# Contract for Professional Services UNOPS-PRO-2024-S-010

# INSTRUMENT OF AGREEMENT

This Contract is made on the [insert] day of [insert month] 20[insert].

**Between**

(1) The United Nations Office for Project Services (“UNOPS”), a subsidiary organ of the United Nations, (“UNOPS”); and

(2) [insert name], a [insert type of company e.g. limited liability] company incorporated under the laws of [insert name of country] and having its registered address at [address], [insert name of city and country] (the “Contractor"), together with UNOPS, the Parties.

1. **Scope of the Services.**
   1. UNOPS intends to retain the Contractor for the implementation of certain services regarding the provision of services for the Waste Pickers` Livelihood Protection in Serbia.
   2. The Contractor has represented to UNOPS that it has the appropriate experience, expertise, licences, and resources to undertake the Services and has agreed to undertake the Services in accordance with the Contract.
   3. In reliance on the Contractor’s representations UNOPS has entered into the Contract.
   4. The Contract sets out the terms and conditions upon which the Contractor will undertake the Services.
2. **Entry into force. Time limits.**
   1. The Contract shall enter into force upon its signature by both Parties.
   2. The Contractor shall commence the performance of the Services not later than [insert date] and shall complete the Services of such commencement no later than [date].
   3. All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.
3. **Contract documents.**
   1. The following documents, listed in the order of priority, are deemed to form and be read and construed as part of the Contract, having superseding effect over any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract:
      1. The Special Conditions included in Annex 1;
      2. The UNOPS General Conditions of Contract for the provision of Services included in Annex 2;
      3. This Instrument of Agreement;
      4. UNOPS’ solicitation document, reference RFP/2024/51763, dated [insert date], and subsequent amendments and clarifications, not attached hereto but known to and in the possession of both parties, including the Schedule of Requirements, attached hereto as Annex 3;
      5. The Breakdown of Costs included in Annex 4; [Remove if not relevant]
      6. The Contractors' proposal [reference [insert reference number], dated [insert reference date], as clarified by the agreed minutes of the negotiation meeting [dated [insert meeting date]], both documents not attached hereto but known to and in the possession of both parties.
4. **Performance of the Services.**
   1. The Contractor shall perform and complete the Services described in Annex 3 with due diligence and efficiency and in accordance with the Contract.
   2. The Contractor shall provide the services of the following key personnel:

Name Specialization Nationality Period of service

[insert name] [insert specialization] [insert nationality] [insert period of service]

[insert name] [insert specialization] [insert nationality] [insert period of service]

* 1. Any changes in the above key personnel shall require prior written approval of the Director, [insert name of Director] RO/OC UNOPS.
  2. The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.
  3. The Contractor shall submit to UNOPS the deliverables specified hereunder according to the following schedule:

| **LIST DELIVERABLES** | | **Indicative delivery dates** |
| --- | --- | --- |
| **The Inception Phase**   * A detailed work plan for the implementation of the assignment, with a detailed time schedule, discussed and agreed with UNOPS; * A list of targets (what is expected to be done), the contents of the anticipated tailor-made TA interventions, expected outputs and perceived outcomes for each participating LSG; * A clear index of success criteria with specific indicators for each participating LSG and the intervention as a whole; * An outline of possible obstacles/risks in project implementation and a mitigation plan. | | Within up to 2 months of the implementation |
| **The Implementation Phase – First Milestone**   * Report on conducted visits to 30 selected LSGs, with recommendations on the contents of the impending TA; * A set of internal policy documents, protocols, procedures, regulations, instructions, methodologies and templates developed in 30 LSGs; * The Rulebook on internal organisation which will regulate processes, procedures and involvement of relevant LSG employees developed; * Recommendations for necessary adjustments of relevant LSG employees’ terms of references/job descriptions developed; * The provided form of administrative procedures register in 60 LSGs populated, collected and delivered | | Within up to 9 months of the implementation |
| **The Implementation Phase – Second Milestone**   * Execute the tailor-made TA in 30 LSGs pertained to the establishment/improvement of the eGovernance system and further development of the local eGovernment system; * Execute the tailor-made TA in 30 LSGs pertained to eServices for citizens and the private sector and data opening; * Deliver the related on-the-job support in the field and capacity building of LSGs’ employees designated to deal with the eGovernment/eServices/open data; | | Within the period of up to 19 months of implementation. |
| **The Final Phase**   * Prepared Presentation of the Final Report and key results and recommendations. | | Within the period of up to 20 months of implementation. |

\* The indicative delivery dates will be included in the contract based on the selected proposal’s timeline and are representing the expected duration of each stage of the intervention

* 1. All reports shall be written in the English language, and shall describe in detail the services rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by mail to the address specified in clause 6.1 below.

1. **Price and payment.**
   1. In full consideration for the complete and satisfactory performance of the Services in accordance with the Contract, UNOPS shall pay the Contractor a fixed contract price of [insert currency and amount in figures and words].
   2. The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.
   3. Payments effected by UNOPS to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNOPS of the Contractor's performance of the Services.
   4. UNOPS shall effect payments to the Contractor within thirty (30) calendar days of the date of receipt of the relevant original invoice, subject to the acceptance by UNOPS of the Services reflected in the said invoice. Payments will be made by UNOPS by transfer to the bank account specified by the Contractor in the “oneUNOPS Supplier Profile” form. UNOPS shall bear the charges imposed by its bank. The Contractor shall bear any other bank charges pertaining to such bank transfer. The original invoice shall be submitted by the Contractor to the address specified in clause 6.1 below, upon achievement of the corresponding milestones and for the following amounts:

| **Item No** | **Milestone** | **Amount** | **Target**  **date** |
| --- | --- | --- | --- |
| 1 | **Upon successful completion of the Inception Phase and UNOPS' approval of submitted Inception Report** | 20% | Latest two months of the implementation |
| 2 | **Upon successful completion of the First Phase and UNOPS' approval of the submitted First Progress Narrative Report** | 30% | Latest within the nine months of the implementation |
| 3 | **Upon successful completion of the Second Phase and UNOPS' approval of the submitted Second Progress Narrative Report** | 30% | Latest within the 19 months of implementation. |
| 4. | **Upon completion of all planned activities and UNOPS' approval of submitted Final Report** | 20% | Latest within the last month of the contract |

\* The target milestone dates will be included in the contract based on the selected proposal’s timeline and represent the expected duration of each stage of the intervention.

**6. Notifications.**

* 1. For the purpose of notifications under the Contract, the addresses of UNOPS and the Contractor are as follows:

For UNOPS:

[Insert name of RO/OC Director]

Director

**[**RO/OC**.....]**

UNOPS

Address

Ref.\_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_

[Insert contract reference and number]

Phone: [Insert phone number]

Fax: [Insert fax number]

Email: [Insert email address]

For the Contractor:

[Insert name, address, phone, and fax/email]

1. **Good faith.**
   1. The Parties undertake to act in good faith with respect to each other's rights and obligations under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

IN WITNESS WHEREOF, the Parties have caused the Contract to be executed by their respective duly authorised representatives as of the date first written above:

SIGNED FOR AND ON BEHALF OF:

| UNOPS  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name:[insert name of authorised signatory of UNOPS]  Title:[insert title in capital blocks]  Date:[insert date] | The Contractor  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: [insert name of authorised signatory of The Contractor]  Title: [insert name in capital blocks]  [insert title in capital blocks]  Date:[insert date] |
| --- | --- |

# ANNEX 1: Special Conditions- N/A

# ANNEX 2: UNOPS General Conditions of Contract for the provision of Services

<https://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx>

# ANNEX 3: Schedule of Requirements