

CONTRACT – INSTITUTIONAL SERVICES

Contract No. ISC2019-020
Business Unit: MDA30
Organizational Unit: UN Women Moldova

GL B/U	PROJECT ID	OPER. UNIT	FUND	DEPT. I D	ACT.ID	ACCOUNT	AMOUNT	IMPL.AGEN CY	DONOR
UNFEM	00098990	MDA30	W3000	95135	MDAD2010240	74200	330,000.00 MDL	002001	00555
UNFEM	00098990	MDA30	W0001	95135	MDAD2010240	74200	157,500.00 MDL	002001	00032

This Contract is made between the UNITED NATIONS ENTITY FOR GENDER EQUALITY AND THE EMPOWERMENT OF WOMEN (“UN-Women”), and CODIFUN SRL (fiscal code 1017600013111), with its registered offices at 26/3, M. Sadoveanu str., Chisinau, Republic of Moldova (“Contractor”) (Both hereinafter separately and jointly referred to as the “Party” or the “Parties”).

1. CONTRACT DOCUMENTS

The following documents constitute the entire agreement between the Parties with regard to the subject matter hereof (“Contract”), superseding all prior representations, agreements, contracts and proposals, whether written or oral, by and between the Parties on this subject, and in case of ambiguities, discrepancies or inconsistencies between or among them, shall apply in the following order of precedence:

- (a) This document;
- (b) UN-Women General Conditions of Contract—Contracts for the Provision of Services, annexed hereto as **Annex A** (“General Conditions”);
- (c) Terms of Reference, annexed hereto as **Annex B** (“TOR”);
- (d) Fee schedule annexed hereto as **Annex C** (“Breakdown of costs”);

2. SCOPE

The Contractor shall perform services (“Services”) as specified in the TOR. Except as expressly provided in this Contract and in particular the TOR, (i) UN-Women shall have no obligation to provide any assistance to the Contractor in performing the Services; (ii) UN-Women makes no representations as to the availability of any facilities or equipment which may be helpful or useful for performing the Services (iii) The Contractor shall be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services.

3. DURATION

This Contract shall take effect on the date of the latest signature (the “Effective Date”) and shall remain in effect **until 30 September 2020** unless earlier terminated (“Initial Term”). UN Women may, at its sole option, extend the Contract, under the same terms and conditions as set forth in this Contract, for a maximum of 1 (one) additional period[s] of up to one month each. UN Women shall provide a written notice of its intention to do so at least 30 (thirty) days prior to the expiration of the then Initial Term.



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4. PRICE & PAYMENT

In full consideration for the complete and satisfactory performance of the Services under this Contract, UN-WOMEN shall pay the Contractor a total fixed fee of 487 500,00 MDL (four hundred eighty seven thousand five hundred MDL). This fee shall remain firm and fixed during the term of the Contract. The Contractor shall submit invoices only upon achievement of the corresponding milestones and for the following amounts:

#	Deliverables	Price (Lump Sum, All Inclusive)	Delivery time/time period
1	Revise script of Module “Gender Equality in the World of Work” and provide feedback for improving instructional design and interactions;	63 750 MDL	by end October 2019
	UN Women to provide feedback of script review, and final validation for beginning the production;		
2	Adjust the content of the training module according to the national legal, policy and institutional framework.	73 125 MDL	by mid-December 2019
	The contractor will be responsible in engaging an expert with experience in the field of labour rights and gender equality, in order to work on adjusting to course content according to the national legal, policy and institutional framework. UN Women to provide feedback on the adjusted Module;		
3	The alpha version of training module: package an estimate of 30 content sections structured in a tutorial mode with Menu and Audio tabs, as well as Progress, Search and Mute functions. Progress through slides will be activated with Replay, Pause, and Next/Submit buttons. Slides will integrate text, audio, graphics and quizzes to get a certificate through the Moodle LMS;	180 000 MDL	By end-January 2019
	UN Women to provide feedback of alpha version of module;		By mid-February 2020
	Beta version of training module: Implement modifications requested. Select samples of narrators from different countries to bring variety of voices in English, record narration, synchronize with onscreen. They should be at least two voices (a Women and a Man). UN Women to provide feedback of audio and sign-off;		
4	Implement modifications requested.	97 500 MDL	By end - February 2020
	Deliver package , storyline file and all other relevant files for the course in Articulate storyline 3 and HTML5, SCORM compliant;		
	Integrate and host the course on the educational platform. Test the integrated training module with a group of users.		By mid-March 2020



	Extend the access to the training module to a large group of users.		
	Statistic information to be provided to UN Women regarding the users that will pass the course, mainly the following information: the number of completing the course and certificates issued, by sex, age, duty station, nationality other relevant information on participants;		Monthly based after how the e-course will be launched.
5	Provide 2 sessions of training/workshops on how to build info graphs and data visualization (for a number of 14 persons);	73 125 MDL	By mid-December 2019
	TOTAL	487 500 MDL	

5. INVOICES

The Contractor shall submit to UN-Women an original copy of its invoices, as is required in the preceding Article, specifying, at a minimum, a description of the Services performed, the unit prices in accordance with the Fee Schedule (if relevant), and the total price of the Services, together with such supporting documentation as UN Women may require, as follows:

Ms. Ira Cebotari

Operations Manager
UN Women Moldova
202, Stefan cel Mare si Sfint Blvd., 3rd floor
Chisinau, Republic of Moldova
E-mail: ira.cebotari@unwomen.org

6. PAYMENT

Payments shall be made to the Contractor thirty (30) days from receipt of the Contractor's invoice and supporting documentation and certification by UN-Women that the Services represented by the invoice have been provided and that the Contractor has otherwise performed in conformity with the terms and conditions of this Contract, unless UN-Women disputes the invoice or a portion thereof. All payments to the Contractor shall be made by electronic funds transfer to the Contractor's bank account, as follows:

Name of Bank: **BC „Mobiasbanca – Groupe Societe Generale S.A.,**
Bank Address: **81-A, Stefan cel Mare si Sfint Blvd., Chisinau, Republic of Moldova**
Bank ID: **MOBBMD22**
IBAN: **MD67MO2224ASV16721237100**
Title/name: **CODIFUN SRL**

All payments will be done by the United Nations Development Programme (UNDP) Moldova on behalf of UN Women Moldova Office

UN-Women may withhold payment in respect of any invoice if it considers that the Contractor has not performed in accordance with the terms and conditions of this Contract or has not provided sufficient documentation in support of the invoice. Where an invoice is disputed in part, UN-Women shall pay the Contractor any undisputed portion and the Parties shall consult in good faith to promptly resolve outstanding issues. Once the dispute has been resolved, UN-Women shall pay the Contractor the relevant amount within thirty (30) days. The Contractor shall not be entitled

to interest on any late payment or any sums payable under this Contract or any accrued interest on payments withheld by UN-Women in connection with a dispute.

7. NOTIFICATIONS

All notices and other communications between the Parties required or contemplated under this Contract shall be in writing and shall be transmitted to the following:

If to the UN Women:

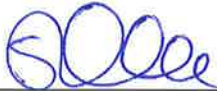
Ms. Milana Rikanovic
Country Representative a.i
202, Stefan cel Mare si Sfant Bvd., 3rd floor
Chisinau, Republic of Moldova
Tel: +373 22 839 900
Email: milana.rikanovic@unwomen.org

If to the Contractor:

Mr. Veaceslav Caburgan
Director
26/3, M. Sadoveanu str.
Chisinau, Republic of Moldova
Tel: +373 68517733
Email: veceslav@codifun.com

IN WITNESS WHEREOF, the Parties have, through their authorized representatives, executed this Contract on the date herein below written.

For and on behalf of UN Women:



Ms. Milana Rikanovic
Country Representative a.i

Date: _____

For and on behalf of the Contractor:


Mr. Veaceslav Caburgan
Director

Date: 11 octomber 2019



ANNEX B

TERMS OF REFERENCE

for an Organization to adjust the content and to integrate the e-course on Gender Equality on the online platform

Duty Station:	Moldova
Languages required:	Romanian, English and Russian
Expected duration of the assignment:	October 2019 – September 2020
Contract Type:	UN Women Institutional Services Contract
Project:	00098990 (Women Economic Empowerment)

Background

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security.

Through its programmes and projects, UN Women is providing technical assistance to national partners (governmental and non-governmental), including private sector, in the implementation of existing international and national commitments to women's rights and gender equality, it facilitates networking and exchange of good practices and advocates for women's rights and gender equality in all areas of life.

The work of UN Women in the Republic of Moldova is guided by its new Country Strategic Note for 2018-2022, aligned with the Republic of Moldova–United Nations Partnership Framework for Sustainable Development 2018–2022, the Global Strategic Plan of UN Women for 2018-2021, the National Strategy on Gender Equality for 2017-2021 (NSGE), and aims to contribute to the gender-responsive implementation of the 2030 Agenda for Sustainable Development.

The overarching vision of the 2030 Agenda for Sustainable Development is inclusive and sustainable growth with its promise to leave no one behind. Sustainable Development Goal (SDG) 5, target 5.5. calls to "ensure women's full and effective participation and equal opportunities for leadership at all levels of the decision-making in political, economic and public life". Gender equality is mainstreamed throughout the SDGs, including SDG 8 "Decent Work and Economic Growth". Gender equality by 2030 requires urgent action to eliminate the many root causes of discrimination that still curtail women's rights in private and public spheres. At its core, the economic empowerment of women depends on the quantity and quality of paid employment, the provision or absence of public services, the amount of unpaid care work borne by women, as well as coverage or lack thereof under core social and labor protections.

The UN Women Strategy for Moldova 2018-2022 focuses on three main areas where gender equality gaps are still present: 1) strengthening women's participation in politics and decision making, 2) advancing the economic empowerment of women and 3) preventing and combating violence against women and girls. To achieve progress under these areas, UN Women works with variety of national and international partners and as part of different national and regional initiatives.

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Rationale

While Moldova has made international and national commitments to promote gender equality and the empowerment of women, in particular by ratifying the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and various ILO Conventions, implementation lags. Women still face discrimination and inequality in social, economic and political life and their representation in Moldovan politics and decision-making remains below international benchmarks.

Gender roles refer to social and behavioral norms that, within a specific culture, are widely considered to be socially appropriate for individuals of a specific sex. These often determine the traditional responsibilities and tasks assigned to men, women, boys, and girls (see gender division of labour). Gender-specific roles are often conditioned by household structure, access to resources, specific impacts of the global economy, occurrence of conflict or disaster, and other locally relevant factors such as ecological conditions. Like gender itself, gender roles can evolve over time, in particular through the empowerment of women and transformation of masculinities.

In the context of economic participation and employment, gender discrimination means that women often end up in insecure, low-wage jobs, and constitute a small minority of those in senior positions. In addition, because women perform the bulk of household work, they often have little time left to pursue economic opportunities. According to the Study "How we prevent and reduce sexual harassment at the workplace and in educational institutions policies recommendations", statistical data show that currently every fifth employed woman in the Republic of Moldova is subjected to subtle forms of sexual harassment at workplace (inappropriate glances, hugs without permission, jokes / language with sexual connotation) and 4 out of 100 women confront with serious forms of harassment (the requirement to have sexual relations for rewards, the use of force or threats to have sex, etc.).

The main cause of this deficiency is the lack of awareness and knowledge of elementary human rights and recognition of the discriminatory element by the main stakeholders, like the women workers, employers. Unfortunately, in Republic of Moldova no educational institutions provide courses or trainings on gender equality at the work place, about sexual harassment or violence against women and girls, or some subjects that are discussed within mentioned institutions, on these issues still are very poor developed. There is high demand and need for a course on different aspects of gender equality, gender equality in the world of work, gender equality in employment and occupations, gender-based violence, forms of violence against women and girls, etc.

In 2018, UN Women in cooperation with Association of ICT Companies in Moldova, implemented a Program for IT education for over 1000 girls and women, from all over the country. Training takes place on the educational platform, where participants are able to easily combine online learning with any activity present in their daily lives. The approach used is called edutainment, which consists in combining practices from psychology and pedagogy with games and IT. The implementing partners were keen to add to the education platform some education modules on topics related to gender equality and women empowerment for the enrolled girls and women to have knowledge about the subject. We realised that we do not have such kind of possibility to respond to the requirement.

On this background, UN Women seeks to contract an organization that will adjust the existing training modules of the UN Women Training Center content to the national content and in local language and will integrate the e-course on gender equality on the locally available educational platform.

The overall objective of the e-course is to develop and/or strengthen knowledge, understanding and awareness of concepts related to gender equality and women's empowerment thus promoting the integration of a gender equality perspective in everyday work and with a view to bring about behavioural change.

The e-learning course's is for a general audience with no specific background on gender equality and at all. levels Therefore, the e-learning course does not focus on technical skills in gender analysis and mainstreaming methods and it does not target practitioners who already possess a technical background in gender mainstreaming and women's empowerment.



Scope of Work

UN Women seeks to contract an organization that will adjust the content according to the national legislation and will integrate the e-course on gender equality on the locally available educational platform that will be responsible for the implementation of the tasks described below:

This proposal includes all the activities required to develop the packaging – including graphics, resources, links, narration in local language Romanian (in some cases could be in English too) as well as any other necessary inputs – of the **module - Gender Equality in the World of Work Course**.

The final script with all translated in local language content and references will be provided by UN Women, as well as the storyline template.

The contractor will be responsible for the following activities and deliverables in close cooperation with UN Women CO Moldova:

#	Activities
1	Revise script of Module “Gender Equality in the World of Work” and provide feedback for improving instructional design and interactions;
2	UN Women to provide feedback of script review, and final validation for beginning the production;
3	Adjust the content of the module according to the national legal, policy and institutional framework. The contractor will be responsible in engaging an expert with experience in the field of labour rights and gender equality, in order to work on adjusting to course content according to the national legal, policy and institutional framework.
4	UN Women to provide feedback on the adjusted Module;
5	Produce the alpha version of module (after it translation and adjustment): package an estimate of 30 content sections structured in a tutorial mode with Menu and Audio tabs, as well as Progress, Search and Mute functions. Progress through slides will be activated with Replay, Pause, and Next/Submit buttons. Slides will integrate text, audio, graphics and quizzes to get a certificate through the Moodle LMS;
6	UN Women to provide feedback of alpha version of module;
7	Produce beta version of module: Implement modifications requested. Select samples of narrators from different countries to bring variety of voices in English, record narration, synchronize with onscreen. They should be at least two voices (a Women and a Man);
8	UN Women to provide feedback of audio and sign-off;
9	Implement modifications requested. Deliver package, storyline file and all other relevant files for the course in Articulate storyline 3 and HTML5, SCORM compliant.
10	Integrating and hosting the course on the educational platform.
11	Test the integrated training module with a group of users.

	Extend the access to the training module to a large group of users.
	Statistic information to be provided to UN Women regarding the users that will pass the course, mainly the following information: the number of completing the course and certificates issued, by sex, age, duty station, nationality other relevant information on participants;
12	Provide 2 sessions of training/workshops on how to build info graphs and data visualization (for a number of 14 persons);

Deliverables and Timeframe

During the implementation of this assignment, the Company/Organization shall be responsible for delivering of the following outputs, comprising of the main milestones:

No	Activities and Deliverables	Tentative timeframe for accomplishment of task
1.	Revise script of Module "Gender Equality in the World of Work" and provide feedback for improving instructional design and interactions;	One week after starting date
2.	UN Women to provide feedback of script review, and final validation for beginning the production;	3 days after receiving script
3.	Adjust the content of the training module according to the national legal, policy and institutional framework. The contractor will be responsible in engaging an expert with experience in the field of labour rights and gender equality, in order to work on adjusting to course content according to the national legal, policy and institutional framework.	By end November 2019
4.	UN Women to provide feedback on the adjusted Module;	5 days after receiving the content
5.	The alpha version of training module: package an estimate of 30 content sections structured in a tutorial mode with Menu and Audio tabs, as well as Progress, Search and Mute functions. Progress through slides will be activated with Replay, Pause, and Next/Submit buttons. Slides will integrate text, audio, graphics and quizzes to get a certificate through the Moodle LMS;	15 days after receiving final script adjusted and translated
6.	UN Women to provide feedback of alpha version of module;	10 days after receiving alpha version

7	Beta version of training module: Implement modifications requested. Select samples of narrators from different countries to bring variety of voices in English, record narration, synchronize with onscreen. They should be at least two voices (a Women and a Man).	15 days after receiving feedback from alpha version
8	UN Women to provide feedback of audio and sign-off;	5 days after receiving beta version
9	Implement modifications requested. Deliver package, storyline file and all other relevant files for the course in Articulate storyline 3 and HTML5, SCORM compliant;	5 days after receiving feedback from beta version
10	Integrate and host the course on the educational platform.	By mid-March 2020
11	Test the integrated training module with a group of users.	
	Extend the access to the training module to a large group of users.	
	Statistic information to be provided to UN Women regarding the users that will pass the course, mainly the following information: the number of completing the course and certificates issued, by sex, age, duty station, nationality other relevant information on participants;	Monthly based after how the e-course will be launched.
13	Provide 2 sessions of training/workshops on how to build info graphs and data visualization (for a number of 14 persons);	October – December 2019

Note: The mentioned tasks and timeframe has been estimated as being sufficient/ feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of assignment. It cannot and shall not be used as criteria for completion of work/assignment. The provision of envisaged deliverables approved by the UN Women responsible staff shall be the only criteria (that will not exceed the contract limits) that work being completed and eligible for payments. All the deliverables should be agreed with UN Women.

Management arrangements

The selected Organization will work under direct supervision of the UN Women responsible staff. The selected contractor is expected to provide highly qualified consultants for this specific assignment, with appropriate skills and expertise.

Duration of the assignment

It is expected that the selected Organization shall begin work in October 2019 with work being completed until September 2020, in conformity with the indicative timeframe described under "Deliverables and Timeframe" section.

Performance evaluation



The Contractor's performances will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered.

Financial arrangements

Payment will be disbursed in 5 instalments, upon submission and approval of corresponding milestones, certified by the UN Women responsible staff that the services have been satisfactorily performed.

Requirements to the Contractor:

Experience:

- The platform or provider of services should be present or have an intent to be present on the Moldovan market of online education and have prior experience in online courses development.

Team and platform requirements:

1. The team should include course experts capable of determining the best content with proficient Romanian and English;
2. The team should have sufficient IT and design staff, with the necessary qualifications to develop the design and run the course online;
3. The team should have or be able to attract content/course testers to verify the usability of the created/used module;
4. The team should be capable of developing the course itself using graphics, video, voice over, etc based on a predefined text/scenario;
5. The team should have support tools for the participants (both online and offline);
6. The team should have an interactive platform on which one can place the courses. The platform should be adapted to innovative teaching methods that guarantee the efficient knowledge acquisition. The platform should have the capability to quickly or even immediately evaluate the results, track records and students' achievements.
7. The team should own a tested platform with at least 1000 users and be able to present stories of success demonstrating the platform's efficiency (hiring or other achievements as a result of training).
8. The platform should have online and mobile versions of content. It should be user based, with possibilities of tracking users on the platform. The access to the platform should be possible without signing up, grouped by a certain set of decided criteria.

During the selection process, the UN Women will take into account the following Sustainability consideration:

Clear statement and supporting documentation that outlines the bidders' commitment to support gender equality and women's empowerment through its operations.

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ANNEX C

Breakdown of costs

Organization to adjust the content and to integrate the e-course on Gender Equality on the online platform
October 2019 – September 2020

No	Activities and Deliverables	Tentative timeframe for accomplishment of task	Price MDL All prices must include VAT and all other indirect taxes.
1.	Revise script of Module “Gender Equality in the World of Work” and provide feedback for improving instructional design and interactions;	by end October 2019	63 750 MDL
2.	UN Women to provide feedback of script review, and final validation for beginning the production;		
3.	Adjust the content of the training module according to the national legal, policy and institutional framework. The contractor will be responsible in engaging an expert with experience in the field of labour rights and gender equality, in order to work on adjusting to course content according to the national legal, policy and institutional framework.	by mid-December 2019	73 125 MDL
4.	UN Women to provide feedback on the adjusted Module;		
5.	The alpha version of training module: package an estimate of 30 content sections structured in a tutorial mode with Menu and Audio tabs, as well as Progress, Search and Mute functions. Progress through slides will be activated with Replay, Pause, and Next/Submit buttons. Slides will integrate text, audio, graphics and quizzes to get a certificate through the Moodle LMS;	By end-January 2019	180 000 MDL
6.	UN Women to provide feedback of alpha version of module;		
7	Beta version of training module: Implement modifications requested. Select samples of narrators from different countries to bring variety of voices in English, record narration, synchronize	By mid-February 2020	

	with onscreen. They should be at least two voices (a Women and a Man).		
8	UN Women to provide feedback of audio and sign-off;		
9	Implement modifications requested. Deliver package , storyline file and all other relevant files for the course in Articulate storyline 3 and HTML5, SCORM compliant;	By end - February 2020	97 500 MDL
10	Integrate and host the course on the educational platform.	By mid-March 2020	
11	Test the integrated training module with a group of users. Extend the access to the training module to a large group of users.		
	Statistic information to be provided to UN Women regarding the users that will pass the course, mainly the following information: the number of completing the course and certificates issued, by sex, age, duty station, nationality other relevant information on participants;	Monthly based after how the e-course will be launched.	
13	Provide 2 sessions of training/workshops on how to build info graphs and data visualization (for a number of 14 persons);	By mid- December 2019	73 125 MDL
	TOTAL		487 500 MDL



B. Cost Breakdown by Resources

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UN Women shall use the cost breakdown in order to assess value for money as well as the calculation of price in the event that both parties agreed to add new deliverables to the scope of Services.

Description	Quantity	Number of Unit	Unit Cost MDL	Total Cost MDL
Project Manager (50%)	7	Months	9 500	66 500
Production Team Motion Design	80	Days	900	72 000
Production Team Grafic Designer	80	Days	800	64 000
Software Developer and System Administrator	25	Days	1 400	35 000
Gender Equality expert on adjusting the module	20	Days	2 000	40 000
Tester	20	Days	500	10 000
Designer training and preparation of presentations	15	Days	800	12 000
Hosting Services and Administration	12	Months	1 500	18 000
Create tests for each created material	30	Lump sum	700	21 000
Sound engineer (2 languages)	60	Lump sum	500	30 000
Voice maker (2 languages)	60	Lump sum	1050	63 000
Administrative Costs (30%)	7	Months	8 000	56 000
TOTAL				487 500

For and on behalf of UN Women:

Ms. Milana Rikanovic
 Country Representative a.i

Date: _____

For and on behalf of the Contractor:

Mr. Veceslav Caburgan
 Director

Date: 11 october 2019

