

**Procurement Notice and Request for Proposal
Providing National Consultancy to “Support Coordination, Implementation, Monitoring
and Vaccination Supplies Stock Management of COVID-19 Vaccine Distribution Plan”**

Date: 3 June 2021

Dear Madam/Sir,

We kindly request you to submit your Proposal for provision of national consultancy to “Support Coordination, Implementation, Monitoring and Vaccination Supplies Stock Management of COVID-19 Vaccine Distribution Plan”.

Please be guided by the information provided below, in preparing your Proposal. Your Proposal must be expressed in English, and valid for a minimum period of 90 days.

Sincerely,



Nazli Alavi

Head of Procurement/Admin Unit

Country: Islamic Republic of Iran

Description of the assignment: The consultant should provide Support Coordination, Implementation, Monitoring and Vaccination Supplies Stock Management of COVID-19 Vaccine Distribution Plan

Period of assignment/services: Under this assignment, the consultant shall complete over the period of 6+18 months starting from late-June 2021 to mid- Dec. 2021 to completely deliver the software and training manuals, after this period the contract will be continued for another 18 months (until mid-May 2023) to ensure after-sale services.

Proposal should be submitted to the below email address no later than Thursday, 17 June 2021 – 16:30 p.m. Tehran local time.

bid.ir@undp.org

Please note that the subject of your submission email should be ONLY:

IRNUNDP21044

Using any other subject for your email will result in disqualification of your proposal by UNDP automated emailing system.

Any request for clarification must be sent in writing, or by standard electronic communication to the UNDP mailing address or to mahsa.ghahremanzadeh@undp.org. The procuring UNDP entity will respond in writing or by standard electronic mail.

1. BACKGROUND

The vaccine is undoubtedly one of Man's outstanding achievements in history since the immunity it creates against fatal diseases, and pandemics turns it into an imperative factor in sustainable development, the significance of which became more evident and palpable than ever in the COVID-19 crisis. Similarly, making and maintaining vaccines publicly available is crucial since if vaccines are not operationalized optimally, their effectiveness equally declines. Hence, policymakers and experts in this field continuously intend to improve and enhance vaccine administration.

Vaccination Supplies Stock Management, VSSM, is a software which let the health system has a better and more organized stock management in the store. Using this software, the stock management will be easier, analysis will be faster and the availability of more accurate and all information and reports will be possible. Although VSSM is basically developed and focused on vaccine stock management, the recent version will allow the health system to deal separately with other supplies such as:

- injection equipment
- cold chain equipment
- all pharmaceutical items

VSSM has been designed to cater for most of the transactions required for an effective vaccine and related supplies stock management. Experienced store staff will find VSSM a useful tool to enhance their work. New staff will find it a learning tool towards an effective stock management.

VSSM is a web-based software which can run without any limitation on any browser or from everywhere all around the world. However, in Iran, built-in authorization mechanism in software is mixed with Ministry of Health private authorization method and only verified staff can log into this system.

In VSSM, one dose of a vaccine can be traced easily from the incoming source to country to the end of path which can be a local health care center in a far village in the country.

Bunch of useful reports in formats of table and graphical reports are presented to users that can cover all needs of them.

For detailed information please see the Terms of Reference attached hereto as Annex I.

2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

Under this assignment, the consultant shall:

- Conduct desk review and liaise with the experts of CDC/MOH to fully be familiar with the existing system and expected final product and to ensure all aspects of the system has been discussed and included in the plan of upgrading the system.
- Design and develop integrated Software.
 - Software should be upgradeable and comply with the existing one.
 - Software should be centralized.
 - Software should be able to extract various reports such as expiry items, store volume usage, stock histories and current stock.
- Develop all required training materials, guidance notes and demos related to the whole platform and hand them over to the CDC/MOH.
- Train the training materials in TOT in-person sessions to five CDC experts.
- Engage as facilitators in the webinar to train 70 field staff in collaboration with trained experts of CDC.

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For detailed information please see the Terms of Reference attached hereto as Annex I.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Background:

University degree in computer sciences. Certificates or academic background in public health, medicine and health related areas is an advantage.

Experiences, qualifications, and competencies:

- A minimum of 5 years of professional experience in the field of software development, especially in the field of health care information systems and alike using latest well-known programming technologies.
- Demonstrating at least two similar software development projects in the past 5 years
- Development of at least two training modules or guidance note or any other training materials/demos on developed software.

Language requirement:

Fluency in Farsi and English with excellent verbal and written skills.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

The individual offerors must submit the following documents/information to demonstrate their qualifications:

1. Proposal:

- Explaining why the applicant is the most suitable for the work.
- Provide a brief methodology on how the applicant will approach and conduct the work.

The proposal should be prepared in accordance with the templates provided in Annex III, Individual's Information Sheets.

2. Financial proposal

The financial proposal should be submitted in accordance with the Financial Proposal Template attached hereto as Annex IV.

5. Personal CV including past experience in similar projects and at least two references.

5. FINANCIAL PROPOSAL

• **Lump sum contracts**

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in instalments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial

proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, and number of anticipated working days).

6. EVALUATION

Individual consultants will be evaluated based on the following methodology:

Cumulative analysis

The award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

- a) Responsive/compliant/acceptable, and
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation (Please see below).
 - Technical Criteria weight; 70%
 - Financial Criteria weight; 30%

Only if the candidate obtains a minimum of 70% of technical score (490 out of 700 point) in technical evaluation would be considered for the Financial Evaluation.

Technical Evaluation Criteria	Max. Point	
Academic Background: University degree in computer sciences. Certificates or academic background in public health, medicine and health related areas is an advantage. Experiences, qualifications, and competencies: <ul style="list-style-type: none"> - A minimum of 5 years of professional experience in the field of software development, especially in the field of health care information systems and alike using latest well-known programming technologies. - Demonstrating at least two similar software development projects in the past 5 years - Development of at least two training modules or guidance note or any other training materials/demos on developed software. Language requirement: Fluency in Farsi and English with excellent verbal and written skills.	%50	
Proposal and Methodology <ul style="list-style-type: none"> - Methodology and approach for carrying out the activities and obtaining the expected outputs - Understanding of the expected challenges and problems in implementation of this work and explain your approach to address and resolve them - Action plan & Timeline. 	%50	
Total	100%	

Annex I Terms of Reference (ToR)

“Support Coordination, Implementation, Monitoring and Vaccination Supplies Stock Management of COVID-19 Vaccine Distribution Plan”

Background:

The vaccine is undoubtedly one of Man's outstanding achievements in history since the immunity it creates against fatal diseases, and pandemics turns it into an imperative factor in sustainable development, the significance of which became more evident and palpable than ever in the COVID-19 crisis. Similarly, making and maintaining vaccines publicly available is crucial since if vaccines are not operationalized optimally, their effectiveness equally declines. Hence, policymakers and experts in this field continuously intend to improve and enhance vaccine administration.

Vaccination Supplies Stock Management, VSSM, is a software which let the health system has a better and more organized stock management in the store. Using this software, the stock management will be easier, analysis will be faster and the availability of more accurate and all information and reports will be possible. Although VSSM is basically developed and focused on vaccine stock management, the recent version will allow the health system to deal separately with other supplies such as:

- injection equipment
- cold chain equipment
- all pharmaceutical items

VSSM has been designed to cater for most of the transactions required for an effective vaccine and related supplies stock management. Experienced store staff will find VSSM a useful tool to enhance their work. New staff will find it a learning tool towards an effective stock management.

VSSM is a web-based software which can run without any limitation on any browser or from everywhere all around the world. However, in Iran, built-in authorization mechanism in software is mixed with Ministry of Health private authorization method and only verified staff can log into this system.

In VSSM, one dose of a vaccine can be traced easily from the incoming source to country to the end of path which can be a local health care center in a far village in the country.

Bunch of useful reports in formats of table and graphical reports are presented to users that can cover all needs of them. The list of expected reports is as below:

- Arrival reports
- Dispatch reports
- Monthly distribution reports
- Adjustment reports
- Current stock level reports
- Indicator reports
- Warning labeled reports
- Expired or near to expire items reports



Objectives:

Five main objectives are followed under this assignment:

1. Integration

One of the main objectives of this software is the information integration. All data from 63 Universities of Medical Sciences are gathered in one database and all output data will be generated from one reliable source.

2. Hierarchy Ordering

Placing cold chain centers in a logically hierarchical order is another goal of this software. In the real situation, each provincial store supplies items to several recipients and receives items from one higher level store. Each store sends requests to its direct upper-level store and controls all its recipients.

Announcing lower-level request forms, showing details and managing them and preparing a dispatch form based on received request is an automatic cycle which this software provides for users.

3. Fast and in-Depth Tracking

Tracking of dispatched items from central store is fast and accurate. Due to the hierarchical ordering of stores, item tracking is possible from dispatch from the central store to the point of the delivery of the items.

4. Centralized management

This software has two main parts, and each part has several sub sections:

- Moderate pages
- User Pages

Moderate section is the most restricted part of the web application. This section can be shown by users that have full permission and are registered as users of the central store. The central store is a recipient with no up-level recipient.

In the moderate section, the basic data and other global configurations which are common for all recipients is defined. Defining Items, Manufacturers, Sources, Commercial Names, Packing Equipment as basic data and voucher configurations, security configuration are few examples of options which are provided in the moderate section.

The user section covers all other functionalities of this application. In this section, users are dealing with pre-defined basic data who can dispatch some items to other recipients, receive upper-level shipments, do adjustments on their stock amounts, prepare useful report of the status of the near to expiry items, store volume usage, stock histories, current stock, and etc.

5. Support new events (COVID-19)

Ever since new vaccines arrives in the country, some new changes in labeling and identifying are inevitable, new version of VSSM software should be equipped to barcode system which helps staff to a better and faster management on the distribution of vaccine and other pharmaceutical items.

Duration of work:

Under this assignment, the consultant shall complete over the period of 6+18 months starting from late-June 2021 to mid-Dec. 2021 to completely deliver the software and training manuals, after this period the contract will be continued for another 18 months (until mid-May 2023) to ensure after-sale services.

Location:

Home-based and CDC as required. It is expected that the consultant to review implementation progress with CDC focal point every three weeks.

Direct Supervision:

The consultant shall work under supervision of the General Director of CDC.

Overall Responsibilities:

Under this assignment, the consultant shall:

- Conduct desk review and liaise with the experts of CDC/MOH to fully be familiar with the existing system and expected final product and to ensure all aspects of the system has been discussed and included in the plan of upgrading the system.
- Design and develop integrated Software.
 - o Software should be upgradeable and comply with the existing one.
 - o Software should be centralized.
 - o Software should be able to extract various reports such as expiry items, store volume usage, stock histories and current stock.
- Develop all required training materials, guidance notes and demos related to the whole platform and hand them over to the CDC/MOH.
- Train the training materials in TOT in-person sessions to five CDC experts.
- Engage as facilitators in the webinar to train 70 field staff in collaboration with trained experts of CDC.

Detail Responsibilities:

1. digital implementation of COVID-19 vaccine maintenance and distribution management processes. However, the software should be able to include other types of vaccine e.g. ROTA virus vaccine and PNOMOCOC vaccine.
2. Designing and implementation of the possibility of using barcodes in the process of send/receive shipments.
3. Digital implementation of the vaccine send/receive processes in different levels including the central level to the UMS and district level.
4. Designing and developing program databases using the most recent available technology and facilities for archiving the information.
5. Creating the ability to divide the centers into different levels to have controlled access to the system at different levels and maintaining the access levels defined for each sector.
6. Designing transfer options for the warehouses and centers information with their properties and stock at different levels.
7. Designing the template of general report forms for monitoring and reporting of the required information for the users in different monitors.

8. Designing the template of general forms for managing inputs, shipments, received parts, enquiries in a way of similar structure and function so that the user will face same structure and shape of user-friendly forms.
9. Designing and implementing vast menus and shortcuts for quick and reachable access for users and categorize menu items based on their function.
10. Designing and generating a new mechanism to define new users and centers to prevent unrealistic information from entering the application data structure.
11. Designing and implementation of unified forms and comprehensive format for program reports that have filtering feature.
12. Ability to prepare output reports in excel format.
13. Strengthening/improving searching system in registered submission forms and goods entry forms.
14. Creating a delivery mechanism based on the received request without the need to print the request.
15. Preparing a trial version of the program and installing it on the main server.
16. Ability to connect current users of the system with the trial version and the ability to work simultaneously with both versions.
17. Receiving user feedback during the pilot phase.
18. Creating the infrastructure needed to move from the old system to the new system.
19. Installing a new system on the server and creating a platform for all users to access the new version.
20. Develop all required training materials, guidance notes and demos related to the whole platform and hand them over to the CDC/MOH.
21. Train the training materials in TOT in-person sessions to CDC experts.
22. Be engaged as facilitators in some webinars to train field staff in collaboration with trained experts of CDC.
23. Providing 18 months 24/7 software client support including back-up and availability, debugging and minor software upgrades Introducing a fully engaged back-up person to ensure the continuous service delivery

Deliverables:

1. Pilot version of the software approved by the User Acceptance testing body (CDC Focal Point) along with the pre-final report on the development of this Version
2. Final version of the software validated and approved by CDC and the final report
3. Full software package to be delivered to CDC Focal Point as project's digital asset
4. Documents of all guidance notes, instructions and training materials
5. Report of TOT training sessions for CDC experts and the facilitation of the webinar to train the UMS staff
6. Bi-monthly and semi-annual report on after sale services after the installation and operationalization of the platform

NOTE: [all documents and deliverables will be developed in Farsi with a summary report in English].

Verification:

Compliance of the contract implementation processes and its results with these Terms of Reference will be verified by CDC/MOH.

Terms of Payment/Remuneration

As full consideration for the services performed by the consultant under the terms of this agreement the United Nations Development Programme shall pay the contractor the total payable amount (Iranian Rial) upon certification that the services have been completely and satisfactorily performed.

Output/Deliverables	Target Date	Amount (IRR)
Pilot version of the software approved by the User Acceptance testing body (CDC Focal Point) along with the pre-final report on the development of this Version.	End Sep. 2021	30%
Final version of the software validated and approved by CDC and the final report along with full software package to be delivered to CDC Focal Point as project's digital asset	End Oct. 2021	50%
Documents of all guidance notes, instructions and training materials.	15 Nov. 2021	10%
Report of TOT training sessions for CDC experts and the facilitation of the webinar to train the UMS staff	15 Dec. 2021	5%
1 st report on after sale services after the installation and operationalization of the platform	End Jan. 2022	2%
2 nd report on after sale services after the installation and operationalization of the platform	End June 2022	1%
3 rd report on after sale services after the installation and operationalization of the platform	End December 2022	1%
Final report on after sale services after the installation and operationalization of the platform	End June 2023	1%

- The contract's total payment is expected to cover communication costs, costs of typing and preparing the soft and hard copies of documents and any other relevant costs regarding this activity.
- Upon receiving and verification of deliverables, payments will be transferred by UNDP to the account number of the consultant introduced through an official letter indicating SHEBA (شبا) identification number.
- Payments will be made according to UNDP regulations as explained in the contract documents.
- Confirmation of CDC Director on delivery by the consultant, and acceptance by CDC and UNDP of all the final deliverables is prerequisite to the final payment.
- If any travel is required during the assignment, the travel costs including tickets, accommodation and living allowances should be agreed upon, between UNDP and Individual Contractor, prior to travel and will be reimbursed by UNDP according to UNDP's rules and regulations. UNDP should not accept travel costs exceeding those of an economy class ticket.



Should the contractor wish to travel on a higher class he/she should do so using their own resources.

Qualification, Experience, and other Requirements:

Academic Background:

University degree in computer sciences. Certificates or academic background in public health, medicine and health related areas is an advantage.

Experiences, qualifications, and competencies:

- A minimum of 5 years of professional experience in the field of software development, especially in the field of health care information systems and alike using latest well-known programming technologies.
- Demonstrating at least two similar software development projects in the past 5 years
- Development of at least two training modules or guidance note or any other training materials/demos on developed software.

Language requirement:

Fluency in Farsi and English with excellent verbal and written skills.

Travel:

If travel is required under the contract, the individual Consultant shall:

- Obtain the required Security Clearance from UNDP office (the details of travel including date of departure and arrival, accommodation and purpose of travel shall be submitted to UNDP office 2 working days before date of travel);
- Undertake the training courses on BSAFE and provide UNDP with the certificate. The link to access the course will be provide after issuing the contract.
- Undertake a full medical examination including x-rays and obtain medical clearance from an UN-approved physician. This is only applicable for the Consultants on the age of 65 years or more.
- All ICs who will be hired during the COVID-19 Pandemic period are required to submit “Statement of Good Health” based on the WHO information on the impact of COVID-19 on individuals with underlining conditions before their travel.
- The Contractor shall consult with the delegated authorities on the bases on Travel requirements before date of departure and arrival and inform UNDP accordingly.

Annex II
GENERAL CONDITIONS OF CONTRACTS
FOR THE SERVICE OF INDIVIDUAL CONTRACTORS

1. LEGAL STATUS: The Individual contractor shall have the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP), and shall not be regarded, for any purposes, as being either a “staff member” of UNDP, under the UN Staff Regulations and Rules, or an “official” of UNDP, for purposes of the Convention on the Privileges and Immunities of the United Nations, adopted by the General Assembly of the United Nations on 13 February 1946. Accordingly, nothing within or relating to the Contract shall establish the relationship of employer and employee, or of principal and agent, between UNDP and the Individual contractor. The officials, representatives, employees or subcontractors of UNDP and of the Individual contractor, if any, shall not be considered in any respect as being the employees or agents of the other, and UNDP and the Individual contractor shall be solely responsible for all claims arising out of or relating to their engagement of such persons or entities.

2. STANDARDS OF CONDUCT: In General: The Individual contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of his or her obligations under the Contract. Should any authority external to UNDP seek to impose any instructions regarding the Individual contractor’s performance under the Contract, the Individual contractor shall promptly notify UNDP and shall provide all reasonable assistance required by UNDP. The Individual contractor shall not take any action in respect of his or her performance of the Contract or otherwise related to his or her obligations under the Contract that may adversely affect the interests of UNDP. The Individual contractor shall perform his or her obligations under the Contract with the fullest regard to the interests of UNDP. The Individual contractor warrants that she or he has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Contract or the award thereof to any representative, official, employee or other agent of UNDP. The Individual contractor shall comply with all laws, ordinances, rules and regulations bearing upon the performance of his or her obligations under the Contract. In the performance of the Contract the Individual contractor shall comply with the standards of conduct set in the Secretary General’s Bulletin ST/SGB/2002/9 of 18 June 2002, entitled “Regulations Governing the Status, Basic Rights and Duties of Officials other than Secretariat Officials, and Expert on Mission”. The Individual contractor must comply with all security directives issued by UNDP.

Prohibition of Sexual Exploitation and Abuse: In the performance of the Contract, the Individual contractor shall comply with the standards of conduct set forth in the Secretary-General’s bulletin ST/SGB/2003/13 of 9 October 2003, concerning “Special measures for protection from sexual exploitation and sexual abuse”. In particular, the Individual contractor shall not engage in any conduct that would constitute sexual exploitation or sexual abuse, as defined in that bulletin.

The Individual contractor acknowledges and agrees that any breach of any of the provisions hereof shall constitute a breach of an essential term of the Contract, and, in addition to any other legal rights or remedies available to any person, shall give rise to grounds for suspension or termination of the Contract. In addition, nothing herein shall limit the right of UNDP to refer any alleged breach of the foregoing standards of conduct or any other terms of the Contract to the relevant national authorities for appropriate legal action.

3. TITLE RIGHTS, COPYRIGHTS, PATENTS AND OTHER PROPRIETARY RIGHTS: Title to any equipment and supplies that may be furnished by UNDP to the Individual contractor for the performance of any obligations under the Contract shall rest with UNDP, and any such equipment and supplies shall be returned to UNDP at the conclusion of the Contract or when no longer needed by the



Individual contractor. Such equipment and supplies, when returned to UNDP, shall be in the same condition as when delivered to the Individual contractor, subject to normal wear and tear, and the Individual contractor shall be liable to compensate UNDP for any damage or degradation of the equipment and supplies that is beyond normal wear and tear.

UNDP shall be entitled to all intellectual property and other proprietary rights, including, but not limited to, patents, copyrights and trademarks, with regard to products, processes, inventions, ideas, know-how or documents and other materials which the Individual contractor has developed for UNDP under the Contract and which bear a direct relation to, or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Individual contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for UNDP. However, to the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Individual contractor: (a) that pre-existed the performance by the Individual contractor of his or her obligations under the Contract, or (b) that the Individual contractor may develop or acquire, or may have developed or acquired, independently of the performance of his or her obligations under the Contract, UNDP does not and shall not claim any ownership interest thereto, and the Individual contractor grants to UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract. At the request of UNDP, the Individual contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to UNDP in compliance with the requirements of the applicable law and of the Contract. Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents and all other data compiled by or received by the Individual contractor under the Contract shall be the property of UNDP, shall be made available for use or inspection by UNDP at reasonable times and in reasonable places, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of services under the Contract.

4. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION: Information and data that are considered proprietary by either UNDP or the Individual contractor or that are delivered or disclosed by one of them (“Discloser”) to the other (“Recipient”) during the course of performance of the Contract, and that are designated as confidential (“Information”), shall be held in confidence and shall be handled as follows. The Recipient of such Information shall use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate, and the Recipient may otherwise use the Discloser’s Information solely for the purpose for which it was disclosed. The Recipient may disclose confidential Information to any other party with the Discloser’s prior written consent, as well as to the Recipient’s officials, representatives, employees, subcontractors and agents who have a need to know such confidential Information solely for purposes of performing obligations under the Contract. Subject to and without any waiver of the privileges and immunities of UNDP, the Individual contractor may disclose Information to the extent required by law, *provided that* the Individual contractor will give UNDP sufficient prior notice of a request for the disclosure of Information in order to allow UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made. UNDP may disclose Information to the extent required pursuant to the Charter of the United Nations, resolutions or regulations of the General Assembly or its other governing bodies, or rules promulgated by the Secretary-General. The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder. These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any



termination of the Contract. Notwithstanding the foregoing, the Individual contractor acknowledges that UNDP may, in its sole discretion, disclose the purpose, type, scope, duration and value of the Contract, the name of the Individual contractor, and any relevant information related to the award of the Contract.

5. TRAVEL, MEDICAL CLEARANCE AND SERVICE INCURRED DEATH, INJURY OR ILLNESS: If the Individual contractor is required by UNDP to travel beyond commuting distance from the Individual contractor's usual place of residence, and upon prior written agreement, such travel shall be at the expense of UNDP. Such travel shall be at economy fare when by air.

UNDP may require the Individual contractor to submit a "statement of good health" from a recognized physician prior to commencement of services in any offices or premises of UNDP, or before engaging in any travel required by UNDP, or connected with the performance of the Contract. The Individual contractor shall provide such a statement as soon as practicable following such request, and prior to engaging in any such travel, and the Individual contractor warrants the accuracy of any such statement, including, but not limited to, confirmation that the Individual contractor has been fully informed regarding the requirements for inoculations for the country or countries to which travel may be authorized.

In the event of death, injury or illness of the Individual contractor which is attributable to the performance of services on behalf of UNDP under the terms of the Contract while the Individual contractor is traveling at UNDP expense or is performing any services under the Contract in any offices or premises of UNDP, the Individual contractor or the Individual contractor's dependents, as appropriate, shall be entitled to compensation equivalent to that provided under the UNDP insurance policy, available upon request.

6. PROHIBITION ON ASSIGNMENT; MODIFICATIONS: The Individual contractor may not assign, delegate, transfer, pledge or make any other disposition of the Contract, of any part thereof, or of any of the rights, claims or obligations under the Contract except with the prior written authorization of UNDP, and any attempt to do so shall be null and void. The terms or conditions of any supplemental undertakings, licenses or other forms of Contract concerning any goods or services to be provided under the Contract shall not be valid and enforceable against UNDP nor in any way shall constitute a contract by UNDP thereto, unless any such undertakings, licenses or other forms of contract are the subject of a valid written undertaking by UNDP. No modification or change in the Contract shall be valid and enforceable against UNDP unless provided by means of a valid written amendment to the Contract signed by the Individual contractor and an authorized official or appropriate contracting authority of UNDP.

7. SUBCONTRACTORS: In the event that the Individual contractor requires the services of subcontractors to perform any obligations under the Contract, the Individual contractor shall obtain the prior written approval of UNDP for any such subcontractors. UNDP may, in its sole discretion, reject any proposed subcontractor or require such subcontractor's removal without having to give any justification therefore, and such rejection shall not entitle the Individual contractor to claim any delays in the performance, or to assert any excuses for the non-performance, of any of his or her obligations under the Contract. The Individual contractor shall be solely responsible for all services and obligations performed by his or her subcontractors. The terms of any subcontract shall be subject to, and shall be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

8. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF THE UNITED NATIONS: The Individual contractor shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNDP, nor shall the Individual contractor, in any manner whatsoever, use the name, emblem or official seal of UNDP, or any



abbreviation of the name of UNDP, in connection with his or her business or otherwise without the written permission of UNDP.

9. INDEMNIFICATION: The Individual contractor shall indemnify, defend, and hold and save harmless UNDP, and its officials, agents and employees, from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature, including, but not limited to, all litigation costs and expenses, attorney's fees, settlement payments and damages, based on, arising from, or relating to: (a) allegations or claims that the use by UNDP of any patented device, any copyrighted material or any other goods or services provided to UNDP for its use under the terms of the Contract, in whole or in part, separately or in combination, constitutes an infringement of any patent, copyright, trademark or other intellectual property right of any third party; or (b) any acts or omissions of the Individual contractor, or of any subcontractor or anyone directly or indirectly employed by them in the performance of the Contract, which give rise to legal liability to anyone not a party to the Contract, including, without limitation, claims and liability in the nature of a claim for workers' compensation.

10. INSURANCE: The Individual contractor shall pay UNDP promptly for all loss, destruction or damage to the property of UNDP caused by the Individual contractor, or of any subcontractor, or anyone directly or indirectly employed by them in the performance of the Contract. The Individual contractor shall be solely responsible for taking out and for maintaining adequate insurance required to meet any of his or her obligations under the Contract, as well as for arranging, at the Individual contractor's sole expense, such life, health and other forms of insurance as the Individual contractor may consider to be appropriate to cover the period during which the Individual contractor provides services under the Contract. The Individual contractor acknowledges and agrees that none of the insurance arrangements the Individual contractor shall, in any way, be construed to limit the Individual contractor's liability arising under or relating to the Contract.

11. ENCUMBRANCES AND LIENS: The Individual contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due to the Individual contractor or to become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Individual contractor.

12. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS: In the event of and as soon as possible after the occurrence of any cause constituting *force majeure*, the Individual contractor shall give notice and full particulars in writing to UNDP of such occurrence or cause if the Individual contractor is thereby rendered unable, wholly or in part, to perform his or her obligations and meet his or her responsibilities under the Contract. The Individual contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event, which interferes or threatens to interfere with the performance of the Contract. Not more than fifteen (15) days following the provision of such notice of *force majeure* or other changes in conditions or occurrence, the Individual contractor shall also submit a statement to UNDP of estimated expenditures that will likely be incurred for the duration of the change in conditions or the event. On receipt of the notice or notices required hereunder, UNDP shall take such action as it considers, in its sole discretion, to be appropriate or necessary in the circumstances, including the granting to the Individual contractor of a reasonable extension of time in which to perform any obligations under the Contract or suspension thereof.

Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, or any other acts of a similar nature or force, *provided that* such acts arise from causes beyond the control and without the fault or negligence of the Individual contractor. The Individual contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Individual contractor must perform in or for any areas in



which UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delay or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute *force majeure* under the Contract.

13. TERMINATION: Either party may terminate the Contract, in whole or in part, upon giving written notice to the other party. The period of notice shall be five (5) days in the case of contracts for a total period of less than two (2) months and fourteen (14) days in the case of contracts for a longer period. The initiation of conciliation or arbitral proceedings, as provided below, shall not be deemed to be a “cause” for or otherwise to be in itself a termination of the Contract. UNDP may, without prejudice to any other right or remedy available to it, terminate the Contract forthwith in the event that: (a) the Individual contractor is adjudged bankrupt, or is liquidated, or becomes insolvent, applies for moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent; (b) the Individual contractor is granted a moratorium or a stay or is declared insolvent; (c) the Individual contractor makes an assignment for the benefit of one or more of his or her creditors; (d) a Receiver is appointed on account of the insolvency of the Individual contractor; (e) the Individual contractor offers a settlement in lieu of bankruptcy or receivership; or (f) UNDP reasonably determines that the Individual contractor has become subject to a materially adverse change in financial condition that threatens to endanger or otherwise substantially affect the ability of the Individual contractor to perform any of the obligations under the Contract.

In the event of any termination of the Contract, upon receipt of notice of termination by UNDP, the Individual contractor shall, except as may be directed by UNDP in the notice of termination or otherwise in writing: (a) 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; (b) refrain from undertaking any further or additional commitments under the Contract as of and following the date of receipt of such notice; (c) deliver all completed or partially completed plans, drawings, information and other property that, if the Contract had been completed, would be required to be furnished to UNDP thereunder; (d) complete performance of the services not terminated; and (e) take any other action that may be necessary, or that UNDP may direct in writing, for the protection and preservation of any property, whether tangible or intangible, related to the Contract that is in the possession of the Individual contractor and in which UNDP has or may be reasonably expected to acquire an interest.

In the event of any termination of the Contract, UNDP shall only be liable to pay the Individual contractor compensation on a pro rata basis for no more than the actual amount of work performed to the satisfaction of UNDP in accordance with the requirements of the Contract. Additional costs incurred by UNDP as a result of termination of the Contract by the Individual contractor may be withheld from any amount otherwise due to the Individual contractor by UNDP.

14. NON-EXCLUSIVITY: UNDP shall have no obligation respecting, and no limitations on, its right to obtain goods of the same kind, quality and quantity, or to obtain any services of the kind described in the Contract, from any other source at any time.

15. TAXATION: Article II, section 7, of the Convention on the Privileges and Immunities of the United Nations provides, *inter alia*, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the exemptions of the United Nations from such taxes, restrictions, duties or charges, the Individual contractor shall immediately consult with UNDP to determine a mutually acceptable procedure. UNDP shall have no liability for taxes, duties or other similar charges payable by the Individual contractor in respect of any amounts paid to the



Individual contractor under this Contract, and the Individual contractor acknowledges that UNDP will not issue any statements of earnings to the Individual contractor in respect of any such payments.

16. AUDITS AND INVESTIGATIONS: Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or by other authorized and qualified agents of UNDP. The Individual contractor acknowledges and agrees that UNDP may conduct investigations relating to any aspect of the Contract or the award thereof, and the obligations performed thereunder.

The Individual contractor shall provide full and timely cooperation with any post-payment audits or investigations hereunder. Such cooperation shall include, but shall not be limited to, the Individual contractor's obligation to make available any relevant documentation and information for the purposes of a post-payment audit or an investigation at reasonable times and on reasonable conditions. The Individual contractor shall require his or her employees, subcontractors and agents, if any, including, but not limited to, the Individual contractor's attorneys, accountants or other advisers, to reasonably cooperate with any post-payment audits or investigations carried out by UNDP hereunder.

If the findings or circumstances of a post-payment audit or investigation so warrant, UNDP may, in its sole discretion, take any measures that may be appropriate or necessary, including, but not limited to, suspension of the Contract, with no liability whatsoever to UNDP.

The Individual contractor shall refund to UNDP any amounts shown by a post-payment audit or investigation to have been paid by UNDP other than in accordance with the terms and conditions of the Contract. Such amount may be deducted by UNDP from any payment due to the Individual contractor under the Contract.

The right of UNDP to conduct a post-payment audit or an investigation and the Individual contractor's obligation to comply with such shall not lapse upon expiration or prior termination of the Contract.

17. SETTLEMENT OF DISPUTES:

AMICABLE SETTLEMENT: UNDP and the Individual contractor shall use their best efforts to amicably settle any dispute, controversy or claim arising out of the Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the Conciliation Rules then obtaining of the United Nations Commission on International Trade Law ("UNCITRAL"), or according to such other procedure as may be agreed between the parties in writing.

ARBITRATION: Any dispute, controversy or claim between the parties arising out of the Contract, or the breach, termination, or invalidity thereof, unless settled amicably, as provided above, shall be referred by either of the parties to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition,



unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate (“LIBOR”) then prevailing, and any such interest shall be simple interest only. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy or claim.

18. LIMITATION ON ACTIONS: Except with respect to any indemnification obligations in Article 9, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 17, above, arising out of the Contract must be commenced within three (3) years after the cause of action has accrued.

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

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

Please note that the subject of your submission email should be ONLY:

IRNUNDP21044

Annex III

Individual's Information Sheets

“Support Coordination, Implementation, Monitoring and Vaccination Supplies Stock Management of COVID-19 Vaccine Distribution Plan”.

(Please type)

General Information:
Full name of individual: Home address: Telephone no.: Fax no.: E-mail address: <i>Please attach your CV/resume.</i>
References: Please provide the full names and contact details of at least two people (not related to you) or organizations/companies with whom/which you have had previous work experience. Please note that if selected, these referees will be contacted for the purpose of reference checking.
1) Full name of referee: Position/occupation: Telephone no.: E-mail address:
2) Full name of referee: Position/occupation: Telephone no.: E-mail address:
3) Full name of referee: Position/occupation: Telephone no.: E-mail address:

Please list your similar previous activities (at least one case) with description of services provided by you.	
1)	
2)	
3)	

Please note that the subject of your submission email should be ONLY:

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Please write a summary of your educational background and your experience in below areas:

- Write about your University Degree/s:

- Write about your experience and skills in below areas:
 - Professional experience in the field of software development, especially in the field of health care information systems and alike using latest well-known programming technologies Expertise in the treatment and recovery of drug use disorders.
 - Experience in software development projects in the past 5 years
 - Experience in training modules or guidance note or any other training materials/demos on developed software.

- Your knowledge of English (reading, writing and speaking in scientific/academic), please rate yourself.
 - ☐ No proficiency
 - ☐ Elementary proficiency
 - ☐ Limited working proficiency
 - ☐ Professional working proficiency
 - ☐ Full professional proficiency

Letter of interest: Please write (or attach), in no more than one page, about your motivation and interest in this activity and its relevance to your qualifications and previous work experience as well as why you consider yourself suitable for the work and a brief methodology on how you will approach & conduct the work.

Please note that the subject of your submission email should be ONLY:

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Please explain your methodology and approach for carrying out the activities and obtaining the expected output

Please explain your understanding of the expected challenges and problems in implementation of this work and explain your approach to address and resolve them.

Please note that the subject of your submission email should be ONLY:

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Please develop an action plan with steps and timeframe for activities to be conducted by you including coordination with organizations required for implementation of the work

Example:

Responsible entity/individual (if applicable)	Timeframe	Involved entities (if applicable)	Steps

Attachments:

Please attach following documents:

- CV
- Any other relevant documents including copy of contracts, publications, etc.

Other explanations:

Name and signature of the individual

Name:

Signature:

Date:

Please note that the subject of your submission email should be ONLY:

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**Annex IV
Financial Proposal**

The offeror is asked to provide a Financial Proposal with indicating the daily fee for the required duration to accomplish the deliverables defined in the Terms of Reference.

Breakdown of Cost by Components:

Description of Output/Deliverables	Required working Days	Unit Cost (IRR)	Amount (IRR)
Pilot version of the software approved by the User Acceptance testing body (CDC Focal Point) along with the pre-final report on the development of this Version.			
Final version of the software validated and approved by CDC and the final report along with full software package to be delivered to CDC Focal Point as project's digital asset			
Documents of all guidance notes, instructions and training materials.			
Report of TOT training sessions for CDC experts and the facilitation of the webinar to train the UMS staff			
1st report on after sale services after the installation and operationalization of the platform			
2nd report on after sale services after the installation and operationalization of the platform			
3rd report on after sale services after the installation and operationalization of the platform			
Final report on after sale services after the installation and operationalization of the platform			
Total all-inclusive amount			

Signature:

Name:

Title:

Date:

Important Notes:

- The requested expected no. of days for each deliverable is purely for procurement justification purposes and will not affect the payment terms of the contract which is lump sum (deliverable based)

Please note that the subject of your submission email should be ONLY:

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- The offered and agreed amount of each deliverable will not be subject to change during the lifetime of the contract.
- The payments will be made based on the completion of each deliverable upon certification by UNDP that the deliverables have been satisfactorily received.
- Based on UNDP rules and regulations, the national consultants should quote their financial proposal in local currency (IRR) and accordingly, the contract and the payments will be in IRR.
- In no circumstances, the contract currency will be subject to change. Therefore, the hard currency fluctuations will not have any effect on the contract.

Please note that the subject of your submission email should be ONLY:

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Annex V

**OFFEROR'S LETTER TO UNDP
CONFIRMING INTEREST AND AVAILABILITY
FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT**

Date _____

Nazli Alavi
United Nations Development Programme
No.8, Shahrzad Blvd., Darrous, Tehran, 1948773911, Iran

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [*indicate title of assignment*] under the [*state project title*];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 [*delete this item if the TOR does not require submission of this document*];
- E) I hereby propose to complete the services based on the following payment rate: [*please check the box corresponding to the preferred option*]:
 - ☐ An all-inclusive daily fee of [*state amount in words and in numbers indicating currency*]
 - ☐ A total lump sum of [*state amount in words and in numbers, indicating exact currency*], payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex 2;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of _____ days [*minimum of 90 days*] after the submission deadline;

Please note that the subject of your submission email should be ONLY:

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I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office *[disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists];*

J) If I am selected for this assignment, I shall *[please check the appropriate box]:*

☐

Sign an Individual Contract with UNDP;

☐

Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

K) I hereby confirm that *[check all that applies]:*

☐

At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;

☐

I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

☐

I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

L) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

M) ***If you are a former staff member of the United Nations recently separated, please add this section to your letter:*** I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.

N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES ☐ NO ☐ If the answer is "yes", give the following information:

Please note that the subject of your submission email should be ONLY:

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Name	Relationship	Name of International Organization

P) Do you have any objections to our making enquiries of your present employer?

YES ☐ NO ☐

Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES ☐ NO ☐ If answer is "yes", WHEN?

R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Full Address	Business or Occupation

S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES ☐ NO ☐ If "yes", give full particulars of each case in an attached statement.

FULL NAME: _____

ADDRESS:

HOME TEL NO.: _____

CELL PHONE: , _____

DATE: _____

SIGNATURE: _____

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.