Date: 26th September 2020

REQUEST FOR QUOTATION

RFQ Nº UNFPA/LKA/RFQ/20/11

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“**Conducting an Analysis and Developing Video Tutorials and Study Guides about Online Communication Platforms”**

UNFPA requires the services of an organization / agency to conduct an analysis and developing video tutorials and study guides about online teaching and communication platforms.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in Sri Lanka, or through an authorized representative. Quotations from individuals are not accepted.

**I - About UNFPA**

The United Nations Population Fund (UNFPA) is the United Nations sexual and reproductive health agency. Our mission is to “deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled”. It is also the lead agency working on Sexual and Gender Based violence.

Aligning with UNFPA’s global transformative results 1. End Maternal death 2. End unmet need for family planning 3. End gender-based violence and all harmful practices, the UNFPA will seek to strengthen services for SGBV. Responding to violence against women in development and humanitarian settings is a strategic priority for the Agency. UNFPA works in 135 countries to address violence against women, and in 2015 alone invested over $93 million in eliminating gender-based violence and harmful practices. The Fund also collects data to accurately document incidents of violence, and helps to develop, enforce and reform national laws and policies on gender-based violence.

UNFPA Vision – To achieve universal access to sexual and reproductive health, realize reproductive rights and reduce maternal mortality to accelerate the International Convention on Population Development Agenda to improve the lives of adolescents, youth and women by enabling population dynamics, gender equality and human rights please go to: [UNFPA about us](http://www.unfpa.org/about-us)

**II – Service Requirements/Terms of Reference (ToR)**

**Objectives and scope of the Services**

* Background information:

The outbreak, COVID-19 has affected 30,085,914 people across the globe and in Sri Lanka we have a little over 3271 confirmed cases as of 17 September 2020. Global evidence has indicated that the pandemic has resulted in a range of primary and secondary implications. The WHO declared the virus as a global pandemic on the 11th of March and since then countries have taken measures to curb the disease such as restrictions on travel, social distancing and alternative work modalities. However, these have resulted in tensions within the households due to forced coexistence, economic stress, lack of basic needs and fears about the virus leading to an increase in the cases of domestic violence[[1]](#footnote-1). Additionally, the coronavirus pandemic had led to organizations public and private requesting employees to work from home, and discussions and meetings are opted to function through a surge of virtual meetings. Research suggests that the pandemic will last for an unforeseeable future, institutions are rethinking the way they work. More employees are working from home, which means people who once met face to face must now meet virtually. The good news is, platforms like Zoom and Google Hangouts make it easy to hold such meetings. Hence, to have effective online meeting the employees require improved and updated knowledge and skill to get engaged in the discussions efficiently.

The State Ministry of Women and Child Development Pre Schools and Primary Education, School Infrastructure and Educationwanted to uplift the knowledge and skills of their officials in effectively using and participating in virtual meetings and learning events successfully. Therefore, UNFPA is supporting to educate the officials about the available virtual platforms and best practices of virtual meetings and learning. This will take place through the development of video tutorials in local languages (Sinhala and Tamil) and educate the officers based on the developed materials.

As the Ministry’s scope of work is wide and many officers who are engaged with many tasks at the province, district and divisional level it essential that they have to report back even in an emergency. Therefore, when video tutorials are developed and the capacity building is provided for the State Ministry officials, in turn, they will be able to support the officers at the province, district and division to engage in virtual meetings and discussions more proficiently.

As such considering the important role of the State Ministry of Women and Child Development Pre School & Primary Education, School Infrastructure & Education Services holds UNFPA aims to assist technically to develop video tutorials and study guides about Online Communication Platforms to aid ministry officials to understand the standards and best practices for engaging in virtual meetings, learning events and discussions successfully.

**Overall Goal of the Assignment:**

To analyze the existing online learning and communications platforms, collectively identify the five to ten best suited platforms for the Ministry, and develop Video Tutorials and study guides for more feasible and useable online communication platforms, and have 4 training session for the ministry officials accordingly.

**Key Objectives:**

UNFPA seeks to engage with prospective consulting companies to analyze and develop video tutorials. Specific tasks for the consulting agency will be:

To analyze and develop video tutorials to uplift the theoretical knowledge and practical application skills of the ministry officials to engage in co-creation, team working, communication, tracking and managing platforms including virtual meeting through a more effective and engaged manner, using appropriate adult learning techniques.

**Specific Objectives:**

1. To analyze the existing features and functionality for the above mentioned key objective to create online platforms which are user friendly and easy to practice.
2. To develop a study guide on how to use each online communication platforms more effectively.
3. To write brief scripts in local languages (Sinhala and Tamil) about the steps to use the online platform and develop a video tutorial for each online platform.
4. To build the capacity of the staff on online communication using the developed video tutorial.

**Target group:**

State Ministry of Women and Child Development Pre School & Primary Education, School Infrastructure & Education Services and Unit Staff of the Ministry at District and Divisional Level.

The selected agency will be responsible for the following:

**Scope of work:**

Selected the institute shall be responsible for analyzing the requirements, developing and supporting the implementation of video tutorial sessions

1.    Carryout broad discussion with MoWCD and M&E Consultant UNFPA in the process of analyzing, developing video tutorials and study guidelines related to online communication platforms.

2.    Based on discussion action points analyze and select online platforms which are user friendly and easily understood by relevant officers

3.    Write down scripts for each online platform and develop the study guideline and the video tutorials accordingly (Sinhala and Tamil)

4.    Present it to the Ministry and UNFPA Officials and get their feedback and finalize the video tutorials.

5.    Conduct four one-day capacity building training programmes for the Ministry staff based on the developed and finalized video tutorials, using appropriate and effective adult learning techniques.

6.    Handover the developed video tutorials and the study guidelines to UNFPA.

**Time Frame**

The works under these Terms of Reference expected to be fully accomplish by 15th December 2020 (tentative date and depending on the contract signature date).

Vendor proposals should provide a substantiated and realistic timeline for the entire assignment.

## 

## Provisional project phases

1. Requesting for Quotations and contracting – October 2020
2. Discussion with MoWCA and M&E Consultant UNFPA - 3rd week Oct 2020
3. Analyze and select five online communication platforms - 4th week Oct 2020
4. Write down scripts for each online platform and develop the study guideline and the video tutorials accordingly (Sinhala and Tamil) - 5th week Oct to 2nd week of November 2020
5. Present it to the Ministry and UNFPA Officials and get their feedback and finalize the video tutorials - 3rd week November 2020
6. Conduct three one-day capacity building training for the Ministry staff based on the developed and finalized video tutorials - 4th week Nov to 1st week Dec 2020
7. Handover the developed video tutorials and the study guidelines to UNFPA - 2nd week December 2020

**Payment conditions:**

* The payment will be done in accordance with the above deliverable’s acceptance of the Contractor's invoice and complete set of supporting documentation where applicable on a quarterly basis
* The payment will be done in Sri Lankan Rupees.

**Requirements and qualifications:**

UNFPA seeks a service provider with proven experience in script writing in local languages (Sinhala and Tamil) and developing video tutorials accordingly.

The service provider/company or firm should have:

* A minimum of 3 years of experience in script writing and developing video tutorials
* Proven experience in training the target audience with the developed products
* Project management team/personnel with sound academic background preferably with IT related degree
* Project management team/personnel should possess analytical and documentation skills and experience in presentation of reports
* Familiar with different types of online communication platforms and being able to ensure that it suits the relevant target audience
* Experience in developing simplified version of study guides and video tutorials and the products should be user friendly
* Previous experience of collaboration with a UN agency is advantageous.
* Ability to work in both Sinhala and Tamil languages and the ability to explain English technical terms in simple Sinhala and Tamil.

1. **Questions**

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Indrani Rajendran* |
| Tel Nº: | *0777 5587533* |
| Email address of contact person: | *rajendran@unfpa.org* |

The deadline for submission of questions is October 16, 2020, 10:00 am, Sri Lanka time. Questions will be answered in writing and shared with all 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. Technical proposal, in response to the requirements outlined in the TOR.
2. 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.

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 contact person indicated below no later than Wednesday, 21 October 2020, 4:00 pm, Sri Lanka Time*.*

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

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: RFQ Nº UNFPA/LKA/RFQ/20/11 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 **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.
* 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**

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 a pre-determined evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes 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 and level of understanding of the objectives of the project, and the demonstrated ability to deliver the project objectives | 100 |  | 30% |  | |
| Work plan/time scales given in the proposal and its adequacy to meet the project objectives | 100 |  | 20% |  | |
| A minimum of 3 years of experience in script writing and developing video tutorials and composition of the team with IT degree, professional experience, and demonstrated expertise in writing scripts and developing video tutorials (CVs should be attached)  Composition of the team:  o   Team leader – 50  o   Direct Team members – 30  o   Other team members - 20 | 100 |  | 20% |  | |
| Profile of the company, relevance to the Project, experience of collaboration with UN agencies | 100 |  | 15 |  | |
| Quality of 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 Page number**

01. Introduction to the Organization - Company profile 01

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 of the technical proposal:

|  |  |
| --- | --- |
| **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 with duration of three months to the Bidder(s) that obtain the lowest-priced technically acceptable offer. Kindly note that upon successful selection, you will be required to submit your company profile, a copy of your company registration and a copy of the recently audited accounts for review purposes.

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 Head of the Country Office Ritsu Nacken, Representative at 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/20/11 |
| **Currency of quotation:** | LKR |
| **Delivery charges based on the following 2010 Incoterm:** | Choose an item. |
| **Validity of quotation:**  *(The quotation shall 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:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Description | Description of unit cost (per product/unit/guide) | Unit cost | No. of units | Total |
| 1. Professional Fees/Production cost | | | | | |
|  |  |  |  |  |  |
| *Total Professional Fees* | | | | | LKR |
| 1. Out-of-Pocket expenses (if applicable) | | | | | |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | | LKR |
| ***Total Contract Price***  *(Professional Fees + Out of Pocket Expenses)* | | | | | LKR |

*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/20/11 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)

1. Includes violence against women and children. [↑](#footnote-ref-1)