



United Nations
Educational, Scientific and
Cultural Organization

REQUEST FOR PROPOSAL – RFP Services

Ref: BEI/ED/1

(Please quote this UNESCO reference in all correspondence)

Date 13 March 2017

Dear Sir/Madam,

You are invited to submit an offer **for customization of a Syria MOE School Integrated Management Information System (SIMIS)** in accordance with the present solicitation document.

The Request for Proposal (RFP) consists of this cover page and the following Annexes:

- Annex I [Instructions to Offerors](#)
- Annex II [General Conditions of Contract](#)
- Annex III [Terms of Reference \(TOR\)](#)
- Annex IV [Proposal Submission Form](#)
- Annex V [Price Schedule Form](#)
- Annex VI [Vendor Information Form](#)

Your offer comprising of technical proposal and financial proposal, in separate sealed envelopes, should reach the following email address (not more than) **no later than 17th April 2017 at 16:00 (Beirut time)**.

beirut@unesco.org

(Note that the address file sending does not allow beyond 7 Mb)

This letter is not to be construed in any way as an offer to contract with your firm/institution. Your proposal could, however, form the basis for a contract between your company and UNESCO.

You are requested to acknowledge the receipt of this letter and to indicate whether or not you will be submitting a proposal. For this purpose, and for any requests for clarification, please contact Yayoi Segi-Vltchek; y.segi-vltchek@unesco.org).

For and on behalf of UNESCO

Dr. Hamed Alhamami
Director
UNESCO Regional Bureau for Education in the Arab States

ANNEX I – Instructions to Offerors

These instructions contain general guidelines and instructions on the preparation, clarification, and submission of Proposals.

A. INTRODUCTION

1. General

The purpose of this Request for Proposal (RFP) is to invite Sealed Proposals for professional services to be provided to the United Nations Educational, Scientific and Cultural Organization - UNESCO.

2. Eligible bidders

Bidders should 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 UNESCO to provide consulting services for the preparation of the Terms of Reference, and other documents to be used for the procurement of services to be purchased under this Request for Proposal.

This bid is open to all national and international suppliers who are legally constituted, can provide the requested services, and have a valid registration in the country, or through an authorized representative.

Bidders are ineligible if at the time of submission of the offer:

- (a) The bidder is on the exclusion list published on the global portal for suppliers of the United Nations Organization, (<http://www.ungm.org>) due to fraudulent activities.
- (b) The name of the bidder appears on the 1267 terrorists list, issued by resolution 1267 of the UN Security Council which establishes a list of sanctions covering individuals and entities associated with Al-Qaida or the Taliban.
- (c) The bidder is excluded by the World Bank Group.

3. Fraud and corruption

UNESCO requires that bidders, contractors and their subcontractors adhere to the highest standard of moral and ethical conduct during the procurement and execution of UNESCO contracts and do not engage in corrupt, fraudulent, collusive, coercive or obstructive practices.

For the purpose of this provision such practices are collectively referred to as ~~fraud and corruption~~:

- ~~Corrupt practice~~ means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- ~~Fraudulent practice~~ means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
- ~~Collusive practice~~ means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
- ~~Coercive practice~~ means 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.
- ~~Obstructive practice~~ means acts intended to materially impede the exercise of UNESCO's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNESCO investigation into allegations of fraud and corruption.

- Unethical practice means conduct or behaviour that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, postemployment provisions, abuse of authority and harassment.

UNESCO expects that all suppliers who wish to do business with UNESCO will embrace the [United Nations Supplier Code of Conduct](#)

UN Agencies have adopted a zero tolerance policy on gifts and therefore, it is of overriding importance that UNESCO staff should not be placed in a position where their actions may constitute or could be reasonably perceived as reflecting favourable treatment of an individual or entity by accepting offers of gifts, hospitality or other similar favours. Vendors are therefore requested not to send or offer gifts or hospitality to UNESCO personnel.

UNESCO will:

- Reject a proposal to award a contract if it determines that a vendor recommended for award has engaged in fraud and corruption in competing for the contract in question.
- Cancel or terminate a contract if it determines that a vendor has engaged in fraud and corruption in competing for or in executing a UNESCO contract.
- Declare a vendor ineligible, either indefinitely or for a stated period of time, to become a UN registered vendor if it at any time determines that the vendor has engaged in fraud and corruption in competing for or in executing a UNESCO contract.

Supplier Protest

Suppliers perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluations, or award of a contract, may complain to the relevant UNESCO Contracting Unit (i.e. Sector/ Bureau/Institute/Field Office) indicated in the solicitation documents.

Should the protestor be unsatisfied with the reply received, the protestor may escalate the complaint to the Chief Financial Officer (CFO) in the **Bureau of Financial Management** at BFM.DIR@unesco.org. The CFO may seek all necessary clarifications from responsible UNESCO officers and from the Legal Office.

If the protest involves allegations of misconduct by UNESCO personnel or corrupt or fraudulent practices, the protest shall be forwarded directly to the Office of Internal Oversight. Please refer to [how-to-report-fraud-corruption-or-abuse](#).

4. Cost of Proposal

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

B. SOLICITATION DOCUMENTS

5. Contents of Solicitation Documents

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

6. Clarification of Solicitation Documents

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

7. Amendments of Solicitation Documents

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

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

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

C. PREPARATION OF PROPOSALS

The offers received must include information in sufficient scope and detail to allow UNESCO to consider whether the company has the necessary capability, experience, expertise, (financial strength) and the required capacity to perform the services satisfactorily.

8. Language of the Proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and UNESCO shall be written in English. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by a translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the language as stated in the Solicitation Documents applies.

9. Documents Comprising the Proposal

The Proposal shall comprise the following components:

- a) Proposal submission form;
- b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- c) Price schedule, completed in accordance with clauses 10 & 11;

10. Proposal Form - Presentation of the technical proposal

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

10.1. Description of the firm/institution and its qualifications

(a) Management Structure

This Section should provide corporate orientation to include company's profile (year and country of incorporation . copy of certificate of incorporation), a brief description of present activities focusing on services related to the Proposal as well as an outline of recent experience on similar projects, including experience in the country.

The firm/institution should describe the organizational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should identify the person(s) representing the Offeror in any future dealing with UNESCO.

Offeror to provide supporting information as to firm's reliability, financial and managerial capacity to perform the services.

(b) Resource Plan

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

10.2. Proposed Approach, Methodology, Timing and Outputs

This section should demonstrate the Offeror's responsiveness to the TOR and include detailed description of the manner in which the firm/institution would respond to the TOR, addressing the requirements, as specified, point by point. You should include the number of person-working days in each specialization that you consider necessary to carry out all work required.

For assessment of your understanding of the requirements please include any assumptions as well as comments on the data, support services and facilities to be provided by the beneficiary as indicated in the Statement of Requirements/TOR, or as you may otherwise believe to be necessary.

10.3. Proposed Personnel

In this section, the Offeror should reflect the project staffing including the work tasks to be assigned to each staff member as well as their qualifications with reference to practical experience relating to specialization area of the project for each proposed staff. The complete CVs of proposed staff is to be submitted.

If applicable, this staffing proposal should be supported by an organigram illustrating the reporting lines, together with a description of such organization structure.

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

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

11. Price Proposal

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

12. Proposal currencies

Your separate price envelop must contain an overall quotation in a single currency. All prices shall be quoted in **US dollars**

13. Period of validity of proposals

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

14. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each ~~%Original+~~ and ~~%Copy+~~ as appropriate. In the event of any discrepancy between them, the original shall govern. The two copies of the Proposal shall be typed and shall be signed by the Offeror or a person or persons duly authorised. 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. Payment

In full consideration for the complete and satisfactory performance of the services of the contract, UNESCO shall effect payments to the Contractor within 30 days after receipt and acceptance of the invoices submitted by the contractor for services provided.

D. SUBMISSION OF PROPOSALS

16. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

The inner and outer envelopes shall:

(a) Be addressed to UNESCO at the address given in the cover page of these Solicitation documents; and make reference to the ~~%subject+~~ indicated, and a statement: ~~%PROPOSAL FOR SERVICES - DO NOT OPEN+~~, to be completed with the time and the date specified pursuant to clause 17 of Instructions to Bidders.

(b) Both inner envelopes shall indicate the name and address of the Offeror.

The first inner envelope shall be marked **Technical Proposal** and contain the information specified in Clause 10 above, with the copies duly marked ~~%Original+~~ and ~~%Copy+~~

The second inner envelope shall be marked **Financial Proposal** include the **Price Proposal** duly identified as such.

Note: If the inner envelopes are not sealed and marked as per the instructions in this clause, UNESCO will not assume responsibility for the Proposal's misplacement or premature opening.

17. Deadline for submission of proposals

Proposals must be received on or before the date and time specified on the cover page of these Solicitation Documents.

UNESCO may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*.

18. Late Proposals

Any Proposal received by UNESCO after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

19. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by UNESCO prior to the deadline specified in the RFP. Proposals may not be modified or withdrawn after that time.

E. OPENING AND EVALUATION OF PROPOSALS

20. Opening of proposals

UNESCO representatives will open all Proposals after the deadline for submissions and in accordance with the rules and regulations of the organization.

21. Clarification of proposals

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

22. Preliminary examination

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

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

A Proposal determined as not substantially responsive will be rejected by UNESCO.

23. Evaluation and comparison of proposals

A two-stage procedure will be used in evaluating the proposals, with evaluation of the technical component being completed prior to any price component being opened and compared. The Price Component will be opened only for submissions that passed the minimum score of 70 % of the total points obtainable for the technical evaluation.

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

HIGHEST TOTAL SCORE OF WEIGHTED TECHNICAL AND FINANCIAL CRITERIA

The price proposal of all offerors, who have attained minimum 70 % score in the technical evaluation, will be compared. ***The contract will be awarded to the offeror that receives the highest score out of a pre-determined set of weighted technical and financial criteria as specified below.***

Technical Proposal Evaluation Form

Sample: Summary of Technical Proposal Evaluation Forms		Points Obtainable	Name of Firm / Institution		
			A	B	C
1.	Expertise of Firm / Institution submitting Proposal	200			
2.	Proposed Work Plan and Approach	400			
3.	Personnel	100			
Sub-total for Technical Evaluation		700			

Financial Proposal Evaluation Form

Sample: Summary of Financial Proposal		Points Obtainable	Name of Firm / Institution		
			A	B	C
	Financial Proposal	300			
Sub-total for Financial Evaluation		300			

Evaluation of the price proposals (of all Offerors who have attained minimum 70 % score in the technical evaluation) will be based on the weight scoring method as follows:

- Financial proposals are opened and list of prices is prepared, where the lowest price is ranked as the first one (receiving highest amount of points) and the most expensive as the last one (receiving the least amount of points).
- Lowest price is given maximum points (e.g. 300), for other prices the points are assigned based on the following formula: [Amount of points = $\frac{\text{lowest price}}{\text{other price}} \times \text{total points obtainable for financial proposal}$]

An example:

- Offeror A . lowest price ranked as 1st in the amount of USD 10,000 = a
 - Offeror B . second lowest price ranked as 2nd in the amount of USD 15,000 = b
- Points assigned to A = 300 & Points assigned to B = 200 (following formula: $a/b \times 300$ i.e. $10,000/15,000 \times 300 = 200$ points)

Option 2: Combined Technical and Financial Evaluation Form

Sample: Summary of Financial Proposal Evaluation Forms		Points Obtainable	Name of Firm / Institution			
			A	B	C	D
	Sub-total Technical Proposal	700				
	Sub-total Financial Proposal	300				
Total 1000						

F. AWARD OF CONTRACT

24. Award criteria, award of contract

UNESCO reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for such action.

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

25. Purchaser's right to vary requirements at time of award and to negotiate

UNESCO reserves the right at the time of award of contract to increase or decrease by up to 20% the quantity of services and goods specified in the RFP without any change in hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

UNESCO reserves the right to carry out negotiations.

ANNEX II – General Terms and Conditions for Professional Services

1. LEGAL STATUS

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

2. SOURCE OF INSTRUCTIONS

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

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

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

4. ASSIGNMENT

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

5. SUB-CONTRACTING

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

6. OFFICIALS NOT TO BENEFIT

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

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNESCO, its officials, agents, and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter-alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract. The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract. The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles. The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract. Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.1 Name UNESCO as additional insured;

8.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNESCO;

8.3 Provide that UNESCO shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage. 8.4 The Contractor shall, upon request, provide UNESCO with satisfactory evidence of the insurance required under this Article.

9. ENCUMBRANCES/LIENS

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

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNESCO shall rest with UNESCO and any such equipment shall be returned to UNESCO at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNESCO, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNESCO for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

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

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNESCO OR THE UN

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

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

Drawings, photographs, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNESCO, shall be treated as confidential and shall be delivered only to UNESCO authorized officials on completion of work under this Contract. The Contractor may not communicate at any time to any other person, Government or authority external to UNESCO, any information known to it by reason of its association with UNESCO, which has not been made public except with the authorization of UNESCO; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force, which are beyond the control of the Parties. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNESCO, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNESCO of any other changes in conditions or the occurrence of any event, which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNESCO shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract. If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its

responsibilities under this Contract, UNESCO shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract. UNESCO reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNESCO shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination. In the event of any termination by UNESCO under this Article, no payment shall be due from UNESCO to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures. Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNESCO may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNESCO of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1 Amicable Settlement

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

16.2 Arbitration

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

17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of UNESCO.

18. TAX EXEMPTION

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

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

19. CHILD LABOUR

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

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

20. MINES

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

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

21. OBSERVANCE OF THE LAW

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

22. AUTHORITY TO MODIFY

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

23. SECURITY

The responsibility for the safety and security of the Contractor and its personnel and property, and of UNESCO property in the Contractor's custody, rests with the Contractor.

The Contractor shall:

(a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;

(b) assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

UNESCO reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNESCO property in its custody.

24. ANTI-TERRORISM

The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNESCO funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNESCO hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via:

<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>.

This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

ANNEX III – Terms of Reference (TOR)

DEVELOPMENT OF A SCHOOL INTEGRATED MANAGEMENT INFORMATION SYSTEM (SIMIS) FOR MOE, SYRIA

1. Background and Justification

This support has been prepared to strengthen the capacity of the Syrian Ministry of Education (MoE) to improve the quality and completeness of education data within the EMIS framework. The EMIS framework for data collection is a useful tool for evidenced based planning and management of national education system. Although Syria has an EMIS framework, it faces challenges in data management and technological capabilities. These include gaps in the questionnaires and processes with data flows from school to headquarters based on manual procedures. In addition, the process of data collection and analysis is long and cumbersome while data generated is incomplete and inconsistent. Access to data is limited due to lack of a comprehensive unique identifier and a common data platform. In overall, the EMIS system has only 2,000 out of 22,000 schools with internet access.

Effective planning and management of the education sector, requires a robust EMIS system that provides real time quality and accurate data from school to national level. To have real time data entails a technological solution that allows digitalization of data collection, transmission and analytical reporting. The technological capabilities could make use of diverse IT platform devices that include desktops and mobiles to enhance access and utilization at all levels. Training is also required to improve the skills for the data managers, education officials and Directors of schools in all the education institutions to enhance the quality of data collection practices. This demand-driven, supply-enhanced practice would ensure further system enhancement and sustainability. It is for this objective, that UNESCO is supporting the Ministry of Education to have a robust EMIS framework. Currently, an immediate EMIS plan and long term EMIS term plan have been formulated, with the immediate EMIS support providing the require data needs for both humanitarian and development needs. The long-term EMIS plan is to establish an effective EMIS system that generates real time data on students, teachers and education services from school level to Governorates and MOE Headquarters including autonomous agencies.

The EMIS framework involves establishment of a School Integrated Management Information System (SIMIS). The MOE of education conducted comprehensive data needs with various education officials, from school to the national level. Six workshops held with participants from Kindergarten, basic education and secondary (general and vocational). The data is on student profiles, teacher profiles, and infrastructure and classroom assessment among others. Another six workshops held to design the data flows. The workshop report give a detailed account of the envisaged SMIS model. The processes are modelled in three different models i.e. data flow diagrams, entity relationship diagrams and context diagrams. The key departments engaged in the processes are Directorate of Planning, Statistics and International Cooperation, Directorate of Information Technology, Directorate for Basic Education, Directorate of Secondary education, National Centre for Curriculum Development and Directorate of Examination (*full report available*).

The purpose of this consultancy service is to supply and install a customized school integrated management information system (SIMIS) accessed at Central, Governorate and School level as a web platform. The SIMIS system is to facilitate student and teacher records for the Ministry of Education, and provide real time, education statistics and indicators on education institutions, students and teachers to monitor and facilitate quality provision of education at Kindergarten, basic and secondary education levels.

2. Objective:

The objective of the consultancy service is:

- To operationalize a SIMIS system that is user-friendly and supports a harmonized, coordinated, regular and timely access of education data and information at all administrative levels of the Ministry of Education and associated agencies at national, governorate and education institutions levels.

Specifically, the consultancy will comprise:

- Customization of a web based online SIMIS system as stipulated in the system design and specification provided for by MOE.
- Provision of capacity building of MoE Staff for the SMIS system installation and functionality to ensure user-friendliness and optimal use of the SIMIS system at all levels.
- Support in the preparation of training and administrative manuals to ensure sustainable program of training and support for staff operating and using the system at all levels.

3. Outputs

The output of the contract and when is as follows:

Output	products
i. SIMIS system developed, installed and tested (4 months).	SIMIS installed and launched
ii. SIMIS piloting and reporting module deployed (one month)	SIMIS piloted and reporting module completed(at least one Governorate)
iii. Training conducted for the core MoE team (two weeks)- (A. Systems analysts. B. Data analysts C. SMIS user support team)	Training conducted for MOE HQ staff(at least 10) and selected Governorate staff(at least 30) (two weeks)
iv. Documentation and source codes(two weeks):	<ul style="list-style-type: none"> • System administrators manual • User administrative Manuals completed • Technical system documentation. • SIMIS Source codes

The Firm is to provide support after launch for 3 months, to ensure effective functioning of the SMIS system.

4. Activities:

The consultancy involves the following five (5) key tasks:

Task 1: Validation of Tools for Teacher data to ascertain administrative procedures in Departments/ and Agency

The consultant(s) are to make use of the needs assessment, design and specification report to understand and reflect the data tools and administrative procedures in place for the departments and agencies at national, governorate and education institutions levels (**Needs assessment report**).

Tables: Tasks incorporated in the SMIS as by Department are as follows:

Data Block	Description	Department/ Agency
Students profile	Student ID registration process and admission;	Basic Education, secondary, vocational and education institutions
Admission and attendance records		Kindergarten, Basic education, Secondary
Teacher management:	Recruitment, deployment Attendance, Subject	MOE/Directorate, Kindergarten, Basic education, Secondary
School resources:	Buildings, Furniture, Textbooks	Kindergarten, Basic education, Secondary
Finances/Expenditure		MOE/Directorate, Basic education, Secondary
Classroom assessment	Student assessment, marking and scores	NCDC
Salaries	Teacher station-Link to MOF	MOE and MOF
Administration	Head teachers, Directors,	MOE: all directorates

Task 2: Customisation of SMIS

Technical specification of the development of an online web platform for the administrative data for all the departments and agencies

	Quantity
Supply and Customization of Education Management Information System Application Software running on a Relational Database Management System	1 System

The development specifications include, application software specifications; relational database management system (RDBMS) specifications; and network operating system specification

A. Application Software Specifications

1. An education software application that supports the following core functions:

- a. Registration of school and education institutions using a workflow based processes to capture the school registration data, facilitate inspections, approval, generation of schools registration codes and issuance of certificates
- b. Registration of teachers including capture of teacher bio data, qualification and training data, work experience and duty station data, generation of registration numbers and certificates
- c. Capture of various fixed and variable school based education data such as enrollment data, teachers data, physical facilities, amenities, schools management, finances, textbooks, and other special data based on standard forms. The system will keep historical data to enable tracking of changes and for comparisons.
- d. Capture of real time data returns as required for both regular administration and ad hoc data needs. Such as student admission records, students profile, teacher profiles and education institutions profile (finances, infrastructure, and classroom assessment. On teacher information: recruitment, deployment and transfer.
- e. Reporting module: standard reports on students, teachers, assessment and the diverse education statistics and indicators

2. Data Administration Frequency and reporting

- The frequency of administration of data capture could vary in future according to need. The cycle of data returns questionnaires envisaged includes routine questionnaires that capture data on enrolment, number of teachers, number of streams/classrooms, drop outs, repeaters, drop outs, repeaters, physical facilities, finances, school management, performance, and classroom assessment. The system should provide reports at all levels.

3. Data Volumes

Data is captured for private and public schools for the different levels of the education system namely Kindergarten, Basic education, secondary schools, technical and vocational institutions of at least 22000 institutions.

4. Other features of the software include:

- a. High customized systems with freely definable forms and user menus
- b. Fully integrated system but with ability to deploy some or all the modules as desired
- c. Workflow capabilities to support approval process for registration of student and teachers
- d. Support for multi-user, multi-site computing environment
- e. Have an executive information system with analytical tools and indicators
- f. Must support ad-hoc query and have pre-defined reports
- g. Support for drill-down or drill-around of the reports
- h. Support for reports publishing through printing, faxing, email, web etc
- i. Must have easy to use report writing and query tools
- j. Facility for data import from other system
- k. Facility for data export to other system
- l. Mature product with industry certifications such as ISO, or IEEE CMM
- m. Used elsewhere in a similar environment
- n. Product with local training and support
- o. Short implementation time
- p. Low maintenance
- q. High return on investment
- r. Easily to upgrade with clear a upgrade path
- s. Flexible licensing and support agreements

5. Technical requirements include:

- a. Easy to use graphical user interface

- b. Configuration tools to define users, data parameters
- c. Must have an elaborate security mechanism to prevent unauthorized use
- d. Support for multiple operating system including Windows, UNIX, LINUX
- e. Web enabled including support for internet browser clients
- f. Tools for publishing output reports to the web
- g. Support to client-server architecture and distributed computing
- h. Hardware-platform independent
- i. Database-platform independent
- j. Support for open standard such as ODB
- k. Provide online and context sensitive help
- l. Integrate with statistical and reporting tools such as SPSS, SAS, Crystal

6. Data Exchange & System Integration Requirements:

This will be the principal system used for data and/or information exchange in a predefined format **between Directorates in the Ministry, Education Agencies and the Governorates.**

More importantly, this system will facilitate sharing and exchange of data, information and systems between the Ministry HQ, Education Agencies, Governorates, and education institutions. Due consideration will therefore be given to the integration and/or interface with various systems existing in the mentioned entities.

The export facility will facilitate the input and export of HQ SMIS data to school level and vice versa. The data exported include student, teacher registration details, deployment, and transfer and payroll data. The system will support modules and interface protocols to facilitate schools to export and/or import various data returns in electronic form from institutions or schools with computerized management system.

7. System Administration:

The system must provide for the general system administration including setting up system users and their related access privileges. It must provide as well for data backup, restore routines and other data security/disaster recovery measures, technical management and trouble shooting.

As part of system administration also, the system will facilitate setting up of parameter tables including Teachers Grades, Qualifications, term of service, designation, district education zone, location, divisions among others. In addition, it should facilitate for the database connection parameters for the whole system.

B. Relational Database Management System (RDBMS) Specifications

1. General Requirements of the software include

- a. Must be a full function RDBMS and adheres to standards such as SNMP / ISO/ANSI SQL
- b. Support to high volume on-line transactions processing (OLTP)
- c. Support to query intensive data warehouse applications
- d. High availability with database mirroring, online back-up and recovery
- e. High scalability, and performance
- f. Highly relational with object-relational capabilities
- g. Integration with other databases and legacy systems
- h. Cross-platform portability - Must be highly portable to several distinct hardware and operating system platforms to allow flexibility in choosing server platforms
- i. Must have support for a wide range of national languages

2. Scalability and Reliability

- a. Support to a large user population in multiple sites (>100)
- b. Support to client-server architecture including thin clients
- c. Addition of servers and additional disk capacity should be possible without shutting down the system.

3. Data Processing and Management

- a. Serialization of transactions
- b. Global naming - should support global naming so that users can uniquely identify and locate all data in a distributed environment

- c. Support to deferred database write
- d. Support to transaction logging and archiving
- e. Data replication -Should allow transparent replication of commonly used data to multiple nodes
- f. Database consolidation - Should have the capacity for coordination of multiple machines against a single database
- g. Data warehousing tools such as analysis, indexing, query optimization,
- h. Support to large database using large table management and partitioning
- i. Support to a variety of query processing techniques / SQL
- j. Distributed query processing -A single SQL statement should be able to query data from multiple databases
- k. With data import and export tools

4. Application Development

- a. Support to application development using latest 4GL such as Asp.Net (MVC), Java, C++, VB, XML
- b. Web enabled and with tools for development of web applications
- c. With administrative tools that support routines such as back-up, and scheduling functions, procedure and triggers
- d. Flexible development and administration - Must enable the use of the standard SQL syntax to create tables and create Single or multilevel access, to implement content and context-dependent access rules

5. Database Performance and Administration

- a. Must have advance performance, i.e. should be capable of separating query execution, index creation and data loading tasks, executing them concurrently on multiple CPUs
- b. Must have an easy to use administration tools that allows management of a distributed system from a single site
- c. Data back-up and on-line recovery functionality
- d. With tools for performance management and database tuning
- e. Tools that enable administrator assign transaction or query priorities
- f. Must have easy synchronization of user interfaces for all remote locations not connected online to the main database at the Ministry headquarters.
- g. **High availability for mission-critical data** - It should able to let users have a seamless access to the entire database. It, also, must be able to run on multiple nodes for mission-critical data, such that even if one node fails, other nodes should be able to recover committed work and continue processing without intervention from the database administrator
- h. **Concurrency control** - It should provide for sophisticated concurrency control to minimize or eliminate contention wait times i.e. to avoid situations where users are waiting on one another for data access regardless of available CPU power or I/O bandwidth
- i. **Transparent distributed database** - Must be able to treat a physically distributed database as a single logical database. The user should be able to access and update data anywhere in a distributed network with the same ease as if the data resided on a single local machine

6. Database Security

- a. Ensure proper user authentication internally or externally at OS or security software
- b. Manage the assignment of database access privileges using identity of the user
- c. **Database Integrity** - Users must be able to define multi-level referential integrity, entity integrity and value constraints without programming.
- d. Must be able to provide configurable options that include audit by individual, by object, by statement or session and by privilege so administrators can only audit the actions of security relevance to their sites and reduce the number of extraneous audit records online using configurable audit-trail views and ad hoc SQL queries, and store them either in the database or in operating system audit files
- e. Guarantee privacy and integrity of data through global encryption, auditing etc
- f. Cross-protocol data security - Should allow secure data transfer across different network protocols

C. Network Operating System Specification

1. General Requirements of the Software Include;

- a. Confirm to open systems standard
- b. Support TCP/IP protocol
- c. Support both centralized and distributed systems

- d. The software must have Virtual Memory Supporting Relational Database Management Systems (RDBMS)
- e. The file services must provide facilities to file to be named, created, stored, deleted and organized into a directory structure. It should be noted that files could be stored on one or more File Servers, which are accessible to all Machines on the Network.
- f. Process Management Services, which are, used to create, Start, Stop and suspend processes running on computers in the network.
- g. Network services, which are used to move processes and their associated data from one computer to another computer on the network.
- h. Communication services which are used to communicate with other computers in the organization and elsewhere. If target machines are connected to the network, this service must support programs downloading to these machines
- i. Window Management Services which allow Windows on the users display to be created, moved, deleted, re-sized and so on.
- j. Print Services, which allow Information from the environment to be printed on paper or on some other permanent medium such as CD-ROM, Microfiche e.t.c
- k. Workstations able to run different operating systems versions concurrently
- l. Then software must be able to run in multiprocessing and multitasking environment.
- m. Provide access to X/Motif applications and character applications
- n. The software must offer open server development kit including C++ Compilation system, C Compilation System, Java development kit among others.
- o. Integrated e-Mail and Messaging services
- p. Internet /Intranet services including Internet security
- q. Several Levels of security log on
- r. Backup and restore services for files
- s. Systems and data management including data recovery

Task 3: Data capture: Pilot data capture and Integration of existing data into EMIS system at all levels

The consultant is to undertake a pilot data collection as an input to the system to ensure coherence and adaptability of the clients. The pilot is to take place in at least one Governorate and capture information at all levels.

Task 4: Training and Training Materials

The core MOE staff who have the relevant ICT programming skills should be involved to ensure on-job training. In addition, training conducted for primary users of the system for all the agencies involved.

1. User: This training is for the operation of the relevant equipment incorporated in the System, as well as the operation of the Software applications incorporated in the System. In addition to provision of online and context-sensitive help, training materials will be required contain the following aspects at a minimum:
 - a) Provide Goals and Objectives of a training activity
 - b) Provide graphic illustrations of the real-life activity, and to provide the user with field and/or component definitions
 - c) Provide step by step demonstration of the process
 - d) Provide exercises that elicit active user interaction with the aspect being trained on, and solutions to exercises
 - e) References to detailed manuals and/or online help.
2. Although the mode of training is not restricted, a computer lab environment is the preferred environment, to take in 10-20 participants on average. For the SMIS software applications, the training programme is at least cover the following areas:
 1. Review of computer systems
 2. Review of database systems
 3. SMIS Data structure and format
 4. SMIS Reports structure and format
 5. Online queries and comparisons on SMIS data
 6. Report production and Executive Summaries
 7. Interpretation of SMIS reports
 8. Sharing data and reports (printing, email, presentation, web publishing etc)

Task 4: Testing, Training and Quality Assurance Requirements

1. In addition to the Supplier's standard check-out and set-up tests, the Supplier (with the assistance of the Purchaser) must perform the following tests on the SMIS System and its supporting Network and Communications Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s) (pursuant to GCC Clause 26 and related SCC clauses).

2. SMIS Software Subsystem: the following table lists the tests carried out to verify live functioning of the SMIS system:

Test Element	Test Objective	Success Criteria
Training	<ul style="list-style-type: none"> End User Training Completed Successfully 	<ul style="list-style-type: none"> Completed training materials Productive use of live system
System Operation Mode	<ul style="list-style-type: none"> Properly configured, secure system System able to stand volume and stress loads Database performance optimization 	<ul style="list-style-type: none"> Defined and tested system access user profiles Logon/work group prioritization schedule Functioning Database Alert monitors Ensure 24x7 system availability
Cut-over & Data Conversion	<ul style="list-style-type: none"> Ensure data integrity, accuracy and completeness 	<ul style="list-style-type: none"> Replication of results in legacy and new system.
Disaster Recovery	<ul style="list-style-type: none"> Ensure data integrity and minimize interruption in case of disaster 	<ul style="list-style-type: none"> Fully tested backup and restore procedures Data Mirroring properly tested
Production Support	<ul style="list-style-type: none"> Ensure existence of procedures, facilities and staff for system support Ensure Long term production support 	<ul style="list-style-type: none"> Existence of manned helpdesk Help procedure manual with escalation provisions Long term support strategy

3. Operational Acceptance Tests

The Purchaser (with the assistance of the Supplier) will perform operational acceptance tests on the installed System and its Subsystems following Installation to determine whether the System and the Subsystems meet all the requirements mandated for Operational Acceptance. The acceptance test shall consist in obtaining **3 months** of trouble-free operations of the various system and hardware components under normal operating conditions (excepting the defined post-installation system touch-ups aimed at optimizing long-term productive use).

4. Upon successful tests, the Ministry of Education shall officially commission the launch the SMIS system

Task 5: Service Specifications

1. Technical Support:

- Warranty Service: Due regard shall be given to guarantee service during installation and for a reasonable time afterwards. Bidders shall be required to specify coverage period; response time and problem-resolution performance standards; modes of service, such as on-site, on-call, or return to warehouse; etc.
- User support / hot line: In similar manner to guarantee service, bidders shall be required to specify coverage period; response time and problem resolution performance standards; etc, of user support/hotline services.
- Technical Assistance: Bidders shall be required to avail such caliber of technical staff as to support the installation, support, subsequent upgrades and other technical services that may be required to sustain the systems.
- Post-warranty maintenance services: Bidders will be required to avail post-warranty maintenance services for such duration of time that the technology and systems will be supported worldwide, with adequate response time and problem-resolution performance standards; modes of service, such as on-site, on-call, or return to warehouse; etc.

- e) Data Conversion and Migration: the system integration mentioned above, as well as the installation of the systems may call for a limited amount of data conversion and migration. Due regard should be given to quality assurance and validation methods of this exercise.

Task 6: Documentation Requirements

- (a) END-User documents: End user documents ordered in a user manual format consistent with international user-manual standards. They shall be written in **English and Arabic language**. The content shall be context-specific. However, due regard shall be given to clarity and simplicity of layout of instructional content. Use of graphics, presentation slides, screen dumps, text, and process flows, policies, is encouraged. Exercises shall be designed to reinforce learning and these should be relevant to the ministry's circumstances. This material shall be used for initial end user training and for training new employees.
- (b) Technical Documents: These shall be written in **English and Arabic language**, be referenced and indexed adequately. The content and format shall be context specific but shall conform to ISO and ANSI standards or similar. Version control provision shall be required. In addition to the paper format of these documents, provision for electronic medium shall be a necessity.

5. Inputs:

The consultant(s) is to work with a team drawn from the MOE, Syria drawn from relevant departments that reports to the SIMIS Technical Working Group of Syria MOE.

6. Timing:

This contract on SIMIS involves customization of software for supporting data management, installation and capacity building of staff from the MoE, agencies and selected education institutions during the installation of the SMIS system to ensure user-friendliness and optimal use at all levels should take a maximum of 180 days from May to October 2017).

7. Reporting:

The consultant will report to Deputy Minister, Basic Education, MOE, and under the overall supervision of the Director IT, MOE, Syria, with close consultation with Senior Programme Specialist, UNESCO Beirut Office. The consultant firm will work with the SIMIS technical team members on a day-to-day basis.

The consultant is required to provide following reports (in both English and Arabic language):

- Inception report,
- Weekly technical progress report,
- Staff capacity building reports
- SMIS system testing report and
- Draft Final Report
- Source codes for the SIMIS

9. Minimum content of proposals:

The contractor is to prepare a technical proposal that explains the SIMIS system development, installation and user-client's capacity building. The SMIS model documented in the design and specification with details of the status of the administrative processes at national, governorate and school level for kindergarten, basic education, secondary and TVET institutions (needs assessment report). This is to be a web based online functionality hosted at the MOE HQ with access rights documented.

The contractor is also required to complete the technical responsive checklist with a narrative of the proposal based on the following areas among other considerations:

- Scope of SMIS Administrative Processes
- Functionality of Application software
- Functionality of the Relational Database Management System (RDBMS)
- Functionality of the Network Operating System Specification
- SMIS Administrative Reports Procedures

Note: See Annexe VI on Technical Response Checklist

10. Eligibility/qualification/experience requirements:

The consultant/firm must have:

1. proven experience of project management
2. designed and implemented robust **ICT** infrastructures
3. Experienced in web application development.
4. experience with all major network operating environments, and familiarity of their strengths and weaknesses
5. experience of designing MIS solutions with controlled overall cost of ownership
6. experience of working in donor funded projects
7. experience in education developments in **ICT** infrastructure and management Information systems (**MIS**)

In addition, the consultant shall provide

- a. Number of years of experience and competency of the desired personnel and their status of ICT certification
- b. Provide details of recently accomplished similar task and provide a link to the stated projects
- c. Must have some of the staff being proficient in Arabic



United Nations
Educational, Scientific and
Cultural Organization

ANNEX IV – Proposal Submission Form

TO: UNESCO

(To form an integral part of your technical proposal)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for the sum as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the Proposal Closing Date as stipulated in the Solicitation Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Proposal you may receive.

Name of Bidder:

Address of Bidder:

Authorised Signature:

Name & title of Authorised

Signature:

Date:

ANNEX V – Price Schedule Form

GENERAL INSTRUCTIONS

1. The Bidder is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in paragraph 16 (b) of the Instructions to Offerors.
2. All prices/rates quoted must be exclusive of all taxes, since the UNESCO is exempt from taxes as detailed in Annex II, Clause 20.
3. The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category. If the contractor is required to travel in order to perform the work described in the TOR, a lump sum must be included in the total amount or to be listed separately. No travel shall be reimbursed.
4. It is the policy of UNESCO not to grant advance payments except in unusual situations where the potential contractor whether a private firm, NGO or a government or other entity, specifies in the proposal that there are special circumstances warranting an advance payment. UNESCO, at its discretion, may however determine that such payment is not warranted or determine the conditions under which such payment would be made.

Any request for an advance payment is to be justified and documented and must be submitted with the financial proposal. This justification shall explain the need for the advance payment, itemise the amount requested and provide a time-schedule for utilisation of said amount.

Financial Proposal / Price Schedule				
Request for Proposal Ref:				
Total Financial Proposal [currency/amount]:				
Date of Submission:				
Authorized Signature:				
Description of Activity/Item	No of Consultants	Rate per Day [currency/ amount]	No of man- days	Total [currency/amount]
1. Remuneration				
1.1 Services at Home Office (if applicable)				
1.2 Services on site (if applicable)				
Description of Activity/Item	No of Consultants	Rate per Day [currency/ amount]	No of man- days	Total [currency/amount]
2. Other Expenses				
2.1 Travel				
2.2 Per Diem Allowances				
2.3 Communications				
2.4 Reproduction and Reports				
2.5 Equipment and other items				
2.6 Others (please specify)				

ANNEX VI – Vendor Information Form

General Information

Company Name:	
City, Country	
Web Site URL:	
Contact Person:	
Title:	
Phone:	
Email Address:	

Expertise of the Bidder

Line of Business, area of expertise:	
Type of business (manufacturer, distributor, etc):	
Years of company experience:	
Main export countries/area:	
Past Contracts with other UN organizations:	

References: Please provide at least three references including contact details for contracts for similar services to the one requested under this consultancy:

Organization Name/Country:	Contact person:	Telephone:	Email:
1.			
2.			
3.			