team will work collaboratively to implement the selected tasks throughout each sprint.
4. Conduct continuous testing throughout the development process to identify and resolve any issues early on. Automated testing and integration testing should be integrated into the workflow to ensure code quality and functionality.
5. Maintain constant collaboration and communication with UNICEF, MER representatives and end-users during the update process. Gather feedback and incorporate it into subsequent sprints to ensure alignment with MER's goals and user requirements.
6. Release potentially shippable increments of the updated EMIS at the end of each sprint. Incrementally add new features and improvements to the system based on user feedback and priorities.
7. Conduct thorough User Acceptance Testing (UAT) before the final release of the updated EMIS. Involve end-users, including EMIS administrators and educational institutions' staff, in testing the system's functionality and user experience.
8. Deploy the updated EMIS for use once all updates are completed and UAT is successful. Provide ongoing support and maintenance to address any post-deployment issues and further improve the system based on user feedback.

Phase 2: Providing Trainings for EMIS Administrator Users and Educational Institutions' Director or Vice-Director

1. Conduct a training needs assessment for **EMIS administrators and school management staff** to understand their existing knowledge and skills related to the updated EMIS.
2. Develop customized training content for each group based on their roles and responsibilities. The content should cover essential topics such as system navigation, data entry, data analysis, reporting, and other relevant functionalities.
3. Create comprehensive training materials, including user manuals with step-by-step guides and frequently asked questions (FAQ). Ensure that the training materials and FAQ are accessible on EMIS website (each functionality type in Guide and FAQ will include hyperlink with additional information) and cater to different learning styles.

4. Conduct trainings as described in the table below, section 5.
5. Incorporate hands-on exercises and practical tasks during the training sessions to allow participants to apply their learning in real-time.
6. Offer post-training support through a dedicated helpdesk or support email/phone number to address any questions or issues that arise after the training (for 1 month).
7. Collect feedback from participants through training evaluations to assess the effectiveness of the training program and make improvements for future sessions.
8. Document the training process, including attendance records, evaluation results, and feedback, for future reference and assessment of the training program's impact.
9. Consider providing ongoing training and refresher courses (as separate assignments) to EMIS administrators and users as needed, especially when significant system updates occur or new functionalities are introduced.

Note: At the end of each sprint, the Agile team will conduct a sprint review meeting. They will demonstrate the completed tasks to UNICEF and MER representatives and gather feedback. This feedback will be used to refine and prioritize the product backlog for the next sprint.

The Agile team will continue to work through subsequent sprints, adding new features and improvements to the EMIS incrementally. At the end of each sprint, a potentially shippable product increment will be available.

Throughout the entire update process, there will be continuous collaboration and communication with UNICEF, MER representatives and end-users. Their feedback and suggestions will shape the direction of the update, ensuring that the EMIS aligns with their needs and expectations.

Before the final release, the updated EMIS will undergo thorough User Acceptance Testing. End-users / MER / UNICEF representatives will test the system's functionality and provide final feedback.

Once all updates are completed and User Acceptance Testing is successful, the updated EMIS will be deployed for use. The Agile team will continue to provide ongoing support, maintenance, and further improvements based on feedback and evolving requirements.

5. Deliverables and delivery dates

Nr	Deliverables	Technical specification	Timeline
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1.	Phase 1.1: EMIS Update	<ul style="list-style-type: none"> - Conduct a comprehensive analysis of EMIS update needs in collaboration with MER and UNICEF. - Develop a detailed technical specification and roadmap for each sprint with MER and UNICEF. - Set up the Agile team and establish communication channels. - Identify priority features for the initial update. - Begin development sprints for foundational improvements. 	Month 1
2.	Phase 1.2: EMIS Update	<ul style="list-style-type: none"> - Plan sprints based on evolving needs and feedback. - Implement new features, enhancements, and optimizations. - Refine user interface and user experience based on feedback. - Conduct regular user acceptance testing (UAT) cycles. - Address any issues and bugs promptly. - Continuously gather feedback from end-users and stakeholders. - Monthly progress reports 	Months 2-7 (Iterative Development)
3.	Phase 1.3: Final EMIS Review and Update	<ul style="list-style-type: none"> - Perform a comprehensive review of the fully updated EMIS. - Implement new features, enhancements, and optimizations additional to Annex no.1 based on identified needs (10% from the cost) - Gather feedback from users on the updated system. - Implement final refinements and improvements. - Prepare for the transition to continuous maintenance and support. 	Month 7-10
4.	Phase 2.1: Training Material Development	<ul style="list-style-type: none"> - Develop comprehensive training content for EMIS different user groups (EMIS administrators, director, deputy-director, etc.). - Update existing user manuals with step-by-step guides - Create new EMIS web-page with FAQ for all EMIS users for different modules (each functionality type in Guide and FAQ will include hyperlink with additional information). - Design role-based training content for different user groups (EMIS administrators, director, deputy-director, etc.). - Provide virtual trainings for selected EMIS rayonal and school administrators and management staff (around 2450 users) and in-person trainings for selected staff from the Ministry of Education and Research (around 50 users). 	Months 6-10

** Exact deadlines will be mutually agreed upon contract signature.*

All products and deliverables will be submitted in Romanian, as outlined in the above table.

The specific number of sprints and training sessions will be determined based on the project's needs and the evolution of the EMIS update process.

The service provider will develop the EMIS updates in their own test environment. Following development, if required, the updates will be deployed to the test environment of the beneficiary (MER) for thorough testing. Additionally, the beneficiary may conduct testing on service provider's test environment. Once the updates are accepted and approved, they will be deployed to the production environment of the beneficiary for implementation.

6. Reporting requirements

All activities and deliverables undertaken by the consultancy shall be discussed and planned in consultation with MER and UNICEF. The selected service provider shall develop an initial workplan in consultation with MER and UNICEF, outlining tasks, milestones, and timelines. The workplan shall be submitted electronically (in Word format) in Romanian to the Project Officer by email, with the Education Officer in copy.

The selected service provider will provide monthly updates to MER and UNICEF, ensuring transparency and accountability throughout the project. Monthly progress reports will contain a comprehensive summary of completed tasks, ongoing activities, and any challenges encountered during the implementation. Updates will be communicated to the Project Officer via email, with the Education Officer also kept informed.

Upon the successful completion of the contract, the selected service provider will prepare a detailed final report. This report will encompass the outcomes of the EMIS update and training activities, highlighting key achievements, impact, and recommendations for future improvements. The final report shall be submitted electronically in English, using Word format and digital signed PDF, to the Project Officer, with the Education Officer in copy.

7. Ethical considerations

The contractor will be responsible for considering ethical issues concerning the participation of children/adolescents and/or professional participating in the study, as well as those related to the researched topic. The contractor will ensure that the process is in line with the [United Nations Evaluation Group \(UNEG\) Ethical Guidelines](#). The contractor should be sensitive to beliefs, manners and customs and act with integrity and honesty while interacting with adolescents, vulnerable groups, stakeholders etc.

Furthermore, the contractor should protect the anonymity and confidentiality of individual information. All participants should be informed about the context and purpose of the analysis, as well as about the confidentiality of the information shared.

The methodology must comply with [UNICEF Procedure for ethical standards in research, evaluation, data collection and analysis](#). The proposed research methodology and report should include a section identifying anticipated or actual ethical issues as well as measures and methods to address or mitigate these issues, for example: collecting data directly from stakeholders, protecting anonymity and confidentiality of individual information sources, etc.

Use of documents and information provided by UNICEF or acquired during the contract implementation is allowed only for the tasks related to these terms of reference.

8. Performance indicators for evaluation of results:

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in ToR;
- Compliance with the established deadlines for submission of deliverables;
- Quality of work;
- Demonstration of high standards in cooperation and communication with UNICEF and counterparts

9. Qualifications and experience

Institution/Company:

- National consultancy company with proven experience in developing and implementing on-line monitoring systems in the last 5 years, preferably in the education sector (but not limited to it);
- Previous experience in developing content and conducting face to face and on-line training for database/reporting module users, preferably in the field of education;
- Experience in the development, implementation and maintenance of information systems of state importance;
- Minimum of 5 years of experience in IT consulting;
- Proven experience in the development, implementation and maintenance of solutions based on Oracle DBMS technology, Oracle Application Express, SQL, PL/SQL, JavaScript languages and submission of the list of integrated functional IT systems (Project, Date of integration, Beneficiary, Brief description)
- Knowledge of and previous experience in integration of e-Government services and platforms and submission of the list of integrated functional IT systems (Project, Date of integration, Beneficiary, Brief description).
- Knowledge of and previous experience with the EMIS, is an asset;
- Previous work with UNICEF/ UN agencies, is an asset.

10. Professional experience of key personnel:

Project manager/Team leader

- Minimum 5 years of experience in software development Project management;
- Minimum 5 years of experience in implementing information systems based on web services, web page design, content management and software configuration and documentation;
- Minimum 2 projects of similar task and complexity in the position of ICT Project Management in the last 3 years;
- Working knowledge of Romanian. English or/and Russian would be an advantage.

Software Developer / Database Developer / UI/UX Designer

- Minimum 3 years of experience in implementing information systems based on web services, web page design, content management and software configuration and documentation;
- Working knowledge of Romanian, English and/or Russian would be an advantage.

Data Analyst/ / Testing Specialist

- Minimum 3 years of experience;
- Working knowledge of Romanian, English and Russian.

Trainer

- Minimum 3 years of experience in training area;
- Experience in conducting technical trainings (in at least 2 projects);
- Working knowledge of Romanian, English and Russian.

11. Content of technical proposal

The submissions should contain two separate proposals: Technical Proposal and Financial Proposal.

Structure of the Technical Proposal

The Technical Proposal should include but not limited to the following:

- Corporate profile highlighting the institution qualifications and experience in implementing the assignment, including details of specific experience with similar assignments in the past five years;
- Detailed description of the methodology and technical approach;
- Tentative work plan with timeframe and deadlines for deliverables;
- Project dependencies, risks and assumptions, as well as proposed relevant mitigation measures.

Bidders are requested to back up their submissions by providing:

- At least three examples of similar projects/assignments, containing the following:
 - Name of Client
 - Title of the Project/Study/ Assessment
 - Year and duration of the assignment
 - Scope of the Projects/Requirements
 - Proposed Solutions and Outcomes – include visuals, web-links, etc.
 - Team members on each of the project and their specific roles
 - Project timelines (start and end date year, and any other information necessary)
 - Reference /Contact person details
- Details of the Main Proposed Team for the assignment including the following information:
 - Title/Designation of the key team member on the project
 - Educational qualifications and professional experiences
 - Experience in working on similar project and assignment – list all similar projects they worked on and their roles on those projects.
- Quality assurance mechanism, ethical concern and risk mitigation measures put in place

12. Content of financial proposal

The contractor is required to submit a comprehensive financial proposal for the Update of EMIS. The contract duration is **10 months**, and the proposal should encompass all activities related to the EMIS update and training sessions for educational institutions.

The financial proposal should be based on an estimated cost per deliverable set. The number of deliverable sets may vary depending on the specific needs and requirements that arise during the contract's duration.

The financial proposal shall indicate an all-inclusive fee for the following deliverables:

Nr.	Deliverables	Description	Estimated cost
1.	Phase 1.1: EMIS Update (10%)	<ul style="list-style-type: none"> - Conduct a comprehensive analysis of EMIS update needs in collaboration with MER and UNICEF. - Develop a detailed technical specification and roadmap for each sprint with MER and UNICEF. - Set up the Agile team and establish communication channels. - Identify priority features for the initial update. - Begin development sprints for foundational improvements. 	
2.	Phase 1.2: EMIS Update (50%)	<ul style="list-style-type: none"> - Plan sprints based on evolving needs and feedback. - Implement new features, enhancements, and optimizations. - Refine user interface and user experience based on feedback. - Conduct regular user acceptance testing (UAT) cycles. - Address any issues and bugs promptly. 	

		<ul style="list-style-type: none"> - Continuously gather feedback from end-users and stakeholders. - Monthly progress reports 	
3.	Phase 1.3: Final EMIS Review and Update (20%)	<ul style="list-style-type: none"> - Perform a comprehensive review of the fully updated EMIS. - Implement new features, enhancements, and optimizations additional to Annex no.1 based on identified needs (10% from the cost) - Gather feedback from users on the updated system. - Implement final refinements and improvements. - Prepare for the transition to continuous maintenance and support. 	
4.	Phase 2.1: Training Material Development (20%)	<ul style="list-style-type: none"> - Develop comprehensive training content for EMIS different user groups (EMIS administrators, director, deputy-director, etc.). - Update existing user manuals with step-by-step guides - Create new EMIS web-page with FAQ for all EMIS users for different modules (each functionality type in Guide and FAQ will include hyperlink with additional information). - Design role-based training content for different user groups (EMIS administrators, director, deputy-director, etc.). - Provide train-the-trainer sessions for selected EMIS administrators and school management staff. 	
	TOTAL		

Please note that the financial proposal should provide an all-inclusive fee for each deliverable set. UNICEF will not cover separately any additional expenses such as transportation, per diems, meals, software, subscriptions, documents, permits, insurance, or any other related costs. The contractor should consider all necessary expenses within the proposed fee.

At the same time, please include personnel hourly fees for implement new features, enhancements, and optimizations additional to Annex no.1 based on identified needs (10% from the cost).

Personnel Pricing		
Position	All inclusive Rates/per Hour/in USD	Comments
EMIS Update		
Project manager/Team leader		
Software Developer		
Database Developer		
Data Analyst		
UI/UX Designer		
Testing Specialist		
Training session		
Training Specialist		

Payments will be made based on the completion of each deliverable set upon satisfactory submission and acceptance by UNICEF (Project manager) and MER (IT department). The selected contractor will be compensated for the completed tasks and successful training sessions as specified in the Terms of Reference (TOR). Payments will be based on outputs, i.e. upon delivery of the services specified in the TOR.

The financial offer should include all additional applicable costs, such as: translation, meeting costs, transportation (local and international), daily subsistence costs. If not provided by ToR, UNICEF will not reimburse additional costs not directly related to the assignment outcome, such as

translation/interpretation services, local travel, passport/visa costs, hardware, software, stationery, logistics and meeting costs.

In case when a Moldovan resident company is selected for contracting, MDL will serve as contract currency, converted at the UN exchange rate applicable at the contract signature date.

13. Evaluation criteria for selection

The submissions should contain two separate proposals: a Technical Proposal and a Financial Proposal. The Technical proposal will be evaluated against the following criteria:

Technical Criteria	Technical Sub-criteria	Maximum Points
Overall Response	Completeness of response	5
	Overall concord between RFP requirements and the proposal	5
Maximum Points		10
Company and Key Personnel	Qualifications and experience of the Institution/Company: <ul style="list-style-type: none"> • National consultancy company with proven experience in developing and implementing on-line monitoring systems in the last 5 years, preferably in the education sector (but not limited to it); • Previous experience in developing content and conducting face to face and on-line training for database/reporting module users, preferably in the field of education; • Experience in the development, implementation and maintenance of information systems of state importance; • Minimum of 5 years of experience in IT consulting; • Proven experience in the development, implementation and maintenance of solutions based on Oracle DBMS technology, Oracle Application Express, SQL, PL/SQL, JavaScript languages and submission of the list of integrated functional IT systems (Project, Date of integration, Beneficiary, Brief description) • Knowledge of and previous experience in integration of e-Government services and platforms and submission of the list of integrated functional IT systems (Project, Date of integration, Beneficiary, Brief description). 	35
	Professional experience of key personnel: Project manager/Team leader <ul style="list-style-type: none"> • Minimum 5 years of experience in software development Project management; • Minimum 5 years of experience in implementing information systems based on web services, web page 	15

	<p>design, content management and software configuration and documentation;</p> <ul style="list-style-type: none"> • Minimum 2 projects of similar task and complexity in the position of ICT Project Management in the last 3 years; • Working knowledge of Romanian. English or/and Russian would be an advantage. <p>Software Developer / Database Developer / UI/UX Designer</p> <ul style="list-style-type: none"> • Minimum 3 years of experience in implementing information systems based on web services, web page design, content management and software configuration and documentation; • Working knowledge of Romanian, English and/or Russian would be an advantage. <p>Data Analyst/ / Testing Specialist</p> <ul style="list-style-type: none"> • Minimum 3 years of experience; • Working knowledge of Romanian, English and Russian. <p>Trainer</p> <ul style="list-style-type: none"> • Minimum 3 years of experience in training area; • Experience in conducting technical trainings (in at least 2 projects); • Working knowledge of Romanian, English and Russian. 	
Maximum Points		50
Proposed Methodology and Approach	Project plan & Technologies used - compatibility with UNICEF Project management, monitoring and quality assurance process	5 5
Maximum Points		10
Total Maximum obtained for Technical Criteria		70
Minimum score for technical compliance		50

The maximum number of points to be allocated for the technical evaluation component is 70.
The maximum number of points to be allocated for the price component is 30. Thirty points will be allotted to the lowest price proposal of a technically qualified offer. Points for other offers will be calculated as **Points (x) = (lowest offer/ offer x) * 30**.

The company which submitted the offer that obtained the highest cumulative score (technical evaluation points + financial evaluation points) will be considered for contracting.

14. Payment schedule

The payment for the services provided will be made within 30 days of satisfactory delivery of listed products. Payment will be disbursed upon submission and approval of deliverables, certified by the UNICEF Project Officer, indicating that the services have been satisfactorily performed. Payment will be done based on actual number of delivered products.

Nr.	Deliverables	Proportion of payment
1.	EMIS Analysis	40%
2.	EMIS Update	
3.	Final EMIS Review and Update	30%
4.	Development of training materials Delivery of trainings	30%
	TOTAL	100%

UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs are incomplete, not delivered for failure to meet deadlines.

15. Definition of supervisory arrangements

The selected organization will work under the oversight of the Project Officer of UNICEF Moldova. Payments will be rendered upon successful completion of each task upon written approval by the UNICEF Supervisor, and contingent upon the quality of deliverables.

16. Work location and official travel involved

The work will require local travels in order to conduct in-person visits and interviews with the different government authorities, as per their availability. The consultant is expected to cover costs, arrange and schedule such visits, including transportation. The UNICEF office will facilitate introductions to key informants.

Consultant will make and pay for own international travel arrangements for arriving to Moldova including visa costs, insurance, any taxes etc.

The travel shall be based on economy class travel, regardless of the length of travel, subject to exceptional approval of business class travel by the Head of Office, for example for medical reasons when certified by UN Medical Services in New York.

The daily subsistence allowance (DSA) should not exceed fees as promulgated by the International Civil Service Commission (ICSC) for Moldova Country Office.

Travel costs not actually incurred due to travel mission cancellation, delays, contract termination or modification are subject to deduction from final contract amount.

17. Support provided by UNICEF

To achieve the above-mentioned objectives, UNICEF will regularly communicate with the consultancy company and provide feedback and guidance and necessary support, as well as remain aware of any upcoming issues related to the performance and quality of work. MER and UNICEF will provide an initial package of relevant documents and available research, and an initial list of relevant counterparts to work with. If need be, UNICEF will also request relevant data – as agreed upon with the consultant – from relevant government counterparts.

18. Child Safeguarding

Is this project/assignment considered as “[Elevated Risk Role](#)” from a child safeguarding perspective?

YES NO If YES, check all that apply:

Direct contact role YES NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

Child data role YES NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)

19. Copyrights & utilization rights

The copyright and the right of the utilization of all the materials will belong to UNICEF Moldova and MER. All outputs remain the exclusive property of UNICEF and must not be retained, shared or disclosed in any manner with third parties, except when authorized by UNICEF.

ENHANCING AND IMPROVING THE EDUCATIONAL MANAGEMENT INFORMATION SYSTEM

I. Technical Functionalities

1. Developing a performance monitoring dashboard for EMIS (Education Management Information System). This entails implementing a continuous monitoring system to swiftly identify and address issues before they significantly impact operations.

The dashboard will display graphical reports on system performance, and other data including:

- Average number of transactions per minute (for the last 60 minutes)
- Average number of transactions per minute (for the last 24 hours)
- Average number of transactions per minute (for the last 3 days)
- Average number of transactions per minute (for the last 7 days)
- Total number of users (for the last 60 minutes), with a rate calculated from the total count
- Total number of users (for the last 24 hours), with a rate calculated from the total count
- Total number of users (for the last 3 days), with a rate calculated from the total count
- Total number of users (for the last 7 days), with a rate calculated from the total count
- Other relevant statistical data

2. Performance analysis and optimization of EMIS to prevent potential overload.

The analysis will focus on evaluating EMIS's current performance, resource allocation, and optimizing the MCloud infrastructure to meet anticipated demands over the next two years. This includes accommodating the introduction of new functionalities, integrating with other information systems and government services, and preparing for increased user traffic, such as the nationwide implementation of SICE, the Electronic Catalog within EMIS.

3. Development and implementation of a mechanism for assigning multiple roles or functions to a user to prevent information duplication (accounts/personal data) and eliminate data errors.

Development and Implementation of a Mechanism for Assigning Multiple Roles or Functions to a User to Prevent Information Duplication (Accounts/Personal Data) and Eliminate Data Errors.

- a) User Profile Creation:
- Input IDNP
 - The system checks for existing user records with this IDNP

- If the user already exists, additional roles or functions can be assigned to the existing user profile
 - If the user does not exist, a new user profile is created with the specified roles or functions
- b) Introduction of the concept of "User" with the following attributes:
- First Name
 - Last Name
 - Date of Birth
 - Personal Identification Number (IDNP)
 - Nationality
 - Gender
 - Phone Number
 - Email Address
 - Etc.
- c) Within the "Person" entity, it will be possible to add employment-related information:
- Personnel Type: Teaching Staff / Administrative Staff / Other
 - Employment details, status, qualifications (from SIPAS or manually), and other relevant data specific to the personnel category – following the data input format in EMIS

II. Interoperability

- 4. Interoperability with SIPAS (Sistemul Informațional pentru Personalizare a Actelor de Studii):**
- Grades from lower secondary (Grade IX) and Bacalaureate (Grade XII) exams.
 - Details of issued study documents such as registration number, series, and document number, and other relevant information.
 - Educational records and professional/trainings certificates of teaching and managerial staff, encompassing qualifications, requalification, and other relevant information.
- 5. Interoperability with BNS (National Bureau of Statistics), in order to use EMIS as the main information system in education, according to article 7 from Government Decision 601/2020, to avoid duplication of informational flows and reduce statistical burden on kindergartens, schools, etc.:**

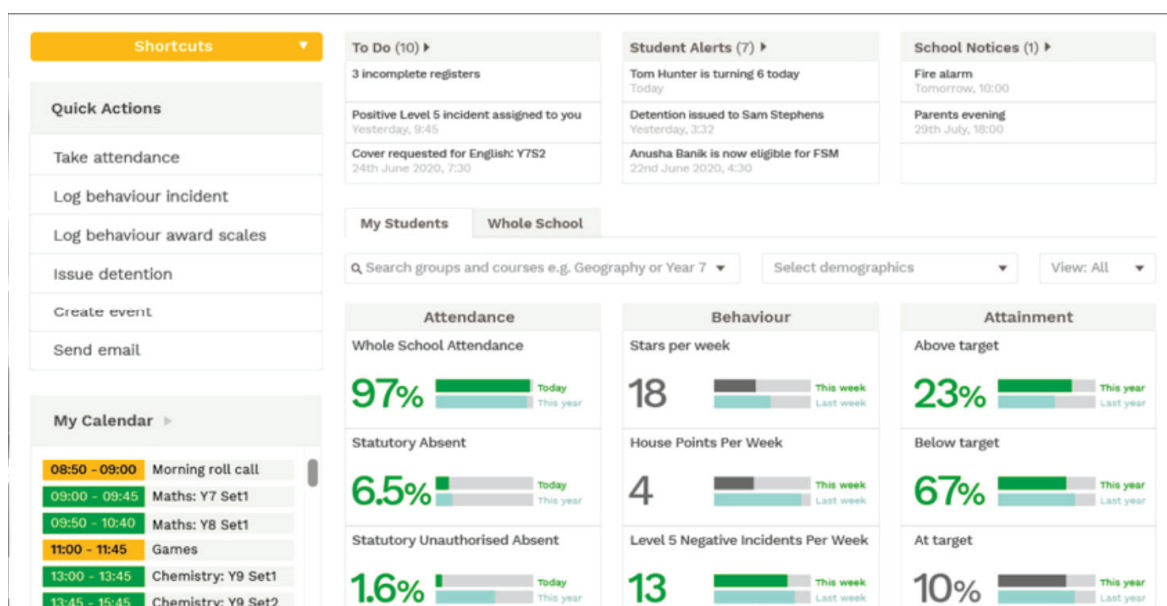
EMIS will send the data to BNS from general education institutions, including:

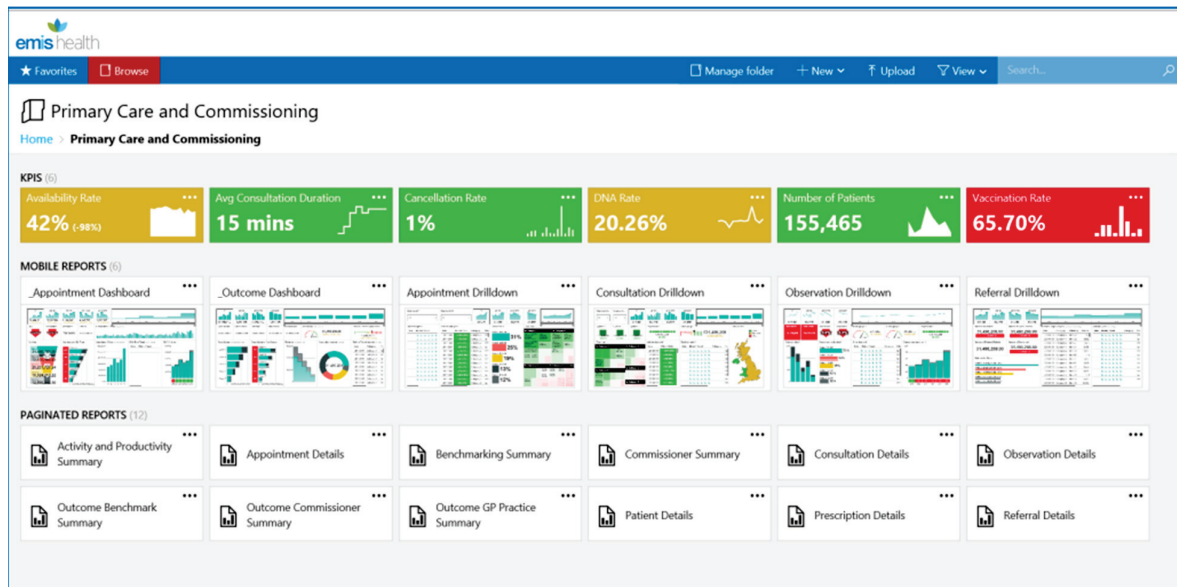
Rights restriction												
Data verification for previous year									By 10.09			
Closing previous academic year									By 10.09			
Opening new academic year									10			

9. Notification system for data updates

- The system will send users notifications when certain datasets need updating. For example, at the start of the school year, the Institution's Administrator will receive a notification if they haven't updated institution information.
- The possibility of sending hierarchical notifications, for example, the National Administrator can send the notification to all institutional administrators regarding the need to update the ICT data.

10. Development of an informative dashboard for statistical data and monitoring of data completion/updates at national/regional/institution level





- Designing an informative dashboard for the National Administrator, including statistical data such as the total number of active institutions, breakdown of teaching/staff/non-teaching staff, total number of enrolled students, and active/inactive user count within a customizable time frame (e.g., last 24 hours) (Examples of statistical data to be provided)
- Creating an informative dashboard for the Regional Administrator, with statistical data comprising the total number of active institutions, breakdown of teaching/staff/non-teaching staff, total number of enrolled students, and active/inactive user count within a customizable time frame (e.g., last 24 hours) (Examples of statistical data to be provided)
- Developing an informative dashboard for the Institution Administrator, providing statistical data examples
- Establishing an informative dashboard for the Class Teacher/Teacher, providing statistical data examples

IV. Reports

11. Development of a report builder based on selected data according to filters.

12. Development and generation of a Report regarding student fluctuation within the institution.

IDNP	Name	Surname	Date of birth	From class (ID)	To class (ID)	Transfer date	District/Municipality/UTA	Locality	Educational Institution
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2012**** *****	NU ME	PRE NU ME	10.10. 2012	5B	5A	15.02 .2024	CHIȘINĂU	SEC.CE NTRU	IPLT Creanga	I.
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13. Report indexing in EMIS. This involves developing a registry of all reports within EMIS, assigning each report a unique identification code, providing a name for the report, classifying it by domain, and including multiple levels of description for the datasets used.

Example:

Report code	Report type	Report name	Data set description
R0001	Raport universal	Lista Instituțiilor de învățământ	Raion, Localitate, Instituția, Cod intern EMIS, IDNO, Statut instituției, Filiala, Tip instituție, Adresa, etc....
R0002	Raport universal	Personal didactic	Raion, Localitate, Instituția, IDNP, Nume, Prenume, Data nașterii, Genul, Naționalitate, etc...
R0003	Numărul de elevi	Statistica	Criteriu, Raion, Total elevi, Clasele 1-4, Clasele 5-9, Clasele 10-12

- Content can be added/edited by users with the National Administrator role.
- Additionally, an advanced search engine will be implemented to facilitate searching for reports by their name, column, or content.

14. Development of the signed reports repository

- Establishment of a repository for signed reports:
 - Automatic storage upon digital signing of documents and manual storage of documents, with options for visualization and download of reports confirming data updates signed by the institution's director.
 - Automatic storage upon digital signing of documents and manual storage of documents, with options for visualization and download of reports confirming data updates signed by the OLSDI director.
 - Etc.

15. Viewing Datasets/Reports for a Specific Date.

Implementation of a mechanism to select the report generation date for the current academic year:

* Anul de studii 2023/2024 ▼

* Data generării 

16. Generating the Student's Personal Profile in Electronic Format (Download Formats: PDF, EXCEL).

Here's the template for the profile: [fisa_elev.pdf \(ctice.md\)](#)

17. Enhancement of the infrastructure department of the educational institution with more details regarding the Wash component.

18. Development of a Report on ICT and Internet, complying with regulatory acts approved by the Ministry of Education and Research (Minimum Standards for ICT and Internet Equipment).

19. Development of the report on lesson substitutions.

If the teacher can't attend the planned lesson and he need to be replaced by another teacher, and in this case, this report will show this information at different level (institutional, rayonal or national)

Creation of a statistical report at the institution level with the following input parameters: Reporting Period.

Content:

- Number of substituted hours
- Number of substituting teachers
- Number of teachers being substituted
- Number of classes and disciplines.
- Reports can be disaggregated by class level and/or discipline.

Example:

Period	Class level	Discipline	Hours substituted	No of classes	Substituting teachers	Teachers substituted
01.09.2023-31.12.2023	7	Matematica	12	2	2	1
01.09.2023-31.12.2023	7	Informatica	8	1	1	1

20. Development of the report on student success for the National Agency for Curriculum and Evaluation (ANCE).

- Aggregated at the national level.

Raion / Municipiu / limba de instruire	Din aceștia, cu media examenelor de absolvire a gimnaziului:						Respiși	Total admiși	Promovab ilitate, %	Nota medie
	10	[9,99-9]	[8,99-8]	[7,99-7]	[6,99-6]	[5,99-5]				
nume raion										
Română										
Rusă										
nume raion										
Română										
Rusă										
Pe țară										
ro										
ru										

- Data disaggregated at the regional level.

Raion / Municipiu	Localitate	Instituția	Limba de instruire	Din aceștia, cu media examenelor de absolvire a gimnaziului:						Respiși	Total admiși	Promovabilitate, %	Nota medie
				10	[9,99-9]	[8,99-8]	[7,99-7]	[6,99-6]	[5,99-5]				
Text Se va scrie denumirea raionului/municipiului unde este instituției de învățământ	Text Se va scrie denumirea localității unde este instituției de învățământ	Text Se va scrie denumirea instituției de învățământ	Text Se va scrie limba în care se desfășoară procesul de instruire (română, rusă). Dacă în școală se predă în mai multe limbi, datele se vor calcula pentru fiecare limbă de instruire în parte.	Număr întreg Se va scrie numărul de elevi cu media pe examene 10	Număr întreg Se va scrie numărul de elevi cu media pe examene în intervalul respectiv	Număr întreg Se va scrie numărul de elevi cu media pe examene în intervalul respectiv	Număr întreg Se va scrie numărul de elevi cu media pe examene în intervalul respectiv	Număr întreg Se va scrie numărul de elevi cu media pe examene în intervalul respectiv	Număr întreg Se va scrie numărul de elevi cu media pe examene în intervalul respectiv	Număr întreg Se va scrie numărul de elevi respinși (cu cel puțin o notă mai mică de 5 la examene sau o absență)	Număr întreg Suma valorilor celulelor din coloanele E-K	Număr zecimal cu două cifre după virgulă SUM(E:J)/L*100	Număr zecimal cu două cifre după virgulă (E*10+F*9+G*8+H*7+I*6+J*5+K*4)/L

V. Open data portal

21. Enhancing and modernizing the Public Portal EMIS.md by introducing new interactive elements for visualizing statistical reports. This includes:

- Implementing customizable dashboards to enable users to personalize their dashboard for quick access to relevant information and reports tailored to their specific needs.
- Integrating dynamic elements such as animated charts that update in real-time, offering a clearer depiction of the evolution of various educational indicators.
- Creating modules that allow for the generation of complex reports with advanced filtering options, facilitating in-depth and personalized data analysis.
- Enabling users to compare different datasets or educational institutions to identify trends, differences, and establish benchmarks.
- Developing a Content Management System (CMS) to efficiently manage information on the public portal and publish announcements, regulatory documents, contacts, useful links, etc.

22. Development of the new Institution Profile (Web Format, PDF)

Designing a mechanism for generating the institution profile in WEB and PDF format.

Example: [Link](#)

- The profile template includes vital institution details such as student demographics, teaching staff information, budget breakdown, resource expenditures, academic

performance metrics, average exam scores (for grades 4, 9, 12), and teaching staff qualifications.

- Comprehensive information on extracurricular activities offered to students, including clubs, societies, sports and other non-formal education activities.
- Detailed description of available facilities, encompassing sports facilities, laboratories, library resources, EduTech laboratories, internet accessibility, and the number of computers/laptops designated for educational use, particularly for students with special educational needs (CES), school infrastructure for children with physical disability, etc.
- A dedicated section highlighting awards, accolades, and notable achievements earned by both students and teaching staff.
- Notification message display regarding the institution profile generation period.

VI. E-Government Platforms and Services

23. Within EMIS, data exchange must be established for the following data flows:

- School results from EMIS for high school graduating classes (IV-IX-XII) - data source: SAPD, data consumer: EMIS
- School results from EMIS for middle school graduating classes (IX) - data source: SIPAS, data consumer: EMIS
- National exam and olympiad results from SAPD - data source: SAPD, data consumer: EMIS
- Study document data from SIPAS - data source: SIPAS, data consumer: EMIS
- State Registry of Legal Entities (RSUD) regarding name and registration date - data source: RSUD, data consumer: EMIS
- All details of inquiries (exchange parameters and returned data) must be specified during the development phase.

24. Integration of Msign Service

incorporating the MSign Service to enable electronic signatures for documents and data sets in the system.

This service will allow Directors of institutions and OLSDI to electronically sign the Data Update Confirmation Report and confirm that all data in the system is updated.

Reports signed through the MSign service will automatically be transferred to the EMIS signed reports repository.

25. Integrating Mnotify Service

The MNotify service will serve the following purposes:

- Informing users about the initiation/completion of data entry/update stages in EMIS.

- Alerting users and EMIS administrators about exceptional situations, such as errors made during data entry, suspicious activities during authentication, etc.
- other system events.

26. Integrating Mlog Service

The integration of the Mlog electronic government logging service is aimed at logging important events within the administration and usage of the information system. This ensures the ability to reproduce the sequence of operations. Additionally, the service will facilitate logging and providing information for audit purposes

VII. User management

27. Creating the Institution Director role

ID	Functionality description
101	view school institution
102	view student
103	view class
104	view school staff
105	view curriculum framework
106	view school profiles
107	view classifiers
108	view administration
150	director confirmation report
140	budget reports
62	statistical reports/ data sets
144	data monitoring reports
136	universal reports
132	security-dependent reports (national, regional, institution)

28. Creating the OLSDI Director role

ID	Functionality description
101	view school institution
102	view student
103	view class
104	view school staff
105	view curriculum framework
106	view school profiles
107	view classifiers
108	view administration
150	director confirmation report
140	budget reports
142	regional budget reports
62	statistical reports
144	data monitoring reports
136	universal reports
132	security-dependent reports (national, regional, institution)

29. Creating the Deputy Director role

The Deputy Director role is designed to provide access to EMIS data similar to that of the school director. Additionally, this role includes access to the SICE Catalog category and the capability to input observations regarding catalog verification outcomes.

ID	Functionality description
101	view school institution
102	view student
103	view class

104	view school staff
105	view curriculum framework
106	view school profiles
107	view classifiers
108	view administration
150	director confirmation report
140	budget reports
62	regional budget reports
144	statistical reports
136	data monitoring reports
132	universal reports

30. User role creation: Rayonal discipline methodologist

This role entails access to SICE data viewing and the authority to input observations regarding catalog verification outcomes specific to their discipline at the regional level.

31. Password change form enhancement

During password modification, the form should offer suggestions and indicate errors related to symbol usage. For instance, if the new password fails to meet requirements, a notification should prompt: "Please include at least 3 uppercase letters, 3 lowercase letters, and 3 digits."

VIII. Streamlining bureaucracy

32. Create a Report summarizing students' academic performance on a semi-annual, annual basis or period of time. This report should cover attendance, semester grades, overall success rates, and the quality of achievement in each subject and

class. Also, update or introduce new performance indicators as per the Report template if needed.

- 33. Develop a Semi-Annual Educational Process Monitoring Report. This report will focus on key indicators such as the completion of the Educational Plan, academic outcomes (including semester and annual averages, success rates, and subject-specific achievements at the class and school levels), attendance, enrollment, dropout reasons and rates, and identification of trends over time.**

IX. The digitization of the educational process

- 34. Create data structures and creating corresponding interfaces to effectively track refugee students, alongside generating comprehensive reports on their academic records. These reports will include specific fields to indicate refugee status (including roma children), and other pertinent details.**

- 35. Enhancing the Curriculum Plan with additional features in line with regulations set forth by the Ministry of Education and Research.**

- 36. Providing teachers with a user-friendly interface to review observations made by deputy directors and representatives from the Local Education Authority (OLSDI) following registry checks.**

- 37. Updating grading methodologies for subjects with unique criteria, such as Legal Socialization Education, to align with regulations established by the Ministry of Education and Research.**

- 38. Development of the Teacher's Schedule/Class Schedule**

- 39. Development of the teacher's schedule/class schedule:**

- Empowering class teachers with the ability to view class schedules in a convenient tabular format for specific time periods (e.g., semester I, semester II).
- Enabling users to download schedules in report format for easy reference and sharing.

- 40. Establishment of a Registry for home-schooled students according to Ministry of Education and Research Regulations.**

Establishment of a registry for home-schooled students according to ministry of education and research regulations.

- setting up the academic calendar.
- creating lesson schedules.
- recording lesson details (topics, homework).

- tracking academic progress.
- other functionalities required by education regulations.

41. Updating Data Collection Indicators for Hygiene Facilities (Wash Component) based on Ministry of Education and Research Guidelines.

42. Updating data collection indicators for ICT (information and communication technology) and internet access based on ministry of education and research guidelines.

43. Updating infrastructure data indicators based on Ministry of Education and Research standards and institutional needs.

44. Development of the mechanism in order to assign to school's information different types of initiatives/projects:

- a. Tech Facilities (like UNICEF EduTech initiatives. Future Classroom or Tekwill in schools).
- b. etc.

45. Introducing metrics for curriculum implementation

- Hours Taught (Planned vs. Actual).
- Assessments Conducted (Planned vs. Actual).
- Practical/Lab Sessions Conducted (Planned vs. Actual).
- Reasons for Unmet Targets.

46. Conduct training sessions for national, regional, and institutional users on updates.

47. Conduct training sessions for institutional management users on updates.

48. Development/Update guides for system usage.