



United Nations Population Fund
70A Nahda St., Saryat El- Maadi, Cairo.
P.O. 11435 Egypt
E mail: egypt.tenders@unfpa.org
Website: <http://www.unfpa.org>

Date: 12 August 2020

REQUEST FOR QUOTATION
RFQ N° UNFPA/EGY/RFQ/20/16
Developing Y-Peer Website/ Application Platform

UNFPA requires the provision of technical expertise in developing Y-Peer website/ application platform to provide free access to comprehensive sexual and reproductive health education, and gender based violence and harmful practices, for young people in Egypt. The website will include online courses utilizing gamification and edutainment to engage young people in interactive educational experience, in addition to, M&E and database tools.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in the country, or through an authorized representative.

I. About UNFPA

UNFPA, the United Nations Population Fund, is an international development agency that works to a) end preventable maternal deaths, (b) end the unmet need for family planning, and (c) end gender-based violence and all harmful practices. UNFPA Egypt partners with Egypt to support the country in achieving the goals of Egypt's Vision 2030, which is aligned to the global 2030 Agenda for Sustainable Development and the 17 Sustainable Development Goals (SDGs). It contributes primarily to the progressive achievement of SDG 3 (Good Health and Wellbeing) and 5 (Gender Equality). The programme target groups are women, adolescents and youth, particularly those most in need, including disabled, rural communities, migrants, refugees and people affected by emergencies. To read more about UNFPA, please go to: [UNFPA About Us](#).

II – Service Requirements/Terms of Reference (ToR) please review detailed ToRs attached hereinwith as Annex II

Objectives and scope of the Services

Y-PEER works to engage and empower the young people in an interesting educational experience using edutainment and gamification approaches to increase their awareness on SRH and GBV such as the utilization of interactive theatre performances and using of drama plus using the technology in addition to sports techniques.

Samples of past work:

- https://www.youtube.com/watch?v=SOuivJEk_Nw
- <https://www.youtube.com/watch?v=-Ps2LjpiMNU>



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- <https://www.youtube.com/watch?v=1kaFecSFVP4>
- <https://www.youtube.com/watch?v=sfiYQsaFWb8>
- <https://drive.google.com/file/d/1dqRbGzWhOwfdgvKOvDQb-6QdRA8q1Wwj/view>

II. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Noha El-Maraghy, Procurement Assistant</i>
Email address of contact person:	<i>elmaraghy@unfpa.org</i>

The deadline for submission of questions is **Wednesday, 19th August 2020, 15:00 Cairo Time**, Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

III. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs including the following:
 - Brief outline of the supplier's understanding of the TOR and proposed methodology/approach to conduct the assignment;
 - Firm Profile , copies of CV(s) of the supporting team, outlining who will undertake the different roles within the assignment;
 - Links to similar projects previously conducted by the firm;
- b) Price quotation, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

IV. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than: Monday, August 24th , 2020 at 15:00 PM Cairo Time



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Name of contact person at UNFPA:	Operations Unit
Email address of contact person:	<i>egypt.tenders@unfpa.org</i>

Please note the following guidelines for electronic submissions:

The following reference must be included in the email subject line: **RFQ N° UNFPA/EGY/RFQ/20/016 – [Developing Y-Peer Website/ Application Platform]** Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.

The total email size may not exceed **10 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.

Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

V. Overview of Evaluation Process

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

VI. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a [Purchase Order to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

VII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease, by up to 20%, the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.



VIII. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

IX. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

X. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

XI. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Aleksandar Bodiroza, Egypt Country Office Representative bodiroza@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.



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XII. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/EGY/RFQ/20/016
Currency of quotation:	EGP
Validity of quotation:	(at least 3 months after the submission deadline.)

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.
 Example for pricing

Item	Description	Number & Description of Staff by Level	Daily Rate	Days to be Committed	Total
1. Professional Fees					
	Consultants fees				
	Management				
	Operation expenses ...etc				
<i>Total Professional Fees</i>					EGP
2. Out-of-Pocket expenses					
	Others (detailed expenses)				
<i>Total Out of Pocket Expenses</i>					EGP
Total Contract Price (Professional Fees + Out of Pocket Expenses)					EGP

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/EGY/RFQ/20/016 { **Developing Y-Peer Website/ Application Platform** } including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

ANNEX I:



GENERAL CONDITIONS FOR CONTRACTS FOR THE PROVISION OF SERVICES

1. **LEGAL STATUS OF THE PARTIES:** UNFPA (a subsidiary organ of the United Nations established by the General Assembly in resolution 3019 (XXVII)) and the Contractor shall also each be referred to as a “Party” hereunder, and:

1.1 Pursuant, *inter alia*, to the Charter of the United Nations and the Convention on the Privileges and Immunities of the United Nations, the United Nations, including its subsidiary organs, has full juridical personality and enjoys such privileges and immunities as are necessary for the independent fulfillment of its purposes.

1.2 The Contractor shall have the legal status of an independent contractor *vis-à-vis* UNFPA, and nothing contained in or relating to the Contract shall be construed as establishing or creating between the Parties the relationship of employer and employee or of principal and agent. The officials, representatives, employees, or subcontractors of each of the Parties shall not be considered in any respect as being the employees or agents of the other Party, and each Party shall be solely responsible for all claims arising out of or relating to its engagement of such persons or entities.

2. **RESPONSIBILITY FOR EMPLOYEES:** To the extent that the Contract involves the provision of any services to UNFPA by the Contractor’s officials, employees, agents, servants, subcontractors and other representatives (collectively, the Contractor’s “personnel”), the following provisions shall apply:

2.1 The Contractor shall be responsible for the professional and technical competence of the personnel it assigns to perform work under the Contract and will select reliable and competent individuals who will be able to effectively perform the obligations under the Contract and who, while doing so, will respect the local laws and customs and conform to a high standard of moral and ethical conduct.

2.2 Such Contractor personnel shall be professionally qualified and, if required to work with officials or staff of UNFPA, shall be able to do so effectively. The qualifications of any personnel whom the Contractor may assign or may propose to assign to perform any obligations under the Contract shall be substantially the same, or better, as the qualifications of any personnel originally proposed by the Contractor.

2.3 At the option of and in the sole discretion of UNFPA:

2.3.1 the qualifications of personnel proposed by the Contractor (*e.g.*, a curriculum vitae) may be reviewed by UNFPA prior to such personnel’s performing any obligations under the Contract;

2.3.2 any personnel proposed by the Contractor to perform obligations under the Contract may be interviewed by qualified staff or officials of UNFPA prior to such personnel’s performing any obligations under the Contract; and,

2.3.3 in cases in which, pursuant to Article 2.3.1 or 2.3.2, above, UNFPA has reviewed the qualifications of such Contractor’s personnel, UNFPA may reasonably refuse to accept any such personnel.

2.4 Requirements specified in the Contract regarding the number or qualifications of the Contractor’s personnel may change during the course of performance of the Contract. Any such change shall be made only following written notice of such proposed change and upon written agreement between the Parties regarding such change, subject to the following:



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2.4.1 UNFPA may, at any time, request, in writing, the withdrawal or replacement of any of the Contractor's personnel, and such request shall not be unreasonably refused by the Contractor.

2.4.2 Any of the Contractor's personnel assigned to perform obligations under the Contract shall not be withdrawn or replaced without the prior written consent of UNFPA, which shall not be unreasonably withheld.

2.4.3 The withdrawal or replacement of the Contractor's personnel shall be carried out as quickly as possible and in a manner that will not adversely affect the performance of obligations under the Contract.

2.4.4 All expenses related to the withdrawal or replacement of the Contractor's personnel shall, in all cases, be borne exclusively by the Contractor.

2.4.5 Any request by UNFPA for the withdrawal or replacement of the Contractor's personnel shall not be considered to be a termination, in whole or in part, of the Contract, and UNFPA shall not bear any liability in respect of such withdrawn or replaced personnel.

2.4.6 If a request for the withdrawal or replacement of the Contractor's personnel is *not* based upon a default by or failure on the part of the Contractor to perform its obligations in accordance with the Contract, the misconduct of the personnel, or the inability of such personnel to reasonably work together with UNFPA officials and staff, then the Contractor shall not be liable by reason of any such request for the withdrawal or replacement of the Contractor's personnel for any delay in the performance by the Contractor of its obligations under the Contract that is substantially the result of such personnel's being withdrawn or replaced.

2.5 Nothing in Articles 2.2, 2.3 and 2.4, above, shall be construed to create any obligations on the part of UNFPA with respect to the Contractor's personnel assigned to perform work under the Contract, and such personnel shall remain the sole responsibility of the Contractor.

2.6 The Contractor shall be responsible for requiring that all personnel assigned by it to perform any obligations under the Contract and who may have access to any premises or other property of UNFPA shall:

2.6.1 Undergo or comply with security screening requirements made known to the Contractor by UNFPA, including but not limited to, a review of any criminal history;

2.6.2 When within UNFPA premises or on UNFPA property, display such identification as may be approved and furnished by UNFPA, and that upon the withdrawal or replacement of any such personnel or upon termination or completion of the Contract, such personnel shall immediately return any such identification to UNFPA for cancellation.

2.7 Within one working day after learning that any of Contractor's personnel who have access to any UNFPA premises have been charged by law enforcement authorities with an offense other than a minor traffic offense, the Contractor shall provide written notice to inform UNFPA about the particulars of the charges then known and shall continue to inform UNFPA concerning all substantial developments regarding the disposition of such charges.

2.8 All operations of the Contractor, including without limitation, storage of equipment, materials, supplies and parts, within UNFPA premises or on UNFPA property shall be confined to areas authorized or approved by UNFPA. The Contractor's personnel shall not enter or pass through and shall not store or



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dispose of any of its equipment or materials in any areas within UNFPA premises or on UNFPA property without appropriate authorization from UNFPA.

3. ASSIGNMENT:

3.1 Except as provided in Article 3.2, below, the Contractor may not assign, transfer, pledge or make any other disposition of the Contract, of any part of the Contract, or of any of the rights, claims or obligations under the Contract except with the prior written authorization of UNFPA. Any such unauthorized assignment, transfer, pledge or other disposition, or any attempt to do so, shall not be binding on UNFPA. Except as permitted with respect to any approved subcontractors, the Contractor shall not delegate any of its obligations under this Contract, except with the prior written consent of UNFPA. Any such unauthorized delegation, or attempt to do so, shall not be binding on UNFPA.

3.2 The Contractor may assign or otherwise transfer the Contract to the surviving entity resulting from a reorganization of the Contractor's operations, *provided that*:

3.2.1 Such reorganization is not the result of any bankruptcy, receivership or other similar proceedings; *and*,

3.2.2 Such reorganization arises from a sale, merger, or acquisition of all or substantially all of the Contractor's assets or ownership interests; *and*,

3.2.3 The Contractor promptly notifies UNFPA about such assignment or transfer at the earliest opportunity; *and*,

3.2.4 the assignee or transferee agrees in writing to be bound by all of the terms and conditions of the Contract, and such writing is promptly provided to UNFPA following the assignment or transfer.

4. **SUBCONTRACTING:** In the event that the Contractor requires the services of subcontractors to perform any obligations under the Contract, the Contractor shall obtain the prior written approval of UNFPA. UNFPA shall be entitled, in its sole discretion, to review the qualifications of any subcontractors and to reject any proposed subcontractor that UNFPA reasonably considers is not qualified to perform obligations under the Contract. UNFPA shall have the right to require any subcontractor's removal from UNFPA premises without having to give any justification therefor. Any such rejection or request for removal shall not, in and of itself, entitle the Contractor to claim any delays in the performance, or to assert any excuses for the non-performance, of any of its obligations under the Contract, and the Contractor shall be solely responsible for all services and obligations performed by its subcontractors. The terms of any subcontract shall be subject to, and shall be construed in a manner that is fully in accordance with, all of the terms and conditions of the Contract.

5. INDEMNIFICATION:

5.1 The Contractor shall indemnify, defend, and hold and save harmless, UNFPA, and its officials, agents and employees, from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature brought by any third party against UNFPA, including, but not limited to, all litigation costs and expenses, attorney's fees, settlement payments and damages, based on, arising from, or relating to:

5.1.1 allegations or claims that the possession of or use by UNFPA of any patented device, any copyrighted material, or any other goods, property or services provided or licensed to UNFPA under the terms of the



Contract, in whole or in part, separately or in a combination contemplated by the Contractor's published specifications therefor, or otherwise specifically approved by the Contractor, constitutes an infringement of any patent, copyright, trademark, or other intellectual property right of any third party; *or*,

5.1.2 any acts or omissions of the Contractor, or of any subcontractor or anyone directly or indirectly employed by them in the performance of the Contract, which give rise to legal liability to anyone not a party to the Contract, including, without limitation, claims and liability in the nature of a claim for workers' compensation.

5.2 The indemnity set forth in Article 5.1.1, above, shall not apply to:

5.2.1 A claim of infringement resulting from the Contractor's compliance with specific written instructions by UNFPA directing a change in the specifications for the goods, property, materials, equipment or supplies to be or used, or directing a manner of performance of the Contract or requiring the use of specifications not normally used by the Contractor; *or*

5.2.2 A claim of infringement resulting from additions to or changes in any goods, property, materials equipment, supplies or any components thereof furnished under the Contract if UNFPA or another party acting under the direction of UNFPA made such changes.

5.3 In addition to the indemnity obligations set forth in this Article 5, the Contractor shall be obligated, at its sole expense, to defend UNFPA and its officials, agents and employees, pursuant to this Article 5, regardless of whether the suits, proceedings, claims and demands in question actually give rise to or otherwise result in any loss or liability.

5.4 UNFPA shall advise the Contractor about any such suits, proceedings, claims, demands, losses or liability within a reasonable period of time after having received actual notice thereof. The Contractor shall have sole control of the defense of any such suit, proceeding, claim or demand and of all negotiations in connection with the settlement or compromise thereof, except with respect to the assertion or defense of the privileges and immunities of the United Nations, including its subsidiary organs, or any matter relating thereto, for which only UNFPA itself is authorized to assert and maintain. UNFPA shall have the right, at its own expense, to be represented in any such suit, proceeding, claim or demand by independent counsel of its own choosing.

5.5 In the event the use by UNFPA of any goods, property or services provided or licensed to UNFPA by the Contractor, in whole or in part, in any suit or proceeding, is for any reason enjoined, temporarily or permanently, or is found to infringe any patent, copyright, trademark or other intellectual property right, or in the event of a settlement, is enjoined, limited or otherwise interfered with, then the Contractor, at its sole cost and expense, shall, promptly, either:

5.5.1 Procure for UNFPA the unrestricted right to continue using such goods or services provided to UNFPA;

5.5.2 replace or modify the goods or services provided to UNFPA, or part thereof, with the equivalent or better goods or services, or part thereof, that is non-infringing; *or*,

5.5.3 refund to UNFPA the full price paid by UNFPA for the right to have or use such goods, property or services, or part thereof.



6. INSURANCE AND LIABILITY:

6.1 The Contractor shall pay UNFPA promptly for all loss, destruction, or damage to the property of UNFPA caused by the Contractor's personnel or by any of its subcontractors or anyone else directly or indirectly employed by the Contractor or any of its subcontractors in the performance of the Contract.

6.2 Unless otherwise provided in the Contract, prior to commencement of performance of any other obligations under the Contract, and subject to any limits set forth in the Contract, the Contractor shall take out and shall maintain for the entire term of the Contract, for any extension thereof, and for a period following any termination of the Contract reasonably adequate to deal with losses:

6.2.1 Insurance against all risks in respect of its property and any equipment used for the performance of the Contract;

6.2.2 workers' compensation insurance, or its equivalent, or employer's liability insurance, or its equivalent, with respect to the Contractor's personnel sufficient to cover all claims for injury, death and disability, or any other benefits required to be paid by law, in connection with the performance of the Contract;

6.2.3 liability insurance in an adequate amount to cover all claims, including, but not limited to, claims for death and bodily injury, products and completed operations liability, loss of or damage to property, and personal and advertising injury, arising from or in connection with the Contractor's performance under the Contract, including, but not limited to, liability arising out of or in connection with the acts or omissions of the Contractor, its personnel, agents, or invitees, or the use, during the performance of the Contract, of any vehicles, boats, airplanes or other transportation vehicles and equipment, whether or not owned by the Contractor; *and*,

6.2.4 Such other insurance as may be agreed upon in writing between UNFPA and the Contractor.

6.3 The Contractor's liability policies shall also cover subcontractors and all defense costs and shall contain a standard "cross liability" clause.

6.4 The Contractor acknowledges and agrees that UNFPA accepts no responsibility for providing life, health, accident, travel or any other insurance coverage which may be necessary or desirable in respect of any personnel performing services for the Contractor in connection with the Contract.

6.5 Except for the workers' compensation insurance or any self-insurance program maintained by the Contractor and approved by UNFPA, in its sole discretion, for purposes of fulfilling the Contractor's requirements for providing insurance under the Contract, the insurance policies required under the Contract shall:

6.5.1 Name UNFPA as an additional insured under the liability policies, including, if required, as a separate endorsement under the policy;

6.5.2 Include a waiver of subrogation of the Contractor's insurance carrier's rights against UNFPA;

6.5.3 provide that UNFPA shall receive written notice from the Contractor's insurance carrier not less than thirty (30) days prior to any cancellation or material change of coverage; *and*,

6.5.4 Include a provision for response on a primary and non-contributing basis with respect to any other insurance that may be available to UNFPA.

6.6 The Contractor shall be responsible to fund all amounts within any policy deductible or retention.



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6.7 Except for any self-insurance program maintained by the Contractor and approved by UNFPA for purposes of fulfilling the Contractor's requirements for maintaining insurance under the Contract, the Contractor shall maintain the insurance taken out under the Contract with reputable insurers that are in good financial standing and that are acceptable to UNFPA. Prior to the commencement of any obligations under the Contract, the Contractor shall provide UNFPA with evidence, in the form of certificate of insurance or such other form as UNFPA may reasonably require, that demonstrates that the Contractor has taken out insurance in accordance with the requirements of the Contract. UNFPA reserves the right, upon written notice to the Contractor, to obtain copies of any insurance policies or insurance program descriptions required to be maintained by the Contractor under the Contract. Notwithstanding the provisions of Article 6.5.3, above, the Contractor shall promptly notify UNFPA concerning any cancellation or material change of insurance coverage required under the Contract.

6.8 The Contractor acknowledges and agrees that neither the requirement for taking out and maintaining insurance as set forth in the Contract nor the amount of any such insurance, including, but not limited to, any deductible or retention relating thereto, shall in any way be construed as limiting the Contractor's liability arising under or relating to the Contract.

7. ENCUMBRANCES AND 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 UNFPA against any monies due to the Contractor or that may become due for any work done or against any goods supplied or materials furnished under the Contract, or by reason of any other claim or demand against the Contractor or UNFPA.

8. EQUIPMENT FURNISHED BY UNFPA TO THE CONTRACTOR: Title to any equipment and supplies that may be furnished by UNFPA to the Contractor for the performance of any obligations under the Contract shall rest with UNFPA, and any such equipment shall be returned to UNFPA at the conclusion of the Contract or when no longer needed by the Contractor. Such equipment, when returned to UNFPA, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear, and the Contractor shall be liable to compensate UNFPA for the actual costs of any loss of, damage to, or degradation of the equipment that is beyond normal wear and tear.

9. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

9.1 Except as is otherwise expressly provided in writing in the Contract, UNFPA shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for UNFPA under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for UNFPA.

9.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may



have developed or acquired, independently of the performance of its obligations under the Contract, UNFPA does not and shall not claim any ownership interest thereto, and the Contractor grants to UNFPA a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

9.3 At the request of UNFPA, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to UNFPA in compliance with the requirements of the applicable law and of the Contract.

9.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of UNFPA, shall be made available for use or inspection by UNFPA at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNFPA authorized officials on completion of work under the Contract.

10. PUBLICITY, AND USE OF THE NAME, EMBLEM OR OFFICIAL SEAL: The Contractor shall not advertise or otherwise make public for purposes of commercial advantage or goodwill that it has a contractual relationship with UNFPA, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of the United Nations and UNFPA, or any abbreviation of the name of the United Nations and UNFPA in connection with its business or otherwise without the written permission of the United Nations and UNFPA.

11. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION: Information and data that is considered proprietary by either Party or that is delivered or disclosed by one Party (“Discloser”) to the other Party (“Recipient”) during the course of performance of the Contract, and that is designated as confidential (“Information”), shall be held in confidence by that Party and shall be handled as follows:

11.1 The Recipient shall:

11.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar Information that it does not wish to disclose, publish or disseminate; *and*,

11.1.2 use the Discloser’s Information solely for the purpose for which it was disclosed.

11.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 11, the Recipient may disclose Information to:

11.2.1 Any other party with the Discloser’s prior written consent; *and*,

11.2.2 the Recipient’s employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, *provided that*, for these purposes a controlled legal entity means:

11.2.2.1 A corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; *or*,

11.2.2.2 Any entity over which the Party exercises effective managerial control; *or*,



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11.2.2.3 For the United Nations, a principal or subsidiary organ of the United Nations established in accordance with the Charter of the United Nations.

11.3 The Contractor may disclose Information to the extent required by law, *provided that*, subject to and without any waiver of the privileges and immunities of the United Nations, including its subsidiary organs, the Contractor will give UNFPA sufficient prior notice of a request for the disclosure of Information in order to allow UNFPA to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

11.4 UNFPA may disclose Information to the extent as required pursuant to the Charter of the United Nations, or pursuant to resolutions or regulations of the General Assembly or rules promulgated thereunder.

11.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

11.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

12. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS:

12.1 In the event of and as soon as possible after the occurrence of any cause constituting *force majeure*, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The affected Party shall also notify the other Party of any other changes in condition or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. Not more than fifteen (15) days following the provision of such notice of *force majeure* or other changes in condition or occurrence, the affected Party shall also submit a statement to the other Party of estimated expenditures that will likely be incurred for the duration of the change in condition or the event of *force majeure*. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of a cause constituting *force majeure* shall take such action as it reasonably considers to be appropriate or necessary in the circumstances, including the granting to the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

12.2 If the Contractor is rendered unable, wholly or in part, by reason of *force majeure* to perform its obligations and meet its responsibilities under the Contract, UNFPA shall have the right to suspend or terminate the Contract on the same terms and conditions as are provided for in Article 13, "Termination," except that the period of notice shall be seven (7) days instead of thirty (30) days. In any case, UNFPA shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of *force majeure* for any period in excess of ninety (90) days.

12.3 *Force majeure* as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, *provided that* such acts arise from causes beyond the control and without the fault or



negligence of the Contractor. The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in areas in which UNFPA is engaged in, preparing to engage in, or disengaging from any humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas, or to any incidents of civil unrest occurring in such areas, shall not, in and of itself, constitute *force majeure* under the Contract.

13. TERMINATION:

13.1 Either Party may terminate the Contract for cause, in whole or in part, upon thirty (30) day's notice, in writing, to the other Party. The initiation of conciliation or arbitral proceedings in accordance with Article 16 "Settlement of Disputes," below, shall not be deemed to be a "cause" for or otherwise to be in itself a termination of the Contract.

13.2 UNFPA may terminate the Contract at any time by providing written notice to the Contractor in any case in which the mandate of UNFPA applicable to the performance of the Contract or the funding of UNFPA applicable to the Contract is curtailed or terminated, whether in whole or in part. In addition, unless otherwise provided by the Contract, upon sixty (60) day's advance written notice to the Contractor, UNFPA may terminate the Contract without having to provide any justification therefor.

13.3 In the event of any termination of the Contract, upon receipt of notice of termination that has been issued by UNFPA, the Contractor shall, except as may be directed by UNFPA in the notice of termination or otherwise in writing:

13.3.1 Take immediate steps to bring the performance of any obligations under the Contract to a close in a prompt and orderly manner, and in doing so, reduce expenses to a minimum;

13.3.2 Refrain from undertaking any further or additional commitments under the Contract as of and following the date of receipt of such notice;

13.3.3 place no further subcontracts or orders for materials, services, or facilities, except as UNFPA and the Contractor agree in writing are necessary to complete any portion of the Contract that is not terminated;

13.3.4 Terminate all subcontracts or orders to the extent they relate to the portion of the Contract terminated;

13.3.5 transfer title and deliver to UNFPA the fabricated or unfabricated parts, work in process, completed work, supplies, and other material produced or acquired for the portion of the Contract terminated;

13.3.6 deliver all completed or partially completed plans, drawings, information, and other property that, if the Contract had been completed, would be required to be furnished to UNFPA thereunder;

13.3.7 Complete performance of the work not terminated; *and*,

13.3.8 Take any other action that may be necessary, or that UNFPA may direct in writing, for the minimization of losses and for the protection and preservation of any property, whether tangible or intangible, related to the Contract that is in the possession of the Contractor and in which UNFPA has or may be reasonably expected to acquire an interest.

13.4 In the event of any termination of the Contract, UNFPA shall be entitled to obtain reasonable written accountings from the Contractor concerning all obligations performed or pending in accordance with the Contract. In addition, UNFPA shall not be liable to pay the Contractor except for those goods delivered



and services provided to UNFPA in accordance with the requirements of the Contract, but only if such goods or services were ordered, requested or otherwise provided prior to the Contractor's receipt of notice of termination from UNFPA or prior to the Contractor's tendering of notice of termination to UNFPA.

13.5 UNFPA may, without prejudice to any other right or remedy available to it, terminate the Contract forthwith in the event that:

13.5.1 The Contractor is adjudged bankrupt, or is liquidated, or becomes insolvent, or applies for a moratorium or stay on any payment or repayment obligations, or applies to be declared insolvent;

13.5.2 The Contractor is granted a moratorium or a stay, or is declared insolvent;

13.5.3 The Contractor makes an assignment for the benefit of one or more of its creditors;

13.5.4 A Receiver is appointed on account of the insolvency of the Contractor;

13.5.5 The Contractor offers a settlement in lieu of bankruptcy or receivership; *or*,

13.5.6 UNFPA reasonably determines that the Contractor has become subject to a materially adverse change in its financial condition that threatens to substantially affect the ability of the Contractor to perform any of its obligations under the Contract.

13.6 Except as prohibited by law, the Contractor shall be bound to compensate UNFPA for all damages and costs, including, but not limited to, all costs incurred by UNFPA in any legal or non-legal proceedings, as a result of any of the events specified in Article 13.5, above, and resulting from or relating to a termination of the Contract, even if the Contractor is adjudged bankrupt, or is granted a moratorium or stay or is declared insolvent. The Contractor shall immediately inform UNFPA of the occurrence of any of the events specified in Article 13.5, above, and shall provide UNFPA with any information pertinent thereto.

13.7 The provisions of this Article 13 are without prejudice to any other rights or remedies of UNFPA under the Contract or otherwise.

14. **NON-WAIVER OF RIGHTS:** The failure by either Party to exercise any rights available to it, whether under the Contract or otherwise, shall not be deemed for any purposes to constitute a waiver by the other Party of any such right or any remedy associated therewith, and shall not relieve the Parties of any of their obligations under the Contract.

15. **NON-EXCLUSIVITY:** Unless otherwise specified in the Contract, UNFPA shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and UNFPA shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the Contract, from any other source at any time.

16. **SETTLEMENT OF DISPUTES:**

16.1 **AMICABLE SETTLEMENT:** The Parties shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of the Contract or the breach, termination, or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the Conciliation Rules then obtaining of the United Nations Commission on



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International Trade Law (“UNCITRAL”), or according to such other procedure as may be agreed between the Parties in writing.

16.2 ARBITRATION: Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 (“Interim measures”) and Article 34 (“Form and effect of the award”) of the UNCITRAL Arbitration Rules.

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

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

18. TAX EXEMPTION:

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

18.2 The Contractor authorizes UNFPA to deduct from the Contractor’s invoices any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNFPA before the payment thereof and UNFPA has, in each instance, specifically authorized the Contractor to pay such taxes, duties, or charges under written protest. In that event, the Contractor shall provide UNFPA with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized, and UNFPA shall reimburse the Contractor for any such taxes, duties, or charges so authorized by UNFPA and paid by the Contractor under written protest.

19. MODIFICATIONS:



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19.1 Pursuant to the Financial Regulations and Rules of UNFPA, only the Chief of the Procurement Services Branch of UNFPA or such other contracting authority as made known to the Contractor in writing, possesses the authority to agree on behalf of UNFPA to any modification of or change in the Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in the Contract shall be valid and enforceable against UNFPA unless provided by a valid written amendment to the Contract signed by the Contractor and the Chief of the Procurement Services Branch of UNFPA or such other contracting authority.

19.2 If the Contract shall be extended for additional periods in accordance with the terms and conditions of the Contract, the terms and conditions applicable to any such extended term of the Contract shall be the same terms and conditions as set forth in the Contract, unless the Parties shall have agreed otherwise pursuant to a valid amendment concluded in accordance with Article 19.1, above.

19.3 The terms or conditions of any supplemental undertakings, licenses, or other forms of agreement concerning any goods or services provided under the Contract shall not be valid and enforceable against UNFPA nor in any way shall constitute an agreement by UNFPA thereto unless any such undertakings, licenses or other forms are the subject of a valid amendment concluded in accordance with Article 19.1, above.

20. AUDITS AND INVESTIGATIONS:

20.1 Each invoice paid by UNFPA shall be subject to a post-payment audit by auditors, whether internal or external, of UNFPA or the United Nations or by other authorized and qualified agents of UNFPA or the United Nations at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. UNFPA shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by UNFPA other than in accordance with the terms and conditions of the Contract.

20.2 UNFPA may conduct investigations relating to any aspect of the Contract or the award thereof, the obligations performed under the Contract, and the operations of the Contractor generally relating to performance of the Contract at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract.

20.3 The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNFPA access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNFPA or the United Nations hereunder.

21. LIMITATION ON ACTIONS:

21.1 Except with respect to any indemnification obligations in Article 5, above, or as are otherwise set forth in the Contract, any arbitral proceedings in accordance with Article 16.2, above, arising out of the Contract must be commenced within three years after the cause of action has accrued.



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

22. **ESSENTIAL TERMS:** The Contractor acknowledges and agrees that each of the provisions in Articles 23 to 28 hereof constitutes an essential term of the Contract and that any breach of any of these provisions shall entitle UNFPA to terminate the Contract or any other contract with UNFPA immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

23. **SOURCE OF INSTRUCTIONS:** The Contractor shall neither seek nor accept instructions from any authority external to UNFPA in connection with the performance of its obligations under the Contract. Should any authority external to UNFPA seek to impose any instructions concerning or restrictions on the Contractor's performance under the Contract, the Contractor shall promptly notify UNFPA and provide all reasonable assistance required by UNFPA. The Contractor shall not take any action in respect of the performance of its obligations under the Contract that may adversely affect the interests of UNFPA, and the Contractor shall perform its obligations under the Contract with the fullest regard to the interests of the United Nations and UNFPA.

24. **OFFICIALS NOT TO BENEFIT:** The Contractor warrants that it has not and shall not offer to any representative, official, employee, or other agent of UNFPA any direct or indirect benefit arising from or related to the performance of the Contract or of any other contract with UNFPA or the award thereof or for any other purpose intended to gain an advantage for the Contractor.

25. **OBSERVANCE OF THE LAW:** The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the Contract. In addition, the Contractor shall maintain compliance with all obligations relating to its registration as a qualified vendor of goods or services to UNFPA, as such obligations are set forth in the United Nations and UNFPA vendor registration procedures.

26. **CHILD LABOR:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiary or affiliated entities (if any) 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.



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27. **MINES:** The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiaries or affiliated entities (if any) is engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

28. SEXUAL EXPLOITATION:

28.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by its employees or any other persons engaged and controlled by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all reasonable and appropriate measures to prohibit

its employees or other persons engaged and controlled by it from exchanging any money, goods, services, or other things of value, for sexual favors or activities, or from engaging any sexual activities that are exploitive or degrading to any person.

28.2 UNFPA shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.



Annex II

Terms of Reference

Terms of reference for developing Y-Peer website/ application platform to provide free access to comprehensive sexual and reproductive health education, and gender based violence and harmful practices, for young people in Egypt. The website will include online courses utilizing gamification and edutainment to engage young people in interactive educational experience, in addition to, M&E and database tools.

Background

This year, the Egyptian government announced that the population of Egypt reached 100 million where 62% of the population are under 29 years old and around 33 million are young people between 18 and 29 years old. These young people are at a crucial juncture in their lives where they need accurate information and access to sexual and reproductive health (SRH) services to help them navigate the SRH risks they face, protect their health and prepare them for taking on family responsibilities. Furthermore, with the COVID 19 pandemic, it became more imperative to reach a wider range of young people with SRH information and with awareness messages to empower them and enable them to make informed decisions.

Young people in Egypt also find themselves at the forefront of a technological revolution with increasing availability of proper internet services in recent years. As per monthly report published by ministry of communication and information technology in November 2019, mobile penetration in Egypt reached 95% with almost 95.25 million mobile subscriptions. Mobile Internet use is on the rise with mobile broadband networks more frequently accessed than fixed broadband. The number of mobile internet users between October 2018 and 2019 increased by 13.94% from 33.9 to 38.67 million. As the market opens to more and cheaper smartphones and other phones with Internet capability, it creates an opportunity to reach this growing population of millions with timely and confidential reproductive health information, free from the social taboos that prevent access to such information.

Y-PEER – Overview

Y-PEER, the Youth Peer Electronic Education Network, is a groundbreaking and comprehensive youth-to-youth initiative pioneered globally by UNFPA in 2002. Y-PEER is a network of more than 500 non-profit organizations and governmental institutions; its membership includes thousands of young people who work in the many areas surrounding adolescent sexual and reproductive health.

Y-Peer Egypt is one of the most distinctive national networks within the international network. This year, the network celebrates its 15th anniversary of operating in Egypt. Y-Peer Egypt works



in 25 governorates with more than 125 partners on both national and local levels including governmental institutions, NGOs and international organizations. Members of Y-PEER include young people, active peer educators, trainers and youth advocates for adolescent sexual and reproductive health. They contribute to and benefit from the resource materials, tools, training program and campaigns provided by the Y-PEER platforms on social media, and face-to-face meetings. As of 2019, Y-PEER linked more than 150 trainers with more than 1,500 active peer educators in building capacity training in 25 governorates using different edutainment approaches such as interactive theater and sports techniques. The members of the network conducted raising awareness campaigns reaching out to more than 30,000 in the field besides the online campaigns to inform people about different population issues. The network continues to grow as more young people and organizations join.

Edutainment

Y-PEER works to engage and empower the young people in an interesting educational experience using edutainment and gamification approaches to increase their awareness on SRH and GBV such as the utilization of interactive theatre performances and using of drama plus using the technology in addition to sports techniques.

Samples of past work:

- https://www.youtube.com/watch?v=SOuivJEk_Nw
- <https://www.youtube.com/watch?v=-Ps2LjpiMNU>
- <https://www.youtube.com/watch?v=1kaFecSFVP4>
- <https://www.youtube.com/watch?v=sfiYQsaFWb8>
- <https://drive.google.com/file/d/1dqRbGzWhOwfdgvKOvDQb-6QdRA8q1Wwj/view>

Online course:

UNFPA Egypt CO in support of Y-PEER Egypt is taking the advantage of the Internet and mobile expansion in Egypt, to seek proposals from private organization/s in the field of e-learning and innovative educational content development and communication, to provide a full solution to develop an engaging, interactive and innovative content for a comprehensive SRH and GBV education online course for an online web/mobile learning platform for Egyptian young people, integrated into the Y-PEER services. The contents will be youth friendly and developed in an inclusive format with young people to ensure optimum utilization.

Further iterations of this SRHR Web based online course, providing:

- A link to UNFPA and Y-PEER social media platforms.
- Educational and entertaining lessons that will lead young people through the specialized SRH curriculum using edutainment and gamification principles to ensure it is fun.



- Linkage to youth friendly services that allows young people to access trusted service centers and rate it.

Online course objective:

To expand on the growing use of the Internet in Egypt by developing an online learning application/platform to provide a free-of-charge innovative and confidential access to youth friendly SRHR and GBV education and information for young people in Egypt. The online course application/platform will contain a series of educational modules on reproductive health, GBV and life skills based on the needs of young people in Egypt, delivered via interactive digital content. The content for the application/platform will be developed during the contract period, working actively with selected youth from all over Egypt, to optimize the usability and youth friendliness of the application.

- Develop interactive online learning courses including YSRH and GBV knowledge.
- Demonstrate e-learning and digital tools among adolescents and youth in Egypt.
- Build the capacity of young people with the tools to be peer educators and trainers and enable them to reach out to end beneficiaries with accurate and consistent information.

Outputs required:

1. Create diverse content including animated and lecture-type video, graphs and simulations engaging targeted audiences in interactive educational experience.
2. Visual content based on relevancy of the topic.
3. Build an incentive program for users to get more engagement with gamification and rewards to share the website with other young people.
4. Customizable web-based Learning Management System (LMS) that provides a secure site for UNFPA, to effectively create, manage, track training, continuing education, certification, and development initiatives.
5. The system should support blended learning activities.
6. Design User Interface to reflect best user experience to assure best engagement in (All Browsers).
7. Develop web-based platform with mobile view covering required features & Incentive Program for Mobile and Tablet users.
8. Develop Monitoring and Evaluation (M&E) tools to test the knowledge of the peer educators such as pre and post-tests in each module and final assessment at the end of the course besides scheduled assessment exams for trainers.



9. Build a discussion thread in each course based on the topics for the participants to interact with each other, submit questions or inquiries and express their opinions in the content in addition to answers for the frequently asked questions on each topic.
10. Provide a tool for mapping the certified trainers in each governorate.
11. Design badges and certifications for completing the courses that could be easily shared on social media platforms.
12. Develop a reporting system for quarterly and annual reporting on Y-Peer interventions.
13. Develop analysis tools for the visits and registrations on the website/ app as well as the most viewed content and news.

Scope of Work/Activities:

Phase one:

1. Co-creation workshop

The preparation for the workshop will include research on the following:

- Existing curricula, platforms and media used by Egyptian youth.
- Successful SRH programs in the same region and/or on similar topics.
- Inspirational tools and methods for content development.
- Demos from the previous projects that the company developed.

2. Branding

Provide a creative brief for the branding, look and feel of the app/platform, based on feedback from end users.

Brand should be aligned with the UNFPA and Y-PEER branding guide.

Deliverables:

- Creative brief on the design of the website and mobile app based on the workshop besides the branding guide of UNFPA and Y-Peer.
- A final style guide for the website and mobile app.

3. Development of the outline of the courses

Develop the outline of the courses to cover the different topics of SRH and GBV (including FP). The outline will include the proposed techniques for delivering the messages in each lesson in the course whether it's video based, animation based, still Photos based, info graphs or something else. Each course will consist of a number of modules which cover the different topics of sexual and reproductive health and GBV. Each module contains a different number of lessons



according to the topic. The lesson is a number of slides that may be videos, games, simulations, articles or infographics.

Each module will start by the pre-test on the topic of the module, then the key messages of the module, after that the lessons will follow before the module ends up with the post-test to test the knowledge of the participant on the topic of the module. The pre and post tests should be interactive and well designed with pictures and graphs as possible.

In each module, there will be additional resources (Could be videos, graphs, publications or articles from UNFPA, other UN agencies or governmental institutions) for the participants to learn more about the topic and deepen their knowledge.

At the end of the course, there will be an assessment which requires an overall score for passing and getting the certificate as well as an evaluation of the course.

Deliverables:

- Finalized courses' outlines.

4. Development of five modules for the platform

Develop and guide the development of the first five modules for the app/platform:

- Write module objective and key messages
- Elaborate the chosen lesson format
- Create scripts for the storylines
- Create illustrations of the characters and other graphic elements, photography, and exercise development, all based on the outcomes of the co-creation workshop.

Deliverables:

- Five modules on: Adolescent and youth reproductive health, GBV, FGM, risk behaviors, and child marriage

Phase two:

5. LMS Platform Development:-

1. System Components:

- a. Users Website
 - i. Website to support users on all browsers (Edge, Internet Explorer, Chrome, Firefox, safari, Opera, etc...) and work with all devices (Smartphone / Tablet / PC / Laptop) on different operating systems.
 - ii. Does not require login to access public content.

- iii. Require login/ register to access advanced content, build a profile, test your knowledge, make a reward and give feedback.
- b. Users Smartphone or Tablet
 - i. Mobile and Tablet to support users (Android and iPhone).
 - ii. Does not require login to access public content.
 - iii. Require login/ register to access advanced content, build a profile, test your knowledge, make a reward and give feedback.
- c. Admin Website
 - i. Administrator portal.
 - ii. Enable all content and control management over users' websites.
 - iii. Requires login to take any action or view any content.

2. Types System Users:

- a. Ability to set up multiple administrators, course creator's, Trainers, non-editing trainers, trainees and guests.
- b. Admin User with ability to designate administrator with "super administrator" rights able to:
 - i. Access all users in the system
 - ii. Run overall reports or individual reports
 - iii. Configure system generated email
 - iv. Assign courses, manage user courses, and create profiles for all users
- c. Guest User
 - v. User opening website without login.
- d. Subscribed User
 - vi. User opening website with login.

3. Requirements & Features:

- a. The LMS platform should support blended learning, gamification, course evaluation and assessments
- b. The LMS system should support Sharable Content Object Reference Model (SCORM)
- c. The LMS platform should be scalable
- d. THE LMS system should support sharable certifications and badges integrated with social media platforms (LinkedIn /FB / etc..)
- e. The LMS support the ability to add new portlets without programming
- f. The LMS system support asynchronous self-paced learning in addition to synchronous live online learning



- g. The system support intuitive interface that enables end users to complete training and view their progress at any time on a dashboard.
- h. The LMS system should have auditing capabilities
- i. An automated new user sign up process
- j. Ability to search user by username, email, mobile, first name and last name
- k. Ability to block users
- l. Ability to hide features from user.
- m. Ability to send invitation to users to join a specific course.
- n. Ability to allow students to enroll into learning tracks or learning plans with elective (subject) choices.
- o. Ability to have custom domains.
- p. Ability for guest to see the course catalog and course description before signing up.
- q. Ability for trainees users to be certified on a course (user can retake a course again if he has not pass).
- r. Ability for users to print issued certificates.
- s. Ability to create, customize, and issue certificates upon course completion that are customizable to meet UNFPA requirements.
- t. Ability to configure dashboard to show various types of reports (e.g., graphs, charts, standard reports).
- u. Ability to create reports for:
 - i. All actions done by users on the website either PC, Laptop, Smartphone mobile or tablet should be tracked on analytics for marketing, optimization and future update of the website
 - ii. The system support graphical reports (bar charts and pie charts)
 - iii. Test/Quiz results
 - iv. Survey responses
 - v. Active or inactive users
 - vi. Courses
 - vii. Certificates issued by date range and course.
 - viii. Separate all results by city, country, dates
 - ix. Export all data to as XLS, CSV, PDF and HTML
- v. Ability to share the certification and rewards on the social media (Facebook, Twitter, Instagram...).
- w. Automated/Configured Notifications (Email and in app notification) for all users to notify them about the following:
 - x. New courses
 - xi. Surveys/Assessments



- xii. Issued certification
- xiii. Invitation to new course
- xiv. Assessment deadlines
- x. The system should support blended learning activities.
 - i. System can mix a series of components in different delivery formats (e.g., pre-test, instructor-led course, on-the-job assignment) and roll them up into a single course.
 - ii. Ensure that a pre-test is taken before the course.
 - iii. Provide the capability to store scanned forms, MS Word documents, PowerPoint, PDFs, etc. within the LMS at the course level.
 - iv. Ensure that everyone goes through the same series of learning events.
- y. Gamification should support the following:
 - i. Leader boards
 - ii. certification and/or Badges
 - iii. Points
 - iv. Rewards
 - v. Levels
 - vi. Interactive progress bar
 - vii. Customization options
- z. Control of course development/content for courses created by UNPFA including customizable course attributes for each course developed for LMS.
- aa. End User Manual, or guide
- bb. Authoring tool:
 - i. Ability to upload courses into LMS in these creation formats:
 - xAPI, SCORM /AICC compliant
 - PowerPoint
 - Articulate Storyline
 - HTML5 (CSS, JavaScript)
 - Adobe PDF
 - Audio (mp3, WMA)
 - Video (embed, MP4, WMA, AVI etc.)
 - ii. Ability for authors to access a shared object repository.
 - iii. Ability to create course simulations.
 - iv. Support dynamic content sequence.
 - v. Ability to deliver the same course using different combinations of reusable learning objects.

4. Non Functional Requirements

- a. Platforms

- i. Users website
 - Support computers, tablets and smartphones mobiles.
- ii. Users Smartphone
 - Compatible with android and IOS platform.
 - The trainee can easily check all the notifications corresponding to new courses, assessment, certification, and course invitation.
 - Easy to view the content (document, PDF, videos, presentation, and images).
 - View Learning History.
 - Easy to attend online exam from your mobile.
- b. Languages
 - i. Users Website
 - Supports Both Arabic & English.
 - ii. Users Smartphone or Tablet
 1. Supports Both Arabic & English.
 - iii. Reporting
- c. User Interface & Experience
 - i. User Interface & Experience to be designed for targeted audience best usability.
 - ii. Supporting most trendy designs along with delivering the fastest experience with “Dummy Proof”.
 - iii. Accessible for people with different disabilities such as impaired and blind people.
- d. Website technical info
 - i. To avoid the blocking SEO factors for the GoogleBot and increase visibility, to be Google-friendly website good practices.
 - ii. Meta Tags to be implemented at the web pages level.
 - iii. Robots.txt and Sitemap.xml files to be hosted at the root of the website.
 - iv. The website speed performance to be high as an important factor to test and evaluate in (GTmetrix) website as “Google friendly” and to be determined on high rank on SERP (Search Engine Results Page).
 - v. The content of the web pages to be structured according to an optimized tree of tags hn.
 - vi. To optimize the URL structure to allow us to present meaningful URLs for search engines by integrating terms and detect a web page theme.
 - vii. Adjust the website content to mobile devices and make it visible and easier to read.
 - viii. Website images to be optimized properly to get a good position in the results with an image linked to the activity for the assurance of acquiring qualified and potentially important traffic in the search.
 - ix. Use keywords related to each category for optimizing search.



- x. Google analytics script must be implemented to analyze the website traffic performance.
- e. Integrations
 - i. To integrate the system with the UNFPA website.

5. Information Security Requirements

- a. Information Security Program
 - i. Supplier will maintain a written information security program that includes policies, procedures, and controls governing the Processing of UNFPA Data. The Information Security Program will be designed to protect the confidentiality, integrity, and availability of UNFPA Data by using a multi-tiered technical, procedural, and people-related control approach in accordance with industry best practices.
 - ii. Supplier will not Process UNFPA Data in any manner other than as permitted or required by the Agreement/contract between Supplier and UNFPA.
 - iii. Supplier will, and, as applicable, will cause its Affiliates and Subcontractors to at all times maintain: ISO 27001 certification (or industry-standard successor report accepted by UNFPA); and/or a Service Organization Control 2 ("SOC 2"), such as SSAE 16 or ISAE 3402, Type II report (or any successor reports accepted by UNFPA) for security availability, confidentiality, and privacy-related controls of the information processing and management systems (including procedures, people, software, data, and infrastructure) used by Supplier, its Affiliates and Subcontractors or Supplier staff in processing Data.
 - iv. Supplier will promptly provide a copy of its ISO 27001 certification and the ISO statement of applicability (SoA) or its SOC 2 report to UNFPA upon request.
 - v. Supplier will promptly notify UNFPA of any deficiencies identified in any of these reports. Supplier will promptly address and resolve any such deficiencies to the extent necessary to comply with Supplier's obligations under this Agreement, and notify UNFPA when any such deficiency is resolved. If any deficiency is not promptly resolved, it will be deemed a material breach of the Agreement by Supplier.
 - vi. Supplier will conduct reasonable and appropriate background investigations on all Personnel in accordance with industry best practices. Personnel must pass Supplier's background checks prior to being assigned to positions in which they will, or Supplier reasonably expects them to, have access to Customer Data. Supplier will conduct annual mandatory security awareness training to inform its Personnel on procedures and policies relevant to the Information Security Program and of the consequences of violating such procedures and policies.



b. Identity and Access Management

- i. Supplier will ensure that all access to applications storing or processing UNFPA information is subject to successful two-factor authentication and is restricted to authorized Personnel who demonstrate a legitimate business need for such access. Supplier will maintain an associated access control process for reviewing and implementing Personnel access requests. Supplier will regularly review the access rights of authorized Personnel and, upon change in scope of employment necessitating removal or employment termination, remove or modify such access rights as appropriate.
- ii. Supplier will monitor and assess the effectiveness of access restrictions applicable to Supplier's system administrators in the Production Environment, which will entail generating system individual administrator activity information and retaining such information for a period of at least 12 months
- iii. Supplier will support Identity and access management standards such as SAML, OAuth, OpenID Connect in order to make authentication and authorization decisions.

c. Logging

- i. The Systems and the Services will provide, where applicable, the following minimum logging capabilities:
 - Support security event log forwarding to UNFPA's SIEM;
 - the Services will record user access log entries containing, at a minimum, the date, time, user ID, URL requested or entity ID operated on, operation performed (viewed, edited, etc.) and source IP address;
 - all required log records will be maintained for a minimum of ninety (90) days;
 - all required log records will be kept physically and virtually secured to prevent tampering;
 - certain administrative changes to the Services (such as password changes, addition and removal of accounts and roles, and addition of custom fields) will be tracked in a "Setup Audit Log" available for viewing, download, and local storage by UNFPA's system administrators.
- ii. Supplier will, and will cause Affiliates of Supplier and Subcontractors to, upon request, provide to UNFPA copies of any log files reasonably requested to assist in the analysis or investigation of any actual or suspected unauthorized access or misuse of the System and/or Services affecting UNFPA.



d. Network Security

- i. Supplier will maintain a defence-in-depth approach to hardening the Production Environment against exposure and attack. Supplier will maintain an isolated Production Environment that includes commercial grade network management controls such as load balancers, firewalls, intrusion detection systems distributed across production networks, and malware protections. Supplier will complement its Production Environment architecture with prevention and detection technologies that monitor all activity generated and send risk-based alerts to the relevant security groups

e. Information Security Incident Response

- i. Supplier will maintain a tested incident response program. Supplier will operate to a mature framework that includes incident management and breach notification policies and associated processes. Supplier's incident response program will include, at a minimum, initial detection; initial tactical response; initial briefing; incident briefing; refined response; communication and message; formal containment; formal incident report; and post mortem/trend analysis.
- ii. Supplier shall report to UNFPA any unlawful access or unauthorized acquisition use, or disclosure of UNFPA Data.
- iii. Supplier shall take reasonable measures to mitigate the cause of any Data Breach and shall take reasonable corrective measures to prevent future Data Breaches. As information is collected or otherwise becomes available to Supplier, Supplier shall provide information regarding the nature and consequences of the Data Breach that are reasonably requested to allow UNFPA to notify affected individuals, government agencies and/or credit bureaus.

f. Physical Security

- i. Supplier will maintain appropriate physical security measures designed to protect the tangible items, such as physical computer systems, networks, servers, and devices, that Process UNFPA Data.
- ii. Supplier will ensure that:
 - Access to Supplier's corporate facilities is tightly controlled;
 - All visitors to its corporate facilities sign in, agree to confidentiality obligations, and be escorted by Personnel while on premises at all times;
 - Visitor logs are reviewed by Supplier's security team on a regular basis. Supplier will revoke Personnel's physical access to Supplier's corporate facilities upon termination of employment.



- iii. Supplier will ensure that its commercial-grade data center service providers maintain an on-site security operation that is responsible for all physical data center security functions and formal physical access procedures in accordance with SOC1 and SOC 2, or equivalent, standards. Supplier's data centers should be included in Supplier's ISO 27001 or equivalent certification.
- g. Business continuity and Disaster Recovery
- i. Supplier will maintain a written business continuity and disaster recovery plan. The Continuity Plan will include elements such as:
 - Crisis management, plan and team activation, event and communication process documentation;
 - Business recovery, alternative site locations, and call tree testing; and
 - Infrastructure, technology, system(s) details, recovery activities, and identification of the Personnel and teams required for such recovery.
 - ii. Supplier will at a minimum, conduct a test of the Continuity Plan on an annual basis.
 - iii. Supplier will ensure that:
 - Infrastructure systems have been designed to eliminate single points of failure and to minimize the impact of anticipated environmental risks;
 - Data centers include full redundancy and fault tolerance infrastructure for electrical, cooling, and network systems;
 - Production Environment servers are enterprise scale servers with redundant power to ensure maximum uptime and service availability.
- h. Virus and Malicious Software
- i. Supplier will ensure that:
 - Its information systems and file transfer operations have effective and operational anti-virus software;
 - All anti-virus software is configured for deployment and automatic update; and
 - Applicable anti-virus software is integrated with processes and will automatically generate alerts to Supplier's Cyber Incident Response Team if potentially harmful code is detected for their investigation and analysis.
- i. Code Review
- i. Supplier will maintain a formal software development lifecycle that includes secure coding practices against OWASP and related standards and will perform both manual and automated code reviews. Supplier's engineering, product development, and product operations management teams will review changes included in production releases to verify that developers have performed automated and manual code reviews designed to minimize associated risks. In the



event that a significant issue is identified in a code review, such issue will be brought to Supplier senior management's attention and will be closely monitored until resolution prior to release into the Production Environment.

j. Data Encryption

- i. Supplier will, and as applicable, cause its Affiliates and Subcontractors to implement and utilize industry-accepted encryption products to protect Data, including credentials, and communications during transmissions between UNFPA's network and the Systems, including, at a minimum, 256-bit symmetric encryption and minimum 2048-bit RSA keys.
- ii. Data at rest, including any backups of Data, will be encrypted according to industry standard best practices where necessary and agreed.

k. Data Access

- i. Supplier will ensure, by applying appropriate means, that any user with access to UNFPA Data at Supplier's facilities or the facilities at Supplier's Affiliates, Agents and Subcontractors will have access to Data only based on a least privilege approach/need to know principle. Data must always be anonymized/obfuscated before transfer to non-live environments.

l. UNFPA Data

- i. UNFPA Data is and will at all times remain the property of UNFPA. Supplier will ensure that all data made available by UNFPA to Supplier or any of its Affiliates or Subcontractors will, by appropriate technical means, be kept strictly separated from Supplier's data and data of any other client of Supplier or Supplier's Affiliates' and Subcontractors' clients.

m. Vulnerability Scans and Penetration Tests

- i. Supplier will perform both internal and external vulnerability scanning and application scanning. Quarterly external scans and annual penetration tests against Production Environment will be conducted by external qualified, credentialed, and industry recognized organizations. Supplier will remedy vulnerabilities identified during scans and penetration tests in a commercially reasonable manner and timeframe based on severity. Upon UNFPA's reasonable written request, Supplier will provide third party attestations resulting from vulnerability scans and penetration tests per independent external audit reports.

6. Customer Support SLA

The Maintenance Customer Support policy should include:

- a. Maintenance contract included for the first year in the offer and two extra years to be included as an extra Add-on cost service



- b. This Service Level Agreement applies to all LMS components (browser, external services, plug-ins, servers, technology, etc.) for Internet-based course content and activities.
- c. The maintenance contract to include receiving updates for the LMS, i.e. new features and capabilities
- d. Tech support and maintenance issues including email inquiries.
 - i. Response times.
 - ii. End User Support – Email and Phone
 - iii. Dedicated and Onsite Support
 - iv. Escalation process & policies.
 - v. 24X7 Hours of operation support.

7. Testing workshop

Conduct testing workshops to test the five modules with youth in a testing environment on their own mobile phones/PCs/tablets...etc.

Deliverables:

- Integration of feedback from the test workshop into the first modules
- Development plan for the next modules

Phase three:

8. Development of the final courses

Based on the outcome of the test workshop the following to be seized:

- Remaining modules for the app/platform will be developed.
- Write modules objectives and key messages
- Elaborate the chosen lesson format
- Create scripts for the storylines
- Create illustrations of the characters and other graphic elements, photography, and exercise development.

Deliverables:

- 15 - 20 final modules

Timing:

The project will run for a maximum period of five months - from August to December 2020.

Suggested timeframe :



United Nations Population Fund
70A Nahda St., Saryat El- Maadi, Cairo.
P.O. 11435 Egypt
E mail: egypt.tenders@unfpa.org
Website: <http://www.unfpa.org>

Activity	Time
1. Selection of organization/s based on Technical and Financial Offers	August
2. Project Activities Commence based on activity plan with inception workshop	September
3. Testing	November
4. Incorporation of Feedback	November
5. Launch of the online course	December
6. Marketing and Distribution	December

Eligibility of the Consultancy

Companies or organizations interested must submit and include, where applicable, the following documents:

1. Technical proposal with breakdown of activities and elaboration of process and timing for the phases of the project like the gathering of content, testing and development of the application/platform.
2. Resumes of the persons who will perform consulting and consulting experience. The subject matter experts will be selected in consultation with UNFPA.
3. Financial proposal detailing the proposed budget.
4. Timeline for implementation and activities.
5. Proof of past-related work conducted in line with specific requirements of the applicants in addition to demos from their previous projects.

UNFPA/Y-PEER may, at any point during the review and selection process, contact applicant firms with questions regarding their application.

UNFPA will review, edit and approve the technical content/ knowledge in the scripts of videos before proceeding with the filming.

Requisites for application/proposal submission:

- A. Duration of the consultancy is a five months contract and the work must be completed in 6 months.



- B. A commitment to and understanding of the necessity and importance of providing non-judgmental SRHR and GBV information and connection to services for adolescents.
- C. Demonstrated experience in branding, design and development of electronic and mobile (Android & iPhone) and web applications for youth or adolescents/audiences in low resource settings and in Egypt (ideally both).

The brand logo and style guide must:

- a) Be cross-device & cross-platform.
- b) Appeal to youth and adolescents (young girls in particular).
- c) Indicate a level of privacy and confidentiality (in the name and logo).

Essential requirements for applicants/contractors

In order to complete above tasks in a satisfactory way the applicants are to specifically demonstrate the following in the proposals:

- *Proven technical expertise and track record of developing educational content for mobile phone (Android & iPhone) and web applications:* *The applicants should have a track record of similar SRHR educational and/or youth counseling projects designed for low resource settings to demonstrate an understanding of challenges that may impact on the successful implementation of the project and to provide alternative and innovative solutions to meet these challenges.*
- *Experience with youth SRHR counseling in Egypt:* *The applicants shall have experience working with counselors in Egypt, and demonstrate technical expertise in connecting to online web based and mobile counseling platforms in order to ensure effective delivery of the sensitive content in a confidential manner.*
- *Involvement of youth in programs:* *The applicants must demonstrate a strong profile in involving youth (or other stakeholders) in all stages of the innovative process, and developing the capacity of young people and local organizations in the project in order to ensure uptake and sustainability of the project.*
- *Demonstrated Technical expertise in latest solutions for current ICT challenges in developing countries:* *The applicants must have a proven track record of high quality*



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delivery of similar projects, indicating how ICT challenges have been met in different circumstances in Egypt and internationally, and examples of innovative solutions to contribute to our project.

- *Demonstrated experience with integrating contents from cooperation with different NGOs in order to understand procedures, standards and environment and in this way ensure an efficient implementation of the project.*
- *Demonstrated capacity to develop M&E tools to measure impact and distribution plans for the project beyond development phase to ensure uptake.*
- *Demonstrated experience of designing educational contents and making it context specific, collaborating with the creative sector to ensure a well-designed and attractive platform.*