

Request for proposal (RFP) for services

Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups

RFPNo. UNOPS-EP-2015-S-012

Date: 12 May 2015

**Request for proposal
Provision of services on supporting Municipalities in Improving
Social Inclusion Thorough Employment of Vulnerable and
Marginalised Groups
RFP No.UNOPS-EP-2015-S-012**

Section 1: Proposal data

RFP number: RFPUNOPS-EP-2015-S-012
Project: European PROGRES
Procurement official's name: Bozidar Radivojevic
Email: bozidarr@unops.org
Telephone number: +38111 2445-687
Facsimile: +38111 2445-687
Issue date: 12 May 2015

Pre-proposal conference / site visit - not applicable

Date:
Time:
Mode:
Place:

Requests for clarifications due - not applicable

Date:
Time:

UNOPS clarifications to offerors

Responses to requests for clarification shall be communicated to offerors by posting responses on UNOPS web site (www.unops.org), LBHT web site (<http://www.sagradimodom.org>) and EUPROGRES website (www.euprogres.org) under ITB Case No. UNOPS-EP-2015-S-012. Requests for clarification from offerors will not be accepted any later than 4 days before the Deadline for Proposal Submission.

Proposal due

Date: **8 June 2015**
Time: **12:00h, noon, CET (Serbian time zone UTC+01:00)**

Oral presentations – not applicable

Date:
Mode:
Place:

Planned award date

Date: June 2015

Planned contract start date / delivery date (on or before)

Date: July 2015

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Section 2 – RFP letter

UNOPS plans to procure services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups as defined in accordance with these documents. UNOPS now invites sealed proposals from qualified offerors for providing the requirements as defined in the UNOPS Terms of Reference attached hereto. Proposals must be received by UNOPS at the address specified **not later than 12:00h, noon, CET (Serbian time zone UTC+01:00) on 8 June 2015.**

This RFP is conducted in accordance with the UNOPS Procurement Manual and all other relevant directives and issuances and can be accessed by following the below link. For clarification on specific issues or to learn more details about procurement at UNOPS offerors are encouraged to consult the UNOPS Procurement Manual. In case of contradictions between this RFP and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail.

<http://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20procurement%20manual%20EN.pdf>

This UNOPS RFP consists of six sections and a series of annexes that will be completed by offerors and returned with their proposal:

- RFP section 1: Proposal data sheet
- RFP section 2: RFP letter (this document)
- RFP section 3: Instructions to offerors
- RFP section 4: UNOPS terms of reference/statement of work
- RFP section 5: UNOPS General Conditions of Contract (goods/services/small services)

Annex A	Proposal/no proposal confirmation form
Annex B	Mandatory requirements/pre-qualification criteria
Annex C	Technical proposal submission form
Annex D	Financial proposal submission form
Annex E	UNGM Vendor registration form

Interested offerors may obtain further information by contacting this email address:
srpc.procurement@unops.org

Pre-cleared by:

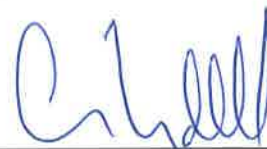
Date: 12/05/2015



Bozidar Radivojevic; Procurement Reviewer

Approved by:

Date:



Graeme Tyndall; UNOPS RSOC Manager

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Section 3: Instructions to offerors

1 Introduction

- 1.1. UNOPS invites qualified firms to submit technical and Financial Proposals to provide services associated with the UNOPS requirement for supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups at its UNOPS/European PROGRES programme, Sumatovacka 59, 11 000 Belgrade.
- 1.2. A description of the services required is described in RFP section 4 terms of reference.
- 1.3. UNOPS may, at its discretion, cancel the requirement in part or in whole.
- 1.4. Offerors may withdraw the proposal after submission provided that written notice of withdrawal is received by UNOPS prior to the deadline prescribed for submission of proposals. No proposal may be modified subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity.
- 1.5. All proposals shall remain valid and open for acceptance for a period of 90 calendar days after the date specified for receipt of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, UNOPS may solicit the offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 1.6. Effective with the release of this solicitation, all communications must be directed only to UNOPS Procurement Official, Bozidar Radivojevic by email at srpc.procurement@unops.org. Offerors must not communicate with any other personnel of UNOPS regarding this RFP.

2 Cost of proposal

The cost of preparing a proposal, attendance at any pre-proposal conference, meetings or oral presentations shall be borne by the offerors, regardless of the conduct or outcome of the solicitation process. Proposals must offer the services/goods for the total requirement; proposals offering only part of the services/goods will be rejected unless the option of submitting a proposal for any or all lot/s of the requirement has been expressly stated in the terms of reference/statement of work.

3 Eligibility

Offerors must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, terms of references, and other documents to be used for the procurement of the services/goods under this Request for Proposal.

All suppliers are expected to embrace the principles of the United Nations Supplier Code of Conduct, given that it originates from the core values of the Charter of the United Nations. UNOPS also expects all its suppliers to adhere to the principles of the United Nations Global Compact.

Offerors must not be under a declaration of ineligibility for corrupt and fraudulent practices published by UNOPS on its website. Offerors must meet the eligibility criteria as published on the UNOPS website.

4 Clarification of solicitation documents

- a. A prospective offeror requiring any clarification of the solicitation documents may notify UNOPS in writing at UNOPS mailing or email address indicated in the RFP by the specified date and time. UNOPS will respond in writing to any request for clarification of the solicitation documents that it receives by the due date outlined on page 1. Written copies of UNOPS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective offerors that have received the solicitation documents.

If the RFP has been advertised publicly, the results of any clarification exercise (including an explanation of the query but without identifying the source of inquiry) will be posted on the UNOPS website and UNGM.

5 Amendments to solicitation documents

At any time prior to the deadline for submission of proposals, UNOPS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective offeror, modify the solicitation documents by amendment. All prospective offerors that have received the solicitation documents will be notified in writing of all amendments to the Solicitation documents. For open competitions, all amendments will also be posted on the UNOPS website and UNGM in the tender notice.

In order to afford prospective offerors reasonable time in which to take the amendment into account in preparing their proposals, UNOPS may, at its discretion, extend the deadline for the submission of proposal.

6 Language of Proposals

The proposals prepared by the offeror and all correspondence and documents relating to the proposal exchanged by the offeror and UNOPS, shall be written in English. Supporting documents and printed literature furnished by the offeror may be in another language provided they are accompanied by an appropriate translation of all relevant passages in English. In any such case, for interpretation of the proposal, the translation shall prevail. The sole responsibility for translation and the accuracy thereof shall rest with the offeror.

7 Submission of Proposal

- 7.1. Technical and financial proposals should be submitted simultaneously but in separate sealed envelopes with the RFP reference and the clear description of the proposal (technical or financial) by the date and time stipulated in this document. When submission is in hard copy both inner envelopes should indicate the name and address of the offeror. The first inner envelope should contain the offeror's technical proposal with copies duly marked "original" and "copy". The second inner envelope should include the financial proposal duly identified as such. If the envelopes are not sealed and marked as instructed, UNOPS will assume no responsibility for the misplacement or premature opening of the proposals submitted.

- 7.1.1. Technical proposals should be submitted in one (1) original envelope accompanied by the forms prescribed in this RFP, clearly marked as technical proposal with additional copies and an electronic copy on a CD or a USB stick in MS Word for Windows 2003 or higher format. Technical proposals (both original and copies) must be sealed in a specially marked envelope labelled:

RFP No UNOPS-EP-2015-S-012—Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups –TECHNICAL PROPOSAL- (name and address of offeror)

Financial proposals should be submitted in one (1) original envelope on the form prescribed herein and an electronic copy on a CD or USB stick in MS Excel for Windows 2003 or higher format. Financial proposals should be sealed separately in a specially marked envelope labelled:

DO NOT OPEN! - RFP No UNOPS-EP-2015-S-012 -Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups –FINANCIAL PROPOSAL- (name and address of offeror)

7.1.2. All proposals will be addressed as follows for mailing:

Procurement Unit, UNOPS/European PROGRES, Sumatovacka 59, 11 000
Belgrade

7.1.3. Offerors should use recycled paper for all printed and photocopied documents related to the submission of this proposal and fulfilment of this contract and shall, whenever practicable, use both sides of the paper. Offerors are encouraged to use green alternatives to bind their proposals instead of binders.

7.2. Proposals should be received by the date time and means of submission stipulated in this RFP. Offerors are responsible for ensuring that UNOPS receives their proposal by the due date and time. Proposals received by UNOPS after the due date and time may be rejected.

7.3. The "Certificate of Offeror's Eligibility and Authority to Sign Proposal" contained in this RFP must be executed by a representative of offeror who is duly authorized to execute contracts and bind the offeror. Signature on the certificate represents that the offeror has read this RFP, understands it and agrees to be bound by its terms and conditions. The offeror's proposal with any subsequent modifications and counter-proposals, if applicable, shall become an integral part of any resulting contract.

8 Late proposals

Any proposals received by UNOPS after the deadline for submission of proposals prescribed in this document, may be rejected.

9 Clarification of proposals

To assist in the examination, evaluation and comparison of proposals, UNOPS may, at its discretion, ask the offeror for a clarification of its proposal. The request for clarification and the response shall be in writing and no change in the price or substance of the proposal shall be sought, offered or permitted. UNOPS will review minor informalities, errors, clerical mistakes, apparent errors in price and missing documents in accordance with the UNOPS Procurement Manual 8.9 Discussions with vendors.

10 Proposal currencies

All prices shall be quoted in RSD (Republic of Serbia Dinar) for national and EUR/USD for international companies.

UNOPS reserves the right not to reject any proposals submitted in another currency than the mandatory bidding currency stated above. UNOPS may accept proposals submitted in another currency than stated above if the offeror confirms during clarification of proposals (8) in writing that it will accept a contract issued in the mandatory proposal currency and that for conversion the official United Nations operational rate of exchange of the day of RFP deadline as stated in the RFP letter shall apply.

Regardless of the currency of proposals received, the contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

11 Mandatory/pre-qualification criteria

- 11.1. The mandatory requirements/pre-qualification criteria have been designed to assure that, to the degree possible in the initial phase of the RFP procurement process, only those offerors with sufficient experience, the financial strength and stability, the demonstrable technical knowledge, the evident ability to satisfy UNOPS requirements and superior customer references for supplying the services envisioned in this RFP will qualify for further consideration. UNOPS reserves the right to verify any information contained in offeror's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.
- 11.2. Offerors will receive a pass/fail rating in the mandatory requirements/pre-qualification criteria section. In order to be considered for Phase I, offerors must meet all the mandatory requirements/pre-qualification criteria described in this RFP.
- 11.3. The UNOPS General Conditions of Contract for services/goods and the UNOPS contract, as part of this RFP, contain mandatory terms and conditions for offerors' review and acceptance. UNOPS will not entertain any proposed changes to the Non-Negotiable Articles. Offerors are expected to confirm in writing their acceptance of these conditions by completing the mandatory requirements/pre-qualification criteria as provided in Annex B. There will be no negotiation of terms and conditions and contract terms at contract award.

12 Evaluation of technical and financial proposal

- 12.1. Phase I - Technical proposal (number of points)
 - 12.1.1. Only offerors meeting the mandatory criteria will advance to the technical evaluation in which a maximum possible 70 points may be determined. An evaluation committee appointed by UNOPS will carry out the technical evaluation applying the evaluation

criteria and point's ratings as listed below. In order to advance beyond Phase I of the detailed evaluation process to Phase II (financial evaluation) a proposal must have achieved a minimum cumulative average score of 49 points.

	Expertise of Firm / Organization/Consortium submitting Proposal	30 points
	Proposed Approach, Methodology and Work Plan <ul style="list-style-type: none"> - Understanding of the background - Methodology - Work Plan - Expected outcomes 	15 points
	Personnel <ul style="list-style-type: none"> - Combined qualifications of the team - Proposed team leader and team members qualifications 	25 points
	TOTAL	70 points

12.2. PHASE II - FINANCIAL PROPOSAL - 30 points

12.2.1. Financial proposals will be evaluated following completion of the technical evaluation. The offeror with the lowest evaluated cost will be awarded 30 points. Financial proposals from other offerors will receive pro-rated points based on the relationship of the offeror's prices to that of the lowest evaluated cost.

12.2.1.1. Formula for computing points:

$$\text{Points} = (A/B) \text{ Financial Points}$$

Example: Offeror A's price is the lowest at \$10.00. Offeror A receives 30 points
 Offeror B's price is \$20.00. Offeror B receives $(\$10.00/\$20.00) \times 30$ points = 15 points

13 Preparation of proposal

- 13.1. The offeror is expected to examine all terms and instructions included in the solicitation documents. Failure to provide all requested information will be at offeror's own risk and may result in rejection of offeror's proposal.
- 13.2. The offeror's proposal must be organized to follow the format of this RFP. Each offeror must respond to every stated request or requirement and indicate that offeror understands and confirms acceptance of UNOPS stated requirements. The offeror should identify any substantive assumption made in preparing its proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the offeror's proposal will be deemed as accepted by the offeror. The terms "offeror" and "contractor" refer to those companies that submit a proposal pursuant to this RFP.
- 13.3. Where the offeror is presented with a requirement or asked to use a specific approach, the offeror must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.
- 13.4. The terms of reference/statement of work in this document provides a general overview of the current operation. If the offeror wishes to propose alternatives or equivalents, the offeror must

demonstrate that any such proposed change is equivalent or superior to UNOPS established requirements. Acceptance of such changes is at the sole discretion of UNOPS.

- 13.5. Proposals must offer services/goods for the total requirement, unless otherwise permitted in the solicitation document. Proposals offering only part of the services/goods may be rejected unless permitted otherwise in the solicitation document.
- 13.6. Offeror's proposal shall include all of the following labelled annexes:

RFP submission (on or before proposal due date):

As a minimum, offerors shall complete and return the below listed documents (Annexes to this RFP) as an integral part of their proposal. Offerors may add additional documentation to their proposals as they deem appropriate.

Failure to complete and return the below listed documents as part of the proposal may result in proposal rejection.

Part 1 of proposal	Mandatory Requirements/pre-qualification criteria (Annex B hereto)
Part 2 of proposal	Technical Proposal Submission Form (Annex C hereto) <ul style="list-style-type: none"> - Firms expertise - Problem description - Objectives - Expected outcomes - Implementation methodology/approach - Time schedule - Monitoring plan with clear and measurable indicators of achievements, and detailed activity plan. - Human resources plan and CVs of proposed team members <p>Note: do not include any information on pricing</p> <p>(see detailed evaluation criteria in relation to the proposal in the evaluation table, Annex C)</p>
Part of proposal	Financial Proposal Submission Form (Annex D hereto) Sealed in a separate envelope
Part of proposal	UNGM Vendor registration form (Annex E hereto)

If after assessing this opportunity you have made the determination not to submit your proposal we would appreciate if you could return this form indicating your reasons for non-participation.

Pre-submission:

Offerors shall complete and return the Proposal/no proposal confirmation form prior to the submission deadline indicating whether they do or do not intend to proposal.

Stand-alone document	Proposal/no proposal confirmation form (Annex A hereto)
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14 Format and signing of proposal

The proposal shall be typed or written in indelible ink and shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the proposal.

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

15 Award

- 15.1. Award will be made to the responsible and responsive offeror with the highest evaluated proposal following negotiation of an acceptable contract. UNOPS reserves the right to conduct negotiations with the vendor regarding the content of the offer. The award will be in effect only after acceptance by the selected offeror of the terms and conditions and the terms of reference/statement of work. **The contract will reflect the name of the firm whose financials were provided in response to this RFP.**
- 15.2. The selected offeror is expected to commence providing services as of the date and time stipulated in this RFP.

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Section 4: UNOPS terms of reference

Terms of reference

**For Supporting Municipalities in Improving Social Inclusion Thorough Employment of
Vulnerable and Marginalised**

1. The Background

European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favourable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

Final beneficiaries, but also the key stakeholders and financial contributors of this Programme are **34 municipalities** from the third and fourth group of development level, which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District

- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District
- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in Rasina District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in Niš District
- Babušnica, Bela Palanka in Pirot District
- Knjaževac in Zaječar District.

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

2. Introduction to the Intervention

Work on attaining the highest possible level of social cohesion within the European Union (EU) has been especially intensified since the Lisbon European Council conference from 2000, when the council agreed "to strengthen employment, economic reform and social cohesion as a part of knowledge-based economy"¹. As one of the three strategic objectives of the EU, social cohesion is seen as "the capacity of a society to ensure the well-being of all its members, minimizing disparities and avoiding marginalization of individuals or social groups"². The EU further emphasised this with the *Platform against Poverty and Social Exclusion*³, which was adopted by the European Commission in 2010.

Serbia for its part, is taking a pro-active role in adopting and implementing the EU policies on tackling poverty and social inclusion, committing itself to fulfilling requirements set both by Lisbon and ensuing Copenhagen summit. Serbia also follows decisions related to the implementation of the Europe 2020 Strategy⁴.

Yet the socio-economic situation in Serbia is still dire. According to the Survey on Income and Living Conditions (SILC) in Serbia, almost 25% of population in 2012 was living in a risk of poverty. That was the highest rate compared to the 28 EU member states. Although not entirely comparable to another instrument administered in 2010 for calculating social inclusion indicators (the Household Budget Survey - HBS⁵), the comparison of the data is showing that the situation worsened in the observed period. The analysis further shows that over 42% of Serbia's population (approx. three million people) is currently at risk of poverty (lack of financial or material means) or social exclusion, due mostly to unemployment (lack of income).

In 2012, the material deprivation rate in Serbia stood at 44.3%, and the severe material deprivation rate at 26.8%. In the European Union, the material deprivation rate stood at 19.7%, and in the new Member States at 34.9%, while the severe material deprivation rates stood at 9.9% and 19.7%, respectively.

1 Lisbon European Council 23 and 24 March 2000 presidency conclusions, http://www.europarl.europa.eu/summits/lis1_en.htm

2 Council of Europe, *Report of the High Level Task Force on Social Cohesion in the 21st century*, Strasbourg, 2008

³ *Employment, Social Affairs and Inclusion, European Platform Against Poverty and Social Inclusion*,

<http://ec.europa.eu/social/main.jsp?catId=961&langId=en&moreDocuments=yes>

4 European Commission, *The strategy Europe 2020: Strategy for Smart, Sustainable and Inclusive Growth*, http://ec.europa.eu/europe2020/index_en.htm

5 Government of the Republic of Serbia, *Second National Report on Social Inclusion and Poverty Reduction in the Republic of Serbia*, September 2014

Furthermore, Gini Coefficient and S80/S20 Income Quintile Share Ratio (two of the 19 Laeken Indicators) for Serbia, depict even bleaker picture⁶, showing that inequality in income distribution is much higher in Serbia than in any EU member state.

Arguably, unemployment and low education are probably the key drivers for social exclusion, and definitely in Serbia case. However, things are much more complex, even if we consider only these two factors (others include health, housing, policy issues etc.). The unemployment factor is linked to the overall labour market factor, meaning its (un)flexibility or concentration of work. The education factor complexities may include age, work and personal history, family characteristics or schooling availability in an area.

Although generally speaking a large number of citizens in Serbia today could be classified as vulnerable or marginalised, the risk of falling into categories of one or both of the factors is much more obvious for particular social groups, such as youth, disabled, women or Roma. And this goes especially when it comes to accessibility to labour market for any member of the said groups. Some of the available data⁷ show that Roma and especially Roma women are being significantly discriminated against in the labour markets in Central and South East Europe, including Serbia.

While unemployment amongst non-Roma males in Serbia stood at 21%, the rate for Roma males was at 39%. The situation is even worse when we consider Roma and non-Roma women, when the rates are 67% and 37% respectively. However, these figures in reality are probably even higher, since the survey did not take into account those who are not registered as unemployed.

All data excerpts cited here are reflecting the median values for the whole country. Some parts of Serbia however are in even worse conditions, such as the case of the South and South West regions, largely viewed as the most economically and socially divested and deprived areas in the country.

Being granted with the EU membership candidate country status in March 2012, for Serbia meant also that issues of social inclusion/cohesion and poverty reduction became mandatory components of the on-going as session policies. In that light, the social welfare reforms, started back in 2001, are gaining in importance. Serbia is currently nearing the end of development of the Employment and Social Reform Programme (ESRP), drawn from the EU Enlargement Strategy 2013-2014⁸. The FSRP will be a core mechanism for addressing social policies and employment in the integration process. The current Law on Social Welfare (adopted in 2011) provides for measures contributing to greater social inclusion, active role of beneficiaries in defining services, ensures quality control and provides for partnerships between the public, civil and private sector in development and provision of social services.

This European PROGRES intervention is designed to complement and contribute to on-going efforts carried out by the various statutory and other actors, in increasing social cohesion, employability and decreasing unemployment of the most vulnerable and marginalised people in the 34 municipalities of the South and South West Serbia.

3. Objectives of the Intervention

Overall objective of the intervention is to contribute to greater social inclusion of vulnerable and marginalised in the said area, thus incrementing social cohesion of communities in the 34 municipalities.

⁶ Government of the Republic of Serbia, *Second National Report on Social Inclusion and Poverty Reduction in the Republic of Serbia*, September 2014

⁷ O'Higgins, Niall – Roma and Non-Roma in the Labour Market in Central and South Eastern Europe, Roma Inclusion working Papers, UNDP Bratislava, 2012

⁸ The European Commission, *Enlargement Strategy and Main Challenges 2013-2014*, Brussels 2013

Specific objectives of the intervention are to increase capacities of local self-governments and other statutory actors in assessing needs of vulnerable and marginalised, developing and implementing relevant evidence-based local policies and activities, and to develop and pilot innovative models for employment of vulnerable and marginalised.

4. The Approach to this Intervention

The European PROGRES will through an open and transparent process evaluate, select and contract an eligible legal entity (see below for details on eligibility) which has responded to the Request for Proposals (RFP), whose integral part is this Terms of Reference (ToR), by submitting a valid project proposal, according to this ToR requirements and other provisions set in the RFP.

The contracted legal entity will then carry out activities in accordance to the accepted descriptions of activities and the timeframe, in accordance to the submitted and approved project proposal.

5. The Scope of the Intervention

The contracted legal entity will plan and carry out the following activities that include the following, while in the same time not necessarily being limited to:

- I. Study the European PROGRES programme document and acquire necessary understanding of the context and the Programme's objectives
- II. Plan, organise and conduct an efficient assessment of existing institutional capacities of relevant local statutory actors in development and effective implementation of social inclusion and employment policies and activities at local level
- III. Prepare and execute a comprehensive, but tailor-made plan for capacity development of the said actors, including their knowledge on current developments in the field as well as their capacities to develop/revise strategic documents and action plans related to the intervention; to develop, implement, monitor and evaluate related local policies and activities; to exchange knowledge and information on the topics with their peers and to plan/lobby/ensure resources and sustainability of relevant activities
- IV. Evaluate local mechanisms for addressing social inclusion and employment (e.g. socio-economic councils), if existing, and develop steps and actions for their institutional and operational strengthening, or if there are no such mechanism - develop an approach and a plan for their establishment, in close consultations with, agreement and collaboration of local self-governments
- V. Assess existing passive labour market instruments and their effect to local labour market. Assess current active labour market measures in each municipality, especially in regards to increasing employability of unemployed, particularly tackling long-term unemployment and Roma men and women. Prepare and provide information and guidance on pertinent and feasible labour market services for unemployed. Finally, prepare an overview of the findings and provide comments/recommendations to local mechanisms/key actors and assist them in preparing specific set of activities for addressing comments and following the recommendations

- VI. Based also on the initial assessment, design, develop and implement/pilot a plan in at least three municipalities for an integrated policy approach to addressing social inclusion at local level, which will be aiming at improving employability of Roma, of other vulnerable and marginalised groups as well, such as rural people, migrants/IDPs/refugees, youth and women. The integrated policy approach should take into account multiple factors, such as education, health, education, housing, social engagements, inter-ethnic/-cultural interaction etc.
- VII. Develop, in a participatory process if possible, an applicable and practical methodology for mapping and assessing needs of local vulnerable/marginalised groups, relevant to social inclusion and employment issues, which are to be carried out by the said mechanisms. (The developed methodology is to be passed to the mechanisms/key local actors at the end of the project and is to serve them as a tool in next iterations of similar interventions.)
- VIII. Assess potentials and possibilities for setting up innovative community-based social services or provide support in further capacity development of existing ones. Design, develop and provide support in piloting and establishment of such services in at least three municipalities
- IX. Based on the initial assessment, design, fully develop and introduce tailor-made models for creating employment for vulnerable/marginalised in general, and especially Roma men and women, in close cooperation with local socio-economic mechanisms/key statutory and other actors (i.e. local self-governments, Centres for Social Care, local branches of National Employment Services, local civil and private sectors, etc.). Based on the model developed, define objectives, prepare propositions, criteria and other relevant items for an up to EUR 3,500 per contract grant scheme for fully registered self-employment business start-up. Contract, manage, monitor and evaluate up to 25 such projects. All this in full coordination with any other similar activities, funded either from donors and domestic sources that might be going on in the same time in the AoR
- X. Plan, organise and execute at least three peer reviews of good practices pertained to the topics of this intervention. Compile the most relevant examples and prepare substantial recommendations for actors on local and national levels, incorporating the findings and the results from and of the intervention

6. The Eligibility

Eligible to apply to this RFP are legal entities with relevant and specific experiences in dealing with the topics of this intervention that are registered for a minimum of 3 years, with substantial and provable business/operational experience, and human & technical capacities relevant to this ToR.

A reference list, with key details, of finalised projects dealing with the topics of this intervention, will be an asset.

7. Outputs

The contracted implementer is expected to produce minimum the following outputs:

- A detailed work plan for the implementation of the activities

- An outline of possible obstacles/risks in project implementation and a mitigation plan
- Plan for and conduct of initial assessment of the above cited local capacities and report on it
- Tailor-made capacity development process planned and executed. Report on it submitted.
- Assessment of local mechanisms for social inclusion carried out and a plan for their strengthening/establishment implemented
- Recommendations to local mechanisms/key actors prepared and assistance in preparing specific set of activities for addressing comments and following the recommendations provided. At least 10 activities from the recommendations executed by the end of the project
- An integrated policy approach to addressing social inclusion at local level implemented in at least three municipalities
- A methodology for mapping and assessing needs of local vulnerable/marginalised groups prepared, operational and delivered to the municipalities
- Innovative community-based social services piloted and established in at least three municipalities
- Tailor-made models for creating employment for vulnerable/marginalised developed. The Call for Proposals for small grants supporting self-employment through business start-ups prepared and advertised. Up to 25 grants contracted, managed and supervised. The effort monitored, evaluated and conclusions drawn and recommendations prepared
- Plan, organise and execute at least three peer reviews of good practices
- Prepare and submit monthly narrative and financial reports to the European PROGRES
- Prepare and submit the final narrative and financial reports no later than 30 days after the end of the project activities. The narrative final report must have also a strong section on conclusions drawn and recommendations for future steps, both for local and national levels.

9. Timeframe

The contract with the implementer is expected to be signed in July 2015 and it will last a minimum of 12 months (depending on the methodology and the activities proposed; one month for preparation of the final report included).

10. Monitoring and Reporting

The contracted implementer will remain in close contact with appropriate European PROGRES staff during the entire process and will discuss and agree all relevant points/steps both during the planning and implementation stages.

The electronic copies of all reports or any other materials related to the intervention will be made available to European PROGRES/UNOPS in English.

The contracted implementer will be submitting to the European PROGRES monthly narrative and financial reports during the duration of the project, and the final narrative and financial report no later than a calendar month after the completion of all activities.

The methodology, data collected, analyses, reports, recommendations and other products of this intervention, will remain the intellectual property of UNOPS.

11. Visibility

All activities performed in public will have to be fully compliant with the visibility guidelines of the EU, the Swiss Government and the Government of Serbia. This will be provided to the Implementing Party by the European PROGRES.

12. Final Considerations

Working language when contacting European PROGRES is both English and Serbian. However, all official correspondence should be in English only. Working language of the contracted implementer while in the field will be Serbian. The Implementing partner is expected to have understanding of Serbian context and cognisance of policies relevant to this ToR.

**Request for proposal
Provision of services on supporting Municipalities in Improving
Social Inclusion Thorough Employment of Vulnerable and
Marginalised Groups
RFP No.UNOPS-EP-2015-S-012**

Section 5: UNOPSGeneral Conditions of Contract for Services

In the event of an order, the UNOPS General Conditions of Contract will apply. The conditions are available at: <http://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx> under "Opportunities" > "Suppliers" > "How we procure" > "UNOPS General Conditions for Goods" / "UNOPS General Conditions for Contracts for Professional Services" / "UNOPS Conditions of Services – For contracts of a value less than USD 50,000". If your company is unable to access the document, please send an email request to: srpc.procurement@unops.org UNOPS General Conditions of Contract will be sent to you electronically.

**Request for proposal
Provision of services on supporting Municipalities in Improving Social
Inclusion Thorough Employment of Vulnerable and Marginalised
Groups
RFP No.UNOPS-EP-2015-S-012**

Section 6: UNOPSContract form for services

Attached

ANNEX A**Request for proposal****Provision of services on supporting Municipalities in Improving Social Inclusion Through Employment of Vulnerable and Marginalised Groups****RFP No.UNOPS-EP-2015-S-012****Proposal/no proposal confirmation form**

If after assessing this opportunity you have made the determination not to submit your proposal we would appreciate if you could return this form indicating your reasons for non-participation.

Date:

To: UNOPS
PROCUREMENT UNITFax/email +381(0)112435-703
Srpc.procurement@unops.orgFrom: _____

Subject RFPUNOPS-EP-2015-S-012

YES, we intend to submit an offer.

NO, we are unable to submit a proposal in response to the above mentioned Request for Proposal due to the reason(s) listed below:

- The requested products are not within our range of services/supply
- We are unable to submit a competitive offer for the requested products at the moment
- The requested products are not available at the moment
- We cannot meet the requested terms of reference
- We cannot offer the requested type of packing
- We can only offer FCA prices
- The information provided for quotation purposes is insufficient
- Your RFP is too complicated
- Insufficient time is allowed to prepare a quotation
- We cannot meet the delivery requirements
- We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.)
- We do not export
- Our production capacity is currently full
- We are closed during the holiday season
- We had to give priority to other clients' requests
- We do not sell directly but through distributors
- We have no after-sales service available
- The person handling the proposals is away from the office
- Other (please provide reasons) _____
- We would like to receive future RFPs for this type of services/goods
- We don't want to receive RFPs for this type of services/goods

If UNOPS has questions to the offeror concerning this NO PROPOSAL, UNOPS should contact Mr./Ms. _____, phone/email _____, who will be able to assist.

ANNEX B

Request for proposal

Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups

RFP No.UNOPS-EP-2015-S-012

Mandatory requirements/pre-qualification criteria

Offerors are requested to complete this form and return it as part of their submission.

Offerors will receive a pass/fail rating on this section. In order to be considered for Phase I, offerors must meet all the mandatory criteria described below. All questions should be answered on this form or an exact duplicate thereof. UNOPS reserves the right to verify any information contained in offeror's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.

	Mandatory requirements/pre-qualification criteria	Meets (Yes/NO)	Supporting documents/information
1	Offer submitted before the deadline.	Yes/No	
2	Technical and financial offers submitted in separate sealed envelopes	Yes/No	
3	Proposal submitted in English language	Yes/No	
4	Proposal submission form is completed correctly and has been properly signed.	Yes/No	
5	The offer validity is in accordance with the requirements (see Section 3 Introduction).	Yes/No	
6	Offeror meets the eligibility criteria as described in the "Eligibility" paragraph of Section 3 of this tender.	Yes/No	
7	Offeror has registered on UNGM at basic level and has requested to be registered in UNGM at Level 2 with UNOPS.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
8	3 (three) contracts dealing with similar topics (social inclusion, vulnerable and marginalized groups, local mechanisms for social inclusion...) executed successfully during the last 10 years. Reference letters to be provided.	Reference #1: Reference #2: Reference #3:	<i>Please make exact reference to where in your proposal this information can be located.</i>
9	The Offeror should be in continuous business for minimum 3 (three) years. Document from Business Registers Agency to be provided. Document should not be older than 6 months from the date of the proposal.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
10	Minimum RSD 3,000,000.00 (Three Million Republic of Serbia Dinar) of total turnover within the last 3 years. Financial statements and solvency reports for last 3	Yes/No	<i>Please make exact reference to where in your proposal this information</i>

	years to be provided		<i>can be located.</i>
11	Tax administration receipts that the company paid all local and national taxes to be provided. Document should not be older than 6 months from the date of the proposal.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
12	Full acceptance of UNOPS General Conditions (for Professional Services) and UNOPS Contract for Professional Services	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
13	Proposed work plan and detailed methodology/approach provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
14	Time schedule and manpower estimate to be provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
15	CV of Team Leader provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
16	CV of Team Members provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>

ANNEX C

Request for proposal

Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups

RFP No. UNOPS-EP-2015-S-012

Technical proposal submission form

- a. This Technical Proposal Submission Form must be completed in its entirety.
- b. This Technical Proposal Submission Form consists of this cover page, the Certificate of Offeror's Eligibility and Authority to sign Proposal and the Technical Proposal itself.
- c. The entire Technical Proposal and all required and optional documentation related to the technical competent of the proposal must be placed in an envelope pre-addressed and marked:
 RFP No (UNOPS-EP-2015-S-012) - (description of requirement) – Technical proposal- (name and address of Offeror)
 If submitted by email, the email subject line should read:
 RFP No (UNOPS-EP-2015-S-012) - (Name of Offeror) - Technical proposal
- d. The Technical Proposal envelope / the Technical Proposal email is herewith submitted in accordance with the instructions given in the request for proposal.
- e. The completed and signed Technical Proposal Submission Form, together with the mandatory requirements / pre-qualification criteria document completed by me (Appendix 1 to this offer), together with any other supporting documentation submitted in accordance with this RFP and/or voluntarily constitutes the offeror's Technical Proposal and fully responds to the request for proposal No (UNOPS-EP-2015-S-012)

Offeror Eligibility Confirmation and Information	Offeror's Response
1. What year was your firm/organization established?	
2. In what province/state/country is your firm/organization established?	
3. Has your firm/organization ever filed or petitioned for bankruptcy? (If YES, explain in detail the reasons why, filing date, and current status.)	Yes _____; No _____
4. Have you ever been terminated for non-performance on a contract? If YES, describe in detail.	Yes _____; No _____
5. Have you ever been suspended or debarred by any government, a UN agency or other international organization? If YES, provide details, including date of reinstatement, if applicable.	
6. It is UNOPS policy to require that offerors and their sub-contractors observe the highest standard of ethics during the selection and execution of contracts. In this context, any action taken by offeror or a sub-contractor to influence the selection process or contract execution for undue advantage is improper. In pursuance of this policy, UNOPS:	Confirm Yes _____; No _____

Offeror Eligibility Confirmation and Information	Offeror's Response
<p>(a) defines, for the purposes of this provision, the terms set forth below as follows:</p> <p>(i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;</p> <p>(iii) "collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;</p> <p>(iv) "coercive practices" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;</p> <p>(v) "obstructive practice" is</p> <p>(aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or</p> <p>(bb) acts intended to materially impede the exercise of UNOPS' inspection and audit rights.</p> <p>Confirm that the offeror and its sub-contractors have not engaged in any corrupt, fraudulent, collusive, coercive or obstructive practices in competing for this solicitation.</p>	
<p>7. Officials not to benefit: Confirm that no official of UNOPS has received or will be offered by the offeror or its sub-contractors, any direct or indirect benefit arising from this solicitation or any resulting contracts.</p>	Confirm Yes _____; No _____
<p>8. Confirm that the offeror is not engaged in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS.</p>	Confirm Yes _____; No _____
<p>9. Confirm that the offeror and your sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and / or other documents used as a part of this solicitation.</p>	Confirm Yes _____; No _____
<p>10. UNOPS policy restricts companies from bidding on or receiving UNOPS contracts if a UNOPS staff member or their immediate family are an owner, officer, partner or board member or in which the staff member or their immediate family has a financial interest. Confirm that no UNOPS staff member or their immediate family are an owner, officer, partner or board member or have a financial interest in either the offeror or its sub-contractors.</p>	Confirm Yes _____; No _____

I, _____, certify that I am _____ of _____; that by signing this Proposal for and on behalf of _____ I am certifying that all information contained herein is accurate and truthful and that the signing of this Proposal is within the scope of my powers.

I, by signing this Proposal, commit my Offer to be bound by this Technical Proposal for carrying out the range of services as specified in the solicitation package.

(Seal)

(Signature)

(Printed Name and Title)

(Date)

Provide the name and contact information for the primary contact from your company for this solicitation:

Name:

Title:

Address:

Telephone Number

Fax Number:

Email Address:

Technical proposal submission form

The offeror's proposal must be organized to follow the format of this RFP. Each offeror must respond to every stated request or requirement and indicate that offeror confirms acceptance of and understands UNOPS stated requirements. The offeror should identify any substantive assumption made in preparing its proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the offeror's proposal will be deemed as accepted by the offeror. The terms "offeror" and "contractor" refer to those companies that submit a proposal pursuant to this RFP.

Where the offeror is presented with a requirement or asked to use a specific approach, the offeror must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive. Where a statement of non-compliance is provided, the offeror must indicate its reasons and explain its proposed alternative, if applicable, and the advantages and disadvantages to UNOPS of such proposal.

Section		Offerors response
1.	Expertise of Firm/Organization/Consortium submitting Proposal (maximum 30 points)	
Q1.1.	Experience of the organisation, general organizational capability and reputation of the firm which is likely to affect implementation of the campaign (description of the firm and background material to be provided): <ul style="list-style-type: none"> • Company with 1 year of experience in similar activities since registration date - 2 points • From 2 to 3 years of experience in similar activities since registration date – additional 1 point • From 4 to 5 years of experience in similar activities since registration date – additional 1 point • More than 6 years of experience in similar activities since registration date - additional 2 points. (maximum of 6 points)	
Q1.2.	Specialized knowledge, proven expertise and experience of the company in the following areas: <ul style="list-style-type: none"> • Company with 3 contracts - 3 points • From 4 to 5 contracts – additional 2 point • 6 and more contracts - additional 1 points. (maximum 6 points)	



Section		Offerors response
Q1.3.	Specialized knowledge, proven expertise and experience of the company in the following areas: <ul style="list-style-type: none"> • 3 contracts on either of the following topics: social inclusion, social care policies, capacity development of line local institutions dealing with vulnerable and marginalized groups, employment policies - 10 points • From 4 to 5 contracts on either of the following topics: social inclusion, social care policies, capacity development of line local institutions dealing with vulnerable and marginalized groups, employment policies – additional 4 points • 6 or more contracts on either of the following topics: social inclusion, social care policies, capacity development of line local institutions dealing with vulnerable and marginalized groups, employment policies – additional 4 points (maximum 18 points)	
2.	Proposed Work Plan and Approach(maximum 15 points)	
Q2.1.	Expected outcomes well described within the proposal and they are furthermore realistic, achievable and contribute to desired objectives (maximum 3 points)	
Q2.2.	Proposed methodology is appropriate, realistic, feasible, effective and promise efficient implementation of the campaign (maximum 9 points)	
Q2.3.	Time schedule and manpower estimates well prepared and presented in a clear and understandable manner (maximum 3 points)	
3.	Personnel (maximum 25 points)	
Q3.1.	Qualifications of the combined expertise of the proposed team consisted of Team Leader, Team Members and all other supporting personnel including their previous experience working as a team – 5 points (maximum 5 points)	
Q3.2.	Team Leader The team leader must have a minimum of a master degree in a discipline relevant to required expertise and at least 10 years of relevant professional experience. He or she would be directly responsible for the delivery of the expected results and activities defined by this ToR. This will carry 8 points More than 10 years of relevant professional experience will carry 1 additional point for each year of experience up to maximum 12 points (maximum 12 points)	

Section		Offerors response
Q3.3.	<p>Team Members The team members must have a minimum of a bachelor degree in a discipline relevant to required expertise and at least 5 years of relevant professional experience. He or she would be directly responsible for implementation of activities defined by this ToR.</p> <p>This will carry 5 points More than 5 years of relevant professional experience will carry 1 additional point for each year of experience up to maximum 8 points (maximum 8 points)</p>	

ANNEX D

Request for proposal Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups RFP No.UNOPS-EP-2015-S-012

Financial proposal submission form

- This Financial Proposal Submission Form must be completed in its entirety.
- Financial proposals must be submitted in: RSD (Republic of Serbia Dinar)
- The entire Price Proposal must be placed in a separate envelope pre-addressed and marked:

Do not open! - RFP No UNOPS-EP-2015-S-012 - Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups – Financial proposal- name and address of offeror.

- The completed Financial Proposal Submission Form constitutes Offeror's Financial Proposal and fully responds to Request for Proposal No**Error! Reference source not found.** I commit my Offer to be bound by this Financial Proposal for carrying out the range of services as specified in the solicitation package.

In compliance with this RFP the undersigned, propose to furnish all labour, materials and equipment in order to provide goods and services as stipulated in the RFP. This shall be done at the price set in this Schedule and in accordance with the Contract terms in this RFP.

(Signature)

(Name)

(Name of offeror)

(Date)

(Address)

(Telephone No.)

(Fax No.)

(Email address)

Financial proposal submission form

Currency: Republic of Serbia Dinar (RSD)

Name(s) of consultant(s) (a)	Number of working days (b)	Daily fee (c)	Daily subsistence allowance (d)	Total (e)=(b)x((c)+(d))
SUB TOTAL:				

International/National travels (a)	Quantity (b)	Cost (c)	Currency (RSD)	Total (e)=(b)x(c)
SUB TOTAL:				

Other Costs (description)	Cost (lump-sum)
SUB TOTAL:	

GRAND TOTAL:	
---------------------	--



ANNEX E

Request for proposal Provision of services on supporting Municipalities in Improving Social Inclusion Thorough Employment of Vulnerable and Marginalised Groups RFP No.UNOPS-EP-2015-S-012

UNGM vendor registration form

As part of the proposal, it is desired that the offeror goes to the United Nations Global Marketplace (UNGM) registration website: <https://www.ungm.org/Registration/RegisterSupplier.aspx> and fills out the registration. If the offeror is already registered with UNGM, please provide your UNGM registration number (_____). Please ensure that your firm's information on UNGM is current.

Offerors need to familiarise themselves with the United Nations Supplier Code of Conduct. UNOPS encourages all suppliers to subscribe to the United Nations Global Compact.

The offeror may still proposal even if not registered with the UNGM. However, if the offeror is selected for contract award, the offeror must register on the UNGM prior to contract signature.



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