Date 8th October 2019

REQUEST FOR QUOTATION

RFQ Nº UNFPA/SLE/RFQ/19/026

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**Consultancy is to provide technical support for the implementation of Maternal Newborn Child Health Quality of Care Activities in Sierra Leone.**

UNFPA requires the provision of a Consultancy Firm to provide technical support for the implementation of MNCH quality of care activities in Sierra Leone.

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

1. **About UNFPA**

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)

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

Across the world, the demand for quality health services and patient safety is higher than ever before, and Sierra Leone has followed this global trend. Provision of quality health service means: safety of patients and health professionals; effectiveness to avoid overuse and misuse; provision of care that addresses the patients’ needs; limited waiting times and harmful delays for clients; and provision of equitable care. These health service gaps exist in the routine and systematic provision of quality care in Sierra Leone.

Evidence from the Sierra Leone Demographic Health Survey (SLDHS) 2013 shows that Sierra Leone remains the country with one of the highest maternal mortality rates globally with the maternal mortality ratio of 1,165 per 100,000 live births. This is multiple times more than the maternal mortality rate Sustainable Development Goal (SDG) of 70 per 100,000 live births. Similarly, the new-born mortality rate remains equally poor at 39 per 1000 live births. The country could therefore benefit from a thoroughly focused and prioritized set of high impact interventions for accelerating reduction of maternal and new born deaths.

The Government of Sierra Leone joined the Global Quality of Care network in December 2017, which includes ten countries taking leadership to improve the QoC of women and babies. The vision of the QoC Network is that every pregnant woman, newborn and child receives quality care. The aim is to decrease facility deaths by 50% for maternal, newborn and still births within 5 years in the participating countries.

UNFPA has over the years supported the government of Sierra Leone through the Ministry of Health and Sanitation (MOHS) to improve maternal and newborn services and quality of care with the aim of reducing maternal and newborn mortality and is currently supporting the MOHS to implement Quality of Care activities with the goal of institutionalizing QoC within the country.

**Objectives and scope of the Services**

**iii. Main Objective:**

The aim of this consultancy is to provide technical support for the implementation of MNCH quality of care activities in Sierra Leone.

**Specific objectives**

* Support UNFPA to implement quality of care activities in eight selected health facilities.
* Provide technical support to the National Quality Management Program (QMP)

**Key Activities to be conducted are below;**

**Build the Capacity and Capability of Senior leaders, Project Staff and Improvement Coaches:**

The consultant will be required to build the capacity MOHS leaders, QMP program staff and UNFPA officers to enable them competently carry out QI coaching and facilitating activities at national, district and facility level.

In line with the above the consultant will be required to undertake the following activities;

* Design of MNCH Learning Collaborative- Develop a coherent design of the Collaborative Learning Network of 36 facilities touching on the aim, the content theory, the execution model, measurement framework and the dissemination strategies.
* Conduct an orientation for Directors, Medical Superintendents and other senior leaders of the MOHS
* Adapt the training package for QI coaches to suit the Sierra Leonean context.
* Provide technical assistance for the validation of the training package for QI coaches.
* Conduct a stakeholder’s workshop to review the training package.
* Conduct a training for QI coaches.
* Train teams identified in Jui, Rokupa and King Harman Road hospitals on quality improvement and support team to implement QI activities
* Support with documentation and dissemination at the facility and national level. This includes development of standard dissemination templates for QI teams to be used to share during district and national review meetings.
* Support with the finalization of identification of national indicators for the quality collaborative.

**Expected Deliverables**

* Learning collaborative design developed
* MOHS leadership trained
* Training package on learning and facilitation and data quality improvement for QI coaches (manual, facilitator’s guide, power point presentations) adapted and validated
* QI coaches trained
* Standard dissemination template developed and approved
* Report on training of QI team in Jui, Rokupa and King Harman Road hospitals and AWC
* National Indicators Identified

1. **Working Modalities**
2. **Duration of the Assignment**

Activities under this consultancy are to be completed within 67 working days (30 days on-site in Freetown and 37 days off-site).

1. **Operational/Administrative Support**

The Country Office will provide daily subsistence allowance, office space and vehicle for travel.

1. **Questions**

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Clarissa Thomas* |
| Tel Nº: | *232 76 604 276* |
| Email address of contact person: | *Cthomas@unfpa.org* |

The deadline for submission of questions is 15th October 2019 at 4.00pm 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. Technical proposal, in response to the requirements outlined in the service requirements / TORs.
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: Tuesday 22nd October 2019 at 5pm

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Clarissa Thomas* |
| Email address of contact person: | *Cthomas@unfpa.org* |

Please note the following guidelines for electronic submissions:

* **The following reference must be included in the email subject line:** RFQ Nº UNFPA/SLE/RFQ/19/026 –Consultancy is to provide technical support for the implementation of MNCH quality of care Activities in Sierra Leone.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.

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: Friday 25th October 2019 at 12noon.

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Clarissa Thomas* |
| Official Email address | [cthomas@unfpa.org](mailto:cthomas@unfpa.org) |

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

* The following reference must be included in the email subject line: RFQ Nº UNFPA/SLE/RFQ/19/026 – Consultancy is to provide technical support for the implementation of MNCH quality of care Activities in Sierra Leone. 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.
* When submitting electronic offers, Bidders will receive an auto-reply acknowledging receipt of the **first** email. Should you 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. If you do not receive any auto-reply for the first email from UNFPA’s email system, please inform Clarissa Thomas @unfpa.org. 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 service requirements /TORs listed in Section 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 |  | 20% |  | |
| 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.) | 100 |  | 15% |  | |
| Specific experience and expertise relevant to the assignment | 100 |  | 30% |  | |
| Profile of the company and relevance to the Project. | 100 |  | 15% |  | |
| *Grand Total All Criteria* | 500 |  | 100% |  |

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 [50-70] 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 = [50 -70%] Technical score + [50- 30%] Financial score |

1. **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 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 Head of the Business Unit Dr. Kim. E Dickson, UNFPA Representative at [dickson@unfpa.org](mailto:dickson@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/SLE/RFQ/19 /026 |
| **Currency of quotation :** | USD |
| **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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Description | Number & Description of Staff by Level | Hourly Rate | Hours to be Committed | Total |
| 1. Professional Fees | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Professional Fees* | | | | | $$ |
| 1. Out-of-Pocket expenses | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | | $$ |
| ***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/SLE/RFQ/19/026 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)