Date: 23 May*, 2021*

REQUEST FOR QUOTATION

RFQ Nº UNFPA/LKA/RFQ/21/03

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**“Providing online courses for shelter clients”**

UNFPA requires the provision of

The scope of work is detailed in Terms of Reference (Annex II).

1. **About UNFPA**

The United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](http://www.unfpa.org/about-us)

1. **Questions**

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Ms. Lorene Cruez* |
| Tel Nº: | *+94765525744* |
| Email address of contact person: | *cruez@unfpa.org* |

The **deadline for submission of questions is Wednesday, 28th May 2021, 5:00 PM Sri Lanka time**. Questions will be answered in writing and shared will parties as soon as possible after this deadline.

1. **Content of quotations**

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

1. Document 1 - Technical proposal, in response to the requirements outlined in the TORs (Annex II) and in accordance with the technical evaluation criteria set forth in Section V below.
2. Document2 - Price quotation, to be submitted strictly in accordance with the price quotation form.
3. Document3 – Company Profile, Copy of Business Registration, Copy of most recent Audited Accounts (as applicable).

All pages of the Document 1 and Document 2 of the quotation must be signed by the bidding company’s relevant authority and submitted in PDF format, A4 size.

To avoid any last minute technical difficulties, the bidders are requested to make the submissions well in advanced.

1. **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 address indicated below no later than **Monday, 7th June 2021 at 4:00 PM Sri Lanka time***.*[[1]](#footnote-1)

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Geetha Fernando* |
| Official Email address: | [Lk-procurement@unfpa.org](mailto:Lk-procurement@unfpa.org) |

Please note the following guidelines for electronic submissions to UNFPAs dedicated email address:

* The following reference must be included in the email subject line: RFQ NO UNFPA/LKA/RFQ/21/03 – Development of online course for shelter clients. 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 should not exceed **20 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.
* Should your offer require to submit more than one email, in the body of this first email, bidders are requested to list the number of messages, which make up their technical offer and the number of messages, which make up their financial offer. In such instances, the Email subject should be as: RFQ NO UNFPA/LKA/RFQ/21/03 – Development of online course for shelter clients.
* 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.

1. **Overview of Evaluation Process**

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

**Technical Evaluation**

Technical proposals will be evaluated based on their responsiveness to the TORs listed in Annex II and in accordance with the evaluation criteria below.

| **Criteria** | [A] Maximum Points | [B]  Points attained by Bidder | [C]  Weight (%) | [B] x [C] = [D]  Total Points | |
| --- | --- | --- | --- | --- | --- |
| Technical approach, methodology and level of understanding of the objectives of the project | 100 |  | 30% |  | |
| Work plan/time scales given in the proposal and its adequacy to meet the project objectives | 100 |  | 20% |  | |
| Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)  o   Team leader with 7 years’ experience – 50 points  o   Team members with 5 years’ experience – 30 points  o   Other team members (less than 5 years’ experience) – 20 points | 100 |  | 20% |  | |
| Specific experience and expertise relevant to the assignment, experience of collaboration with UN agencies | 100 |  | 15% |  | |
| Profile of the company, quality of the technical proposal (clarity, language, compliance with requirements etc.) | 100 |  | 15% |  | |
| *Grand Total All Criteria* | 500 |  | 100% |  |

The first page of the technical proposal should list out the table of content as follows:

**Technical proposal - Table of content**

**Description**

01. Introduction to the Organization – Company/institution profile

02. Composition of the team, distribution of tasks and their CVs addressing specific experiences and expertise relevant to the assignment

03. Objective of the proposal, technical approach to the proposal (methodology and time frame)

04. Details of the similar engagements/experiences (please attach photos as annexures)

05. Annexures (Company registration, recently audited accounts statement, photos)

The following scoring scale will be used to ensure objective evaluation:

|  |  |
| --- | --- |
| **Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted** | **Points**  **out of 100** |
| Significantly exceeds the requirements | 90 – 100 |
| Exceeds the requirements | 80 – 89 |
| Meets the requirements | 70 – 79 |
| Partially meets the requirements | 1 – 69 |
| Does not meet the requirements or no information provided to assess compliance with the requirements | 0 |

**Financial Evaluation**

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 70 points in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

|  |  |  |
| --- | --- | --- |
| Financial score = | Lowest quote ($) | X 100 (Maximum score) |
| Quote being scored ($) |

## Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

|  |
| --- |
| Total score = 70% Technical score + 30% Financial score |

1. **Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-cost basis to the Bidder(s) that obtain the highest total score.

1. **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.

1. **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.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

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](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). 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](http://web2.unfpa.org/help/hotline.cfm).

1. **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](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **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 Representative Ms. Ritsu Nacken at [nacken@unfpa.org](mailto:nacken@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](mailto:procurement@unfpa.org).

1. **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 Nº:** | UNFPA/LKA/RFQ/21/03 |
| **Currency of quotation :** | LKR |
| **Delivery charges based on the following 2010 Incoterm:** | Choose an item. |
| **Validity of quotation:**  *(The quotation must be valid for a period of at least 3 months after the submission deadline* |  |

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

Example Price Schedule below: *[Delete after properly completing the Price Schedule]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Description | Number & Description of Staff by Level | Hourly Rate | Hours to be Committed | Total |
| 1. Professional Fees | | | | | |
|  |  |  |  |  |  |
| *Total Professional Fees* | | | | |  |
| 1. Out-of-Pocket expenses (if applicable) | | | | | |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | |  |
| ***Total Contract Price***  *(Professional Fees + Out of Pocket Expenses)* | | | | |  |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/LKA/RFQ/21/03 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 of Contracts:**

**De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)

**ANNEX II:**

**Terms of Reference**

***Background***

Sexual and Gender-based violence (SGBV) is a life-threatening, global health and human rights issue that violates international human rights law and principles of gender equality, as well as national laws in many countries. In Sri Lanka, according to the Well Women Survey in 2019, 24.9% of women have experienced physical and/or sexual violence by intimate or non-partner. [[2]](#footnote-2) For those victims and survivors of SGBV, a safe shelter, a place of temporary protection, which provides psychosocial support and other needs are their lifelines. It also plays a critical role in the recovery, rehabilitation and reintegration process of victims and survivors of SGBV. Those shelters have responsibilities to address the health needs, provide psychosocial support, and restore the dignity of the clients. Particularly, capacity development among the clients is one of the most important services provided at the shelters in order for them to successfully reintegrate into their community. The knowledge and skills acquired through capacity development training at the shelters would enable them to be financially and emotionally independent which can also prevent a recurrence of violence.

At the same time, with the COVID-19 outbreak, provision of physical training at the shelters by inviting external trainers often became no longer feasible due to the movement restrictions to control the spread of the infection. Therefore, to continuously provide capacity development services regardless of the outbreak, introducing online training courses is the pressing need of the moment.

***Rationale***

UNFPA conducted a rapid assessment of the vocational training needs among the clients at the shelters run by the Implementation Partners (IPs). This assessment described and revealed clients’ background and vocational training needs; which knowledge and skills would be crucial for them to learn during their stay in the shelters. Majority of the clients (69%) live in a shelter longer than 3 months and 97% of them would like to receive some sort of professional training during their stay. Additionally, the facility to provide online courses is ready at the targeted six shelters with proper internet access and IT equipment supported by a UNFPA project. By considering the duration of stay and readiness from the shelter side, there is an opportunity to start online training courses partnering with organizations or institutions that can offer a certificate programme for the participants. Especially, issuing a certificate would be crucial for the clients because nearly half of them (46%) only completed Grade 9 or below. Furthermore, taking the COVID-19 outbreak into account, introducing online courses at the shelters would be the best way to continue support in capacity development for the clients to be successfully reintegrated into their community.

***Purpose and objectives***

The objective of this assignment is to provide online certificate courses at the shelters for the clients to be equipped with hands-on skills and knowledge to be able to financially and emotionally independent. After clients leaving a shelter, it is expected for them to be successfully reintegrated into their community proactively using the learned knowledge, skills and certificates. The existing online course modules would be adopted and provided or new courses based on special needs among the clients would be developed.

***Scope of the assessment***

It is anticipated that provision of online courses for the clients at the shelters will involve six shelters run by IPs. Potential topics for the online courses could be; IT skills, effective usage of SNS and other mobile application, upcycling techniques, entrepreneurship and business skills, career development, and etc. Other appropriate and effective modules for those clients of women and girls will be further considered.

Key tasks of the partner organization/institution would;

* Develop a concept note about online course provision for the clients at the shelters with an implementation plan
* Lead and facilitate the process to establish an official partnership among the institution/organization, UNFPA and the relevant Government institution
* Identify existing online courses which can be initiated immediately or need modifications based on the clients’ needs and incorporate necessary changes
* Create a new online course which will be practical and directly contribute to income generation
* Collaborate with the relevant Government institutions to streamline quality online courses suitable for the clients at the shelters and initiate discussion on replicability and sustainable provision of online training for shelter clients across the country.
* Provide quality online courses for the clients at the shelters with systematic Level 1 & 2 evaluations (ref. Kirkpatrick’s model)
* Ensure issuing a certificate for the participants who completed online courses
* Develop and analyze feedback from the participants to improve online courses for the clients
* Develop a plan to conduct Level 3 evaluation (ref. Kirkpatrick’s model) to assess the effectiveness of the training and further improve the training.

Responsibilities

* The responsibilities of the partner institution/organization are to complete the assignments according to TOR in a timely manner and with an assured quality. Accessibility to the online courses should be provided to UNFPA for the quality control purposes.

***Indicative time frames and deliverables***

|  |  |  |  |
| --- | --- | --- | --- |
| # | Deliverables | Expected date of  completion | Payment terms and time frame |
| 1 | * Concept note of online course provision for the clients at the shelters including the list of available courses * Official partnership established among the institution/organization, UNFPA and the relevant Government institution | June 2021 | 30% of the contract fee, upon submission and approval by UNFPA. |
| 2 | * Finalized online course after adjustment for the clients at the shelters * Finalized list of online courses to be provided at each IP’s shelter * Convene a meeting with UNFPA and the relevant Government institution to finalize the online courses to be provided at the shelters * Start providing quality online courses for the clients at the shelters with systematic Level 1 & 2 evaluations (ref. Kirkpatrick’s model) with feedback system * A plan to conduct Level 3 evaluation (ref. Kirkpatrick’s model) to assess the effectiveness of the training and further improve the training | July 2021 | 40% of the contract fee, upon submission and approval by UNFPA. |
| 3 | * Report about satisfactory survey among the participants * Share findings and discuss on replicability and sustainable provision of online training for shelter clients across the country with UNFPA and the relevant Government institution * Provision of certificates to the participants who completed the certified online courses | Sep 2021 | 30 % of the contract fees, upon submission and approval by UNFPA. |

***Travel Costs***

The travel costs would not be paid separately, therefore, it should be included in the total consultation fee.

***Qualifications***

This assignment is to provide online courses appropriate for the clients residing at the shelters with offering a valid certificate to some certified courses collaborating with UNFPA and relevant Government institution. Therefore, an institution/organization must have established system to provide online courses relevant to the needs of the clients and capacity to issue certificates.

Required technical capacity

* Experience and knowledge of subject matter: a) Specific experience of working on protection issues including GBV, SRHR and women’s empowerment; b) At least two examples of similar/ related assignment of delivering online courses of vocational or other skills development training conducted in the past
* Proposed Methodology and approaches: a) Adequate understanding of proposed methodologies and approaches that will be employed according to term of references; b) Critical understanding of aspects of on protection issues including GBV, SRHR of women and girls; c) including the ethical considerations
* Institutional capacity: a) Adequate infrastructure for the assignment such as online course materials and platforms, computer, human resources, etc, b) arrangement of Tamil and Sinhalese translators

1. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-1)
2. Department of Census and Statistics, 2019, Women’s Wellbeing Survey – 2019, Sri Lanka, http://www.statistics.gov.lk/Resource/refference/WWS\_2019\_Final\_Report [↑](#footnote-ref-2)