



Russell
Bedford

**Auditor's Report and Management Letter
Supporting National Telecom Regulatory
Authority "NTRA", Atlas Award No.
00045618 from 1 January 2014 through
31 December 2014**



U N
D P

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Independent auditor's report

To: National Project Director and
Resident Representative - United Nations Development Programme (UNDP)
Cairo, Egypt

a) Certification of Statement of Expenditure

We have audited the accompanying Statement of Expenditure (the statement) of the UNDP project atlas award no. 00045618 and project no 00053916 for the period from 1 January 2014 through 31 December 2014 represented in the Combined Delivery Report (CDR) of the Supporting National Telecom Regulatory Authority "NTRA" as implemented by the Ministry of Communication and Information Technology.

Management is responsible for the preparation of the statement of expenditures for NTRA's project and for such internal controls as management determines is necessary to enable the preparation of a statement that is free from material misstatement, whether due to fraud or error.

Our responsibility is to express an opinion on the statement based on our audit. We conducted our audit in accordance with International Standards on Auditing (ISA). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the statement. The procedures elected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the project's preparation of the statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the project's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimated made by the management, as well as evaluating the presentation of the statement.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

We did not audit UNDP Support Services expenditures of \$32,817 and UN Agencies expenditures of \$ 0 reported in the CDR for the year ended 31 December 2014.

In our opinion, the attached statement of expenditure present fairly, in all material respects the expenditure of \$522,015 (excluding the UNDP Support Services expenditures of \$32,817) incurred by the UNDP project Supporting National Telecom Regulatory Authority "NTRA" for the period from 1 January 2014 to 31 December 2014 in accordance with agreed upon accounting policies and were: (i) in conformity with the approved project budgets; (ii) for the approved purposes of the project;(iii) in compliance with the relevant UNDP regulations and rules, policies and procedures; and (iv) supported by properly approved vouchers and other supporting documents.

b) Certification of Statement of Assets and Equipments

We have audited the accompanying Statement of Assets and Equipments (the statement) of the UNDP atlas award no. 00045618 and project no 00053916 as at 31 December 2014 represented in the statement of assets and equipments of the Supporting National Telecom Regulatory Authority "NTRA" as implemented by the Ministry of Communication and Information Technology.

Management is responsible for the preparation of the statement of assets for NTRA's project and for such internal controls as management determines is necessary to enable the preparation of a statement that is free from material misstatement, whether due to fraud or error.

Our responsibility is to express an opinion on the statement based on our audit. We conducted our audit in accordance with International Standards on Auditing (ISA). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the statement. The procedures elected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the project's preparation of the statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the project's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimated made by the management, as well as evaluating the presentation of the statement.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

In our opinion, the attached statement of assets and equipments present fairly, in all material respects the balance of inventory of the UNDP project Supporting National Telecom Regulatory Authority "NTRA" amounting to \$133,023 as at 31 December 2014 in accordance with the UNDP accounting policies.

c) Certification of Statement of Cash Position

Due to the nature of the financing agreement and since all project expenditures are financed through UNDP disbursements, and since the project do not maintain a bank account and/or petty cash balance as of 31 December 2014, therefore we did not issue an audit report on the statement of cash position.

This report is intended solely for the information and use of the United Nations Development Programme (UNDP) , Government of Arab Republic of Egypt , the Supporting National Telecom Regulatory Authority "NTRA" project's management and others within the organization. However, upon release by the UNDP, this report is a matter of public record and its distribution is not limited.

Sherif Dabbous

Russell Bedford Sherif Dabbous,

Cairo, Egypt.

20 March 2015

3, Mamar Behlar, Down Town, Cairo

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UN
DPUN Development Programme
Report ID: unglcdrp

Combined Delivery Report By Project

Page 1 of 4
Run Time: 01-03-2015 08:03:29Selection Criteria :Business Unit : EGY10
Period : Jan-Dec (2014)
Selected Project Id : ALL
Selected Fund Code : ALL
Selected Dept. IDs : ALL
Selected Outputs : 00053916

Project Id : 00045618 Supporting NTRA	Period :	Jan-Dec (2014)
Output # : 00053916 Supporting NTRA	Impl. Partner :	01035 Ministry Of Communication & Main
	Location :	
	Govt Exp	UNDP Exp
	UN Agencies Exp	Total Exp

Dept: 44801 (Egypt - Central)

Fund : 30071 (Programme Cost Sharing GOV1)

74110 - Audit Fees	0.00	1,016.67	0.00	1,016.67
76135 - Realized Gain	0.00	-21.32	0.00	-21.32

Total for Fund 30071	0.00	995.35	0.00	995.35
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Total for Dept : 44801	0.00	995.35	0.00	995.35
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Dept: 44804 (Egypt - Dem. Governance)

Fund : 30071 (Programme Cost Sharing GOV1)

76120 - Unrealized Loss	0.00	5.89	0.00	5.89
76130 - Unrealized Gain	0.00	-1,286.77	0.00	-1,286.77

Total for Fund 30071	0.00	-1,280.88	0.00	-1,280.88
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Total for Dept : 44804	0.00	-1,280.88	0.00	-1,280.88
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Dept: 44805 (Egypt - Energy & Environmnt)

Fund : 30071 (Programme Cost Sharing GOV1)

76120 - Unrealized Loss	0.00	2.11	0.00	2.11
76130 - Unrealized Gain	0.00	-458.90	0.00	-458.90

Total for Fund 30071	0.00	-456.79	0.00	-456.79
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Total for Dept : 44805	0.00	-456.79	0.00	-456.79
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Dept: 44807 (Egypt - ICT for Development)

Fund : 30071 (Programme Cost Sharing GOV1)

64398 - Direct Project Cost-Staff	0.00	3,554.15	0.00	3,554.15
71405 - Service Contracts-Individuals	0.00	1,440.00	0.00	1,440.00
71605 - Travel Tickets-International	0.00	118,807.79	0.00	118,807.79
71615 - Daily Subsistence Allow-Intl	0.00	314,976.33	0.00	314,976.33
72140 - Svc Co-Information Technology	0.00	28,178.89	0.00	28,178.89
72145 - Svc Co-Training and Educ Serv	0.00	93.52	0.00	93.52
72510 - Publications	0.00	3,812.76	0.00	3,812.76
72705 - Hospitality-Special Events	0.00	8,039.00	0.00	8,039.00

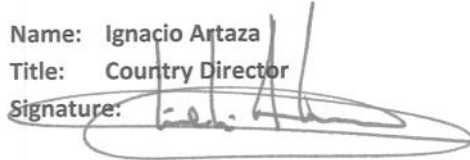


Project Id : 00045618 Supporting NTRA	Period :	Jan-Dec (2014)		
Output # : 00053916 Supporting NTRA	Impl. Partner :	01035 Ministry Of Communication & Main		
	Location :	Main		
	Govt Exp	UNDP Exp	UN Agencies Exp	Total Exp
72805 - Acquis of Computer Hardware	0.00	45,628.90	0.00	45,628.90
73505 - Reimb to UNDP for Supp Srvs	0.00	1,235.37	0.00	1,235.37
74110 - Audit Fees	0.00	45.25	0.00	45.25
74598 - Direct Project Costs - GOE	0.00	1,523.33	0.00	1,523.33
75115 - Facilities & Admin - OH & Ind	0.00	26,503.68	0.00	26,503.68
76120 - Unrealized Loss	0.00	1,745.68	0.00	1,745.68
76125 - Realized Loss	0.00	0.00	0.00	0.00
76130 - Unrealized Gain	0.00	-8.00	0.00	-8.00
76135 - Realized Gain	0.00	-2.48	0.00	-2.48
Total for Fund 30071	0.00	555,574.17	0.00	555,574.17
Total for Dept : 44807	0.00	555,574.17	0.00	555,574.17
Total for Output : 00053916	0.00	554,831.85	0.00	554,831.85
Project Total :	0.00	554,831.85	0.00	554,831.85

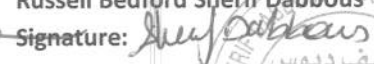
Project Management:

Name: Dina Kabil
Title: National Project Director
Signature: 

UNDP CO Management

Name: Ignacio Artaza
Title: Country Director
Signature: 

Audit Firm

Name: Sherif Dabbous
Title : Managing Partner
Russell Bedford Sherif Dabbous
Signature: 



Signed By : _____

Date : _____

Signed By : _____

Date : _____



Selection Criteria :

Business Unit : EGY10
Period : Jan-Dec (2014)
Selected Project Id : ALL
Selected Fund Code : ALL
Selected Dept. IDs : ALL
Selected Outputs : 00053916

Project Id : ALL	Period : Jan-Dec (2014)
Output # : ALL	Impl. Partner : Location :

	Govt Exp	UNDP Exp	UN Agencies Exp	Total Exp
44801 - Egypt - Central	0.00	995.35	0.00	995.35
44804 - Egypt - Dem. Governance	0.00	- 1,280.88	0.00	- 1,280.88
44805 - Egypt - Energy & Envirmnt	0.00	- 456.79	0.00	- 456.79
44807 - Egypt - ICT for Development	0.00	555,574.17	0.00	555,574.17

Project Management:

Name: Dina Kabil
Title: National Project Director
Signature:

UNDP CO Management

Name: Ignacio Artaza
Title: Country Director
Signature:

Audit Firm

Name: Sherif Dabbous
Title : Managing Partner
Russell Bedford Sherif Dabbous
Signature:



**Supporting National Telecom Regulatory "NTRA"
as Award No. 00045618
Awarded by United Nations for Development Programme
Statement Of Assets and Equipments
from 1 January 2014 through 31 December 2014**

	<u>Cost</u>							Aaa	
	From 01/01/07 to 31/12/07	From 01/01/08 to 31/12/08	From 01/01/09 to 31/12/09	From 01/01/10 to 31/12/10	From 01/01/11 to 31/12/11	From 01/01/12 to 31/12/12	From 01/01/13 to 31/12/13		From 01/01/14 to 31/12/14
	U.S.\$	U.S.\$	U.S.\$	U.S.\$	U.S.\$	U.S.\$	U.S.\$	U.S.\$	U.S.\$
Equipments	217	164,931	0	0	0	0	0	0	165,148
Currency Exchange Difference	(42)	(32,083)	0	0	0	0	0	0	(32,125)
	175	132,848	0	0	0	0	0	0	133,023

* The accompanying notes are integral part of the statement of assets and equipments

Project Management:

Name: Dina Kabil
Title: National Project Director
Signature:

UN CO Management

Name: Ignacio Artaza
Title: Country Director
Signature:

Audit Firm

Russell Bedford Sherif Dabbas
Name: Sherif Dabbas
Title: Managing Partner
Signature:



Notes to the statements

31 December 2014

1. Introduction and Background

A. Project Main Information

Supporting National Telecom Regulatory Authority "NTRA" was initiated under the UNDP Altas award no. 00045618.

The project is implemented by the Ministry of Communication and Information Technology.

As per the budget revision dated 15 January 2014, the project start date is year 2007 and end date is year 2010 further extended till 2014. The project approved budget is \$ 5,998,000. The project approved budget for Y 2014 and beyond is \$673,000 from GOE Cost Sharing.

B. Project Background and Objectives:

The National Telecommunications Regulatory Authority "NTRA" was established in accordance with the provision of law no. 10 for the year 2003. The telecommunications Regulatory law was created to regulate the telecommunication market and to enhance and deploy services in compliance with the latest technologies, with the most affordable process to satisfy the end-user. Accordingly, increasing and improving access to telecommunications are two important objectives of NTRA.

Five outputs are identified to achieve the above mentioned objectives as follows:-

- A) Telecom services as per agreed quality standard delivered.
- B) A conducive environment for the development of telecom sector in Egypt enhanced
- C) Advanced and adequate telecommunication services at affordable process provided and universal service ensured
- D) A framework for convergence and its infrastructure established
- E) Regional divide in the Arab World and African World bridged

2. Significant Accounting Policies

A. Description of the Statements

1. Statement of Expenditures - Combined Delivery Report (CDR)

The CDR combines the project expenditures from three disbursement sources for a calendar year. The three disbursement sources include:

- a. The implementing partner disbursements are recorded in the Government disbursement column in the CDR
- b. UNDP disbursements are recorded in UNDP disbursement column in the CDR. These disbursement includes the Direct Payment which the implementing partner is responsible for the expenditure but requesting UNDP to effect payments to vendors/consultant on its behalf, and UNDP Support Services which is the project expenditures that UNDP is fully responsible and accountable for.
- c. The UN agencies expenditures related to the project are recorded in the UN agencies column in the CDR.

2. Statement of Assets and Equipments

The statement of assets and equipment is prepared based on actual delivery schedule of assets and equipments. Assets and equipments are recorded in the statement upon delivery and receipt of asset/equipment by the project. Assets /equipments are recorded at their historical cost.

The UNDP office retains the ownership title of all assets/equipment acquired through UNDP funds till project close-out. Upon close-out, the project management prepares a detailed list to be submitted to UNDP to obtain a final determination on the transfer of title to the implementing partner or delivery of assets to the UNDP office.

B. Basis of Accounting

1. Statement of Combined Delivery Report (CDR)

The Combined Delivery Report (CDR) was prepared on the basis of cash receipts and disbursements. Consequently, revenues are recognized when they are actually received and expenditures are recognized and considered incurred when they are actually paid.

2. Statement of Assets and Equipments

The statement of assets and equipments was prepared on the basis of actual delivery of assets and equipments when assets and equipments are actually received by the project. Assets and equipments are recorded at cost based on actual suppliers invoice.

Management Letter

We have completed our financial audit of the financial reports of The Supporting National Telecom Regulatory Authority "NTRA" Project funded by the UNDP through Altas award no. 00045618 as implemented by Ministry of Communication and Information Technology during the period from 1 January 2014 through 31 December 2014. We have issued our reports on the statement of expenditure for the year ended 31 December 2014 and statement of assets and equipment as of 31 December 2014 dated 20 March 2015.

In planning and performing our audit of the financial reports and in accordance with the Terms of Reference (2014 NIM audit), we considered the general review of the project progress and the assessment of the project internal controls in order to determine the general compliance with broad project document covenants as well as our auditing procedures for the purpose of expressing our opinion on the financial reports and not to provide assurance on the internal control structure and/or compliance with specific covenants relating to specific performance criteria /output.

In addition and in accordance with annex 1 to the terms reference, we have assessed the overall management of the project's implementation, review work plans, progress reports, project budget, project expenditures, project delivery, recruitment, operations, financial closing and disposal /transfer of assets.

The management of The Supporting National Telecom Regulatory Authority "NTRA" is responsible for management and implementation of project's agreed upon activities as well as establishing and maintaining an adequate monitoring, evaluation and reporting system that measures and reports project's timelines in relation to progress milestones and planned completion date. Also, The Supporting National Telecom Regulatory Authority "NTRA" management is responsible for establishing and maintaining an internal control structure. In fulfilling this responsibility, estimates and judgments by the management are required to assess the expected benefits and related costs of internal control structure policies and procedures.

The objectives of monitoring, evaluation and reporting system is to provide management with reasonable, but not absolute, assurance that project management has a results oriented reporting system which provided financial and performance results, actual results were in the same format as the budget, variances between budgeted and actual amounts were accounted for, meaningful measurements of actual performances were provided, accurate and timely performance reports were provided, and information necessary to periodically evaluate the cost versus benefits of the project were provided.

While the objectives of an internal control structure are to provide management with reasonable, but not absolute, assurance that assets are safeguarded against loss from unauthorized use or disposition, and that transactions are executed in accordance with management's authorization and in accordance with the terms and agreements; and transactions are recorded properly to permit the preparation of the financial reports in conformity with the basis of accounting described in Note 2 to the financial reports.

Because of the inherent limitations in any internal control structure, errors or irregularities may, nevertheless occur and not be detected.

Also, projection of any evaluation of the structure to future periods is subject to the risk that procedures may become inadequate because of changes in conditions or that the effectiveness of the design and operation of policies and procedures may deteriorate.

In planning and performing our audit of the financial reports described in the first paragraph, we obtained an understanding of the internal control structure. However, our consideration of the internal control structure would not necessarily disclose all matters in the internal control structure that might be material weaknesses

During our audit, we noted certain issues involving the project internal control structure which we believe, are necessary to be highlighted to the project management.

In addition, we have considered the prior audit findings while performing our audit and we have followed up with management on the proper corrective action taken to address those findings, if any.

Follow up on Prior Audit Findings

The prior audit did not identify any findings in connection with client operations, thus there was no corrective action required .

Current Year Management Issues and Findings

Project Progress and Timelines

For reviewing of project progress, we undertake the following procedures:

- Reviewing the annual and quarterly work plan, quarterly and annual financial reports, and requests for direct payments and assets terms of their timely nes and their compliance with the project document or the AWP , and the UNDP Programme Operations Policies and Procedures (POPP) on Results Management.
- Reviewing the annual project report prepared by the implementing Partner and assets in terms of compliance with UNDP guidelines.
- Reviewing whether the decisions and/or recommendation of the above activities have been followed through by the implementation partner.
- Reviewing the of project progress.
- Reviewing whether implementation services of the UN Agency were provided in line with the project document or AWP.

Which arrived to the following:-

The project start date is year 2007 and end date is year 2010 further extended till 2014.

The project approved budget is \$ 5,998,000 . The project approved budget for Y 2014 and beyond is \$673,000 from GOE Cost Sharing.

The project's rate of delivery as of 31 December 2014 was 82% calculated as follows:-

Total Expenditures for the year ended 31 December 2012/ budget revision as of 15 January 2014

The results of our review did not identify any material condition related to the project progress, monitoring, evaluation and reporting system.

Project Internal Control Assessment

We have conducted internal control assessment with an equal emphasis on the effectiveness of the system in providing the management with useful and timely information for the proper management of the project and the general effectiveness of the internal control system in protecting the assets and resources of the project.

Our assessment included the following procedures:

- Reviewing the expenses incurred by the project (implementing partner) and acknowledging that it is inline with the project document, AWP, and Budget, and are in compliance with UNDP National Implementation by the Government Of UNDP Supported Projects: Guidelines and Procedures (NIM POPP)
- Reviewing the following process regarding, procurement, recruitment/ contracting activities and assessing the transparency and that it is inline with UNDP (NIM POPP guidelines).
- Reviewing the use, control and disposal of non expendable equipment and assessing whether it is in compliance with UNDP (NIM POPP guidelines) on results and accountability and also whether the equipment procured met the identified needs and whether its use was in line with the intended purpose.
- Reviewing the implementing partner accounting records assessing their adequacy for maintaining accurate and complete records of receipts and disbursement of cash and for supporting the preparation of the quarterly financial report.
- Reviewing that the requests for direct payments and ensure that they were signed by the authorized governmental officials.

Available Facilities and Right of Access

The project maintain proper filing of its records which includes electronic filing and hard copies expenditures with its proper back up documents. Assets register with proper project tagging of the assets. We had access to all available documents.

بيان بالاصول الخاصة بمشروع الامم المتحدة الانمائى رقم 53916 لدى الجهاز القومى لتنظيم الاتصالات 31/12/2014

الاصول

المبلغ بالجنية	رقم الفاتورة	عدد	النوع	المصدر	تاريخ	رقم
1250	2373	1	خزينة	شركة اوجيدا	04/08/2007	1
950000	83	1	نظام اتصال متكامل لمركز الاتصالات بالموصفات والمكونات طبقا للبيان المرفق	ATSI	23/09/2008	2
						3
						4
						5
						6
						7
951250						

اجمالى

مازن محمد



مسنول مالى اول

مدير مشروع البرنامج الانمائى للامم المتحدة

محضر جرد أصول المشروع

انه في يوم ٣١ / ١٢ / ٢٠١٤ الموافق لربيعاء قامت اللجنة الخاصة للجرد بجرد أصول المشروع الخاص بالبرنامج الانمائي للأمم المتحدة رقم ٥٣٩١٦ .
وبجرد أصول المشروع وجد الاتي :

١ - نظام اتصال متكامل لمركز الاتصالات بالمواصفات والمكونات
وفقا للكشف المرفق

أعضاء اللجنة والمكونة من السادة:

السيد المهندس / عمرو السيد 

السيد المهندس / محمد عامر 

المهندسة / نهى سلام 

QTY	Item	Unit Price	Extended
1	Basic Server	49880	49,880
1	Interaction Recorder	21750	21,750
1	Advanced Fax Services	21750	21,750
1	Microsoft CRM Connector	11600	11,600
1	Switchover Clone	21750	21,750
Access Licenses			
15	Contact Center level 2	6670	100,050
15	Interaction Recorder Add-On	2204	33,060
15	Microsoft CRM Integration Add-On	1790	26,970
15	Unified Messaging Add-On	87	1,305
15	Desktop Faxing Add-On	58	870
2	Interaction Supervisor add-on	3625	7,250
2	Reports Page Add-on	812	1,624
2	Interaction Supervisor - System Status Monitoring	870	1,740
Port Licenses			
25	External call port	3045	76,125
Server Add-Ons			
1	Basic Language - US English	0	0
1	Additional Language - Arabic	6090	6,090
Media Resources			
30	Intel HMP Voice	70	2,088
12	Intel HMP Conference	278	3,341
30	Intel HMP RTP Audio G 711 only	58	1,740
10	Intel HMP Fax	522	5,220
15	Intel HMP Enhanced G 729/723	275	4,176
30	Switchover - Intel HMP Voice	35	1,044
12	Switchover - Intel HMP Conference	139	1,670
30	Switchover - Intel HMP RTP Audio G.711 only	29	870
10	Switchover - Intel HMP Fax	261	2,610
15	Switchover - Intel HMP Enhanced G 729/723	139	2,085
CIC Software Total			406,661
MICROSOFT DYNAMICS CRM SOFTWARE			
7	CRM Professional Server Lic/SA Pack OLP NL GOVT Qualified	8500	17,000
20	CRM Professional CAL Lic/SA Pack OLP NL GOVT User CAL		85,000
1	CRM External Connector Lic/SA OLP NL GOVT qualified	62000	62,000
0	CRM Media Kit	175	0
MICROSOFT Server O/S & SQL LICENCES			
5	Windows Svr Ent Lic/SA Pack OLP NL GOVT		97,495
2	SQL Svr Enterprise Edtn Win32 Lic/SA Pack OLP NL GOVT Qualified		
CRM Total			261,495
Total Software			668,156

HP Servers

2	HP DL380 G5 CIC	35,133	70,265
2	HP DL380 G5 MS CRM	31,280	62,560
1	HP DL380 G5 Recorder	33,868	33,868
Cisco Routers/Switches			
2	2821 Voice Bundle.PVDM2-32.SP Serv.64F/256D	29,954	59,908
2	1-Port RJ-48 Multiflex Trunk - E1	8,294	16,588

20-08-08
 2008/08/08
 Lines

2	24-Port Gigabit Ethernet Managed Switch with PoE	25,520	51,040
1	Dataprobe Switch	17,400	17,400
IP Phones & Headsets			
15	Polycom IP 301 Soundpoint	1,160	17,400
2	Polycom IP 301 Soundpoint – spares	1,160	2,320
15	GN Netcom GN 2000 IP Headsets	447	6,599
2	GN Netcom GN 2000 IP Headsets – spares	447	893
Rack			
1	HP TFT7600 ITL Rackmount Keyboard Monitor	11,385	11,385
1	Rittal Rack, 24U ,TE 7000 with Fan Unit & Socket (Power) Strip	4,345	4,345
Total Hardware			354,671

Total Software & Hardware 1,022,827
Discount 0% 0%
After Discount 1,022,827

SERVICES AND SUPPORT

CIC CONTACT CENTRE SERVICES			
1	CIC EXTENDED WARRANTY & SUPPORT YEAR 1	73,199	73,199
1	HARDWARE EXTENDED WARRANTY SERVICES	49,654	49,654
15	Professional Services Package (days)	1,800	27,000
CIC SERVICES SUBTOTAL			149,853
MICROSOFT DYNAMICS CRM SERVICES			
1	Implementation and configuration for Microsoft CRM 3.0 as per above scope in NTRA data center.	14,375	14,375
1	Customization of call flow and routing	28,750	28,750
1	Documentation	14,375	14,375
1	Basic Silver Support Pack:		
1	2 Class A incident, 10 Class B&C Incidents, and 6 Proactive Visits	29,900	29,900
	Support Package (Hardware and Software) Year 1 and Yearly		
MS CRM SERVICES SUBTOTAL			87,400
SERVICES TOTAL			237,253

TRAINING SERVICES

	The requested training covers the following topics.		
	Agents training program.		
2 days	Contact Center system		
3 days	Help Desk System		
	System Administrator Program		
5 days	Contact center & help desk		
	Technical Staff training		
			FOC

Handwritten signatures and notes in Arabic script.

1 day	Solution overview		
2 days	System Installation		
2 days	System trouble shooting		
2 days	System troubleshooting hands on		
8	Microsoft CRM Standard operations workshop for agents	1,500	12,000
4	Microsoft CRM Installation and Configuration (3 Days)	2,600	10,400
3	Microsoft CRM troubleshooting, and backup and disaster recovery scenario's workshop for system administrators	3,000	9,000
2	CIC Agent Training	1,800	3,600
2	CIC Admin and Troubleshooting	1,800	3,600
Total Training			38,600

SERVICES AND SUPPORT - 2 year support option

2	CIC EXTENDED WARRANTY & SUPPORT YEAR 1	73,199	146,398
2	HARDWARE EXTENDED WARRANTY SERVICES	49,654	99,308
2	Basic Silver Support Pack.	29,900	59,800
	2 Class A incident, 10 Class B&C Incidents, and 6 Proactive Support Package (Hardware and Software) Year 1 and Yearly		
Total Services & Support 2 Years			305,506

Grand Total Before Discount

1,604,186

Discount

59.2201%

Grand Total After Discount

950,000.00



جميع الأجهزة تعمل بكفاءة جيدة ومكونات النظام كذلك

في -

Appendix B
Certified Follow Up Action Plan

Follow Up Action Plan – Year 2013 audit data and observations

Award No:	00045618	Output No:	53916	Opinion Type:			Unqualified			Descr. of Status Update	
				Risk Severity	Proj/CO Mgt Comm.	Action(s) Planned	Target Impl. Date	Action Unit	Person Respsble. for Action		Updated Status
Obs No	Recommen dation	Audit Area	Risk Severity	Proj/CO Mgt Comm.	Action(s) Planned	Target Impl. Date	Action Unit	Person Respsble. for Action	Updated Status	Actual Impl. Date	Descr. of Status Update
1	The prior audit did not identify any findings in connection with client operations										

<p>Implementing Partner (IP)</p> <p>Signature of IP Official: _____</p> <p>Name and title (print): Dina Kabil , National Project Director</p> <p>Date: <u>15/04/2015</u></p>	<p>UNDP Country Office</p> <p>Signature of UNDP Official: </p> <p>Name and title (print): Ignacio Artaza, Country Director</p> <p>Date: <u>15/04/2015</u></p>	<p>Government Auditors/Audit Firm</p> <p>Signature of Audit firm Official: <u>Sherif Dabbous</u></p> <p>Name and title (print): Sherif Dabbous, Managing Partner Russell Bedford Sherif Dabbous</p> <p>Date: <u>20/3/2015</u></p>
<p>Stamp and Seal of audit firm:</p> 		

Appendix C
Current Action Plan – Year 2014

Certification of Action Plan – Year 2014 audit data and observations

Table 1- Audit of the UNDP CDR

UNDP Combined Delivery Report (CDR) as at 31 December 2014							
1. Project No.	Output No.	Amount audited and certified (US\$)	Audit opinion (unqualified, qualified, adverse, disclaimer)	Total amount of qualified audit opinion (if qualified, adverse or disclaimer opinion)	Reason(s) for qualification of audit opinion and breakdown of NFI amount (US)	Observation(s) that had impact on qualification of audit opinion (list observation number(s) and page of audit report/management letter)	
00045618	53916	Amount audited and certified \$522,015	Unqualified	NA	NA	NA	

Implementing Partner (IP) Signature of IP Official: _____ Name and title (print) : Dina Kabil , National Project Director Date: <u>15/04/2015</u>	UNDP Country Office Signature of UNDP Official: <u>[Signature]</u> Name and title (print): Ignacio Artaza, Country Director Date: <u>15/04/2015</u>	Government Auditors/Audit Firm Signature of Audit firm Official: <u>[Signature]</u> Name and title (print): Sherif Dabbous, Managing Partner Russell Bedford Sherif Dabbous Date: <u>20/3/2015</u>
Stamp and Seal of audit firm: <div style="text-align: right;"> </div>		

Table 2- Audit of the statement of cash position

Statement of Cash Position as at 31 December 2014			
Project No.	Output No.	Value of Cash Position Statement as of 31 December 2014 (US\$)	Audit Opinion Statement of Cash Position
00045618	53916	NA	NA
Total amount of qualification Statement of Cash Position (US\$)			NA

Implementing Partner (IP)

Signature of IP Official: _____
 Name and title (print) : Dina Kabil , National
 Project Director

Date: 20/04/2015

UNDP Country Office

Signature of UNDP Official: 
 Name and title (print): Ignacio Artaza, Country Director

Date: 16/04/2015

Government Auditors/Audit Firm

Signature of Audit firm Official: 
 Name and title (print): Sherif Dabbous, Managing Partner
 Russell Bedford Sherif Dabbous

Date: 20/3/2015

Stamp and Seal of audit firm:



Table 3- Audit of the statement of assets and equipments

Statement of Assets and Equipment as at 31 December 2014			
Project No.	Output No.	Value of Assets and Equipments as of 31 December 2014 (Cumulative from project start date) (US\$)	Audit Opinion Statement of Assets and Equipment
00045618	53916	\$133,023	Unqualified
			Total amount of qualification on the Statement of Assets and Equipment (US\$)
			NA

Implementing Partner (IP)

Signature of IP Official: _____
 Name and title (print) : Dina Kabil , National Project Director

Date: 20/10/2015

UNDP Country Office

Signature of UNDP Official: [Signature]
 Name and title (print): Ignacio Artaza, Country Director

Date: 15/04/2015

Government Auditors/Audit Firm

Signature of Audit firm Official: [Signature]
 Name and title (print): Sherif Dabbous, Managing Partner
 Russell Bedford Sherif Dabbous



Date: 20/10/2015

Stamp and Seal of audit firm:



Table 4- Report on audit observations and recommendations

Project No.	Output No.	Observ. No	Audit Observation	Recommendation	Audit Area	Audit Cause	Risk Severity	Project/CO Mngmt. Comments
00045618	53916		The current audit did not identify any findings in connection with client operations					

<p>Implementing Partner (IP) Signature of IP Official: _____ Name and title (print) : Dina Kabil , National Project Director Date: <u>2015/04/15</u></p>	<p>UNDP Country Office  Signature of UNDP Official: _____ Name and title (print): Ignacio Artaza, Country Director Date: <u>15/04/2015</u></p>
<p>Government Auditors/Audit Firm Signature of Audit firm Official: <u>Sherif Dabbous</u> Name and title (print): Sherif Dabbous, Managing Partner Russell Bedford Sherif Dabbous Date: <u>2013/2015</u></p>	<p>Stamp and Seal of audit firm: </p>