**Date: 09 September 2022**

**Authorized by:**

**Jaime Nadal**

**UNFPA Representative**

**REQUEST FOR QUOTATION**

**RFQ Nº UNFPA/UKR/RFQ/22/25**

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**“Development of two training modules to increase the skills of GBV service providers and build knowledge in GBV/DV prevention and response area”**

UNFPA requires the provision of services for the elaboration of two training modules that will be an integral part of GBV Knowledge Studio, an online platform maintained by UNFPA.

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

1. **About UNFPA**

UNFPA, the United Nations Population Fund is an international development agency that works to deliver a world where every pregnancy is wanted, every childbirth 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 visit: [UNFPA about us](http://www.unfpa.org/about-us)

**Terms of Reference (TOR)**

**Background information**

Ukraine actively built the comprehensive GBV response system starting from 2015, when the needed legal framework for specialized services for GBV survivors was adopted. Following the changes in the legal framework, the Mobile Teams of Psycho-Social Support (hereinafter – PSS MTs) for GBV survivors, daycare centers, and shelters for GBV survivors began their active development in Ukraine. Piloting and scaling up the models of the specialized services for GBV survivors required capacitating of the specialists and the service providers, training of the skills, and building the knowledge of modern approaches to GBV response and support for GBV survivors.

Since 2019, when the COVID pandemic started, the training activities have been much affected, and the local specialists all over Ukraine met the lack of awareness-raising and capacitating activities to support and develop their level of skills to provide high-quality service for GBV survivors. The online training tools were raised to meet the service providers' needs in learning and training activities.

The war in Ukraine, caused by the invasion of the Russian Federation on 24 February 2022, significantly damaged the development of specialized services for GBV survivors. Since the war began, major attacks have been reported across Ukraine, including in the capital, Kyiv, spreading widespread fear and panic that forced many people into shelters and subways as air raid sirens rang out in the streets of the capital. At the beginning of August 2022, relentless shelling across the country has damaged or destroyed more than 2217 schools, at least 903 hospitals, and more than 129 900 residential buildings (KSE Institute, August 2022), figures that continue to climb with each passing day. The destruction of civilian objects continues to be reported.

At the same time, the need for services and support for GBV survivors, including conflict-related sexual violence survivors, strengthened. Aiming to assure access to GBV service providers to needed training of skills and building knowledge in GBV prevention and response area, UNFPA presents two online simulation modules for the local specialists, psychologists, and social workers, who provide consultations to GBV survivors.

Simulation modules serve as a specialized training course for GBV service providers that counsel the GBV survivors in essential evaluation, building the individual safety plan, referring the GBV survivors for services, and building the motivation to receive support.

Such two training modules will be developed and added to the GBV Knowledge Studio platform: 1) The Primary Counselling of the GBV Survivors by the Specialists of the PSS MT, and 2) the Primary Counseling by the Personnel of the Service of Primary Psycho-Social Support for GBV/DV survivors.

The language of both training modules is Ukrainian.

1. **Methodology**

**Outputs / Deliverable(s)**

**Two training modules in SCORM format uploaded to GBV Knowledge Studio online platform**

The Contractor is expected to develop two training modules in SCORM format following scenarios that will be provided by UNFPA. In particular, two “Games” will need to be elaborated comprising 3 and 4 “Stories/Scenarios” respectively. Examples of stories presented in a flowchart can be found [here](https://drive.google.com/file/d/1P0BBDJA9hnRZ8NptVyVrco-1MRIiMB4J/view?usp=sharing) (Game I, Story 1) and [here](https://drive.google.com/file/d/1QIEmA-JibqGwI9YM8fuDIhkHqIZIYJdW/view?usp=sharing) (Game II, Story 2).

Each story has its unique background legend that sets the stage and provides a context in which the story unfolds. The story guides the trainee through the simulation game that contains numerous multiple-choice nodes across the scenario (for instance, question, advice, message, or line) that the trainee must select in every node. In this way, the program attempts to emulate real-life interaction between GBV service providers (mobile teams or Primary Psycho-Social Support personnel) and GBV/DV survivors. Once the option is selected, the program demonstrates the survivor’s reaction (video footage) and then, further directs the trainee through the scenario following the path he chose where eventually, the next multiple-choice node is activated. The program indicates when it was optimal, acceptable, or entirely wrong depending on the options selected. The latter leads to a dead end in the scenario. In that case, the trainees will be directed to the previous multiple-choice node where the wrong option was chosen and will be able to consider selecting the alternative option and, by doing so, get an understanding of why the previous option was incorrect.

The creation of video footage is out of the scope of this contract as another Vendor will be responsible for video and audio production in order to create footage for both games, totaling around 350. Most of the videos will be focused on displaying the GBV survivors’ reactions that follow options that trainees select in every node. In this way, the trainees will be emotionally connected to the GBV survivor while progressing through the scenario. This in its turn will contribute to better learning and receiving the training materials. Scenarios are not linear, there are multiple scenario forks that lead to different results.

The Contractor must be willing to cooperate with the third-party Vendor responsible for video production, whenever necessary, to guarantee an efficient collaboration in a joint effort to produce a quality product within the stipulated deadline.

The outcome (two training modules) must be tested in-depth to ensure no bugs exist and users can successfully progress through 7 scenarios and come to a finish. After that, the Contractor must upload both modules to the GBV Knowledge Studio online platform where they will be tested again.

**Technical Requirements**

Training content must be compatible with Learning Management Systems that operate with the SCORM standard (version 1.2 and newer).

Training content must be developed in a way to work flawlessly if opened in recent versions of web browser applications such as Google Chrome, Safari, Mozilla Firefox, Microsoft Internet Explorer, and Edge. It is envisaged that training content will be accessed by trainees using desktop and laptop computers as well as mobile devices (tablets and smartphones) therefore it must be factored in while developing the training materials. Interactive elements must be built to account for desktop and mobile users, ensuring the best user experience possible.

Multimedia elements (video footage) must promptly load at a minimum speed of 10 Mbps in MPEG or H.264 encoding, as trainees are expected to access the learning platform in 4G or Wi-Fi (up to 100 Mbps) Internet connections.

It is anticipated that Articulate Storyline 360 software will be used to create the training content, however, other software applications capable of producing the expected outcome (training modules in SCORM format) may be used.

The required video aspect ratio is 16:9 (HD/Full HD).

Training modules must be capable of transferring the following data to the LMS, at a minimum: student’s status (whether the story or entire game has been accomplished), resulting score, and current progress/location in a scenario where the training was interrupted or abandoned.

UNFPA must be able to edit training content itself, in the future, in a need arises.

**Support and maintenance**

The successful company is expected to provide administrative and technical support, within a warranty period of 9 months. The Contractor obliges to fix all discovered bugs and errors over the course of the warranty period, free of charge.

**Hosting**

Training modules will be hosted with the GBV Knowledge Studio hosting service provider. However, estimates for the sufficient and preferable hosting capacity, storage requirements, and server configuration should be put forward by the Bidders. Upon the finalization of the project, the Contractor will add two training modules to the LMS system. For that purpose, relevant login credentials will be provided by UNFPA.

**Intellectual Property**

All information related to this project (documentary, visual, digital, cyber, project documentation, etc.) with which the Contractor may come into contact in the performance of its duties under this task shall remain the property of the United Nations Population Fund, which has exclusive rights to use them. Except for the purposes of this task, the information shall not be disclosed to the public or used in any form without the written permission of the United Nations Population Fund in accordance with national and international copyright laws.

**Requirements and qualifications**

UNFPA seeks a service provider with proven relevant experience in developing training content, online education, and a strong mastery of Learning Management Systems. Previous experience in the area of GBV response and prevention and capacity building is desired but not required.

Bidders must:

* Have experience in the field of production of training materials for online learning that is uploaded to Learning Management Systems
* Prove sufficient and relevant experience in developing training content by providing examples (portfolio) of identical work done in the past
* Be able to work collaboratively with third-party stakeholders to organize efficient cooperation and produce results in a timely manner
* Demonstrate the ability to meet deadlines, work under pressure and measure results

**Activities**

Activities include but are not necessarily limited to the following tasks:

* The successful company will participate in briefing sessions with the UNFPA team to learn and understand the overall project context, objectives and client’s expectations
* The company will examine flowcharts of two games along with their corresponding stories (7 stories in total) and will engage in follow-up meetings with the UNFPA team to clarify all items, nodes, multiple selection nodes, and user flow routes in order to have a complete and full understanding of what UNFPA expects to receive in the project aftermath
* The company will select a relevant technology stack and software that meet the requirements in full and provide a sufficient level of flexibility and adaptivity. If required, the company will closely interact with a third-party company responsible for filming video footage, post-production, and delivering it in an agreed-upon format
* Upon preparing two training modules and obtaining proper login credentials, the company will upload the content to GBV Knowledge Studio and will undertake in-depth testing to ensure that games and stories operate as expected and the trainee is able to complete the training whatever path he chooses and no glitches occur
* Past successful addition of two training modules to GBV Knowledge Studio a warranty period of 9 months starts. The company guarantees that all discovered bugs and shortcomings in training materials will be addressed and fixed free of charge

**Inputs**

UNFPA’s contribution includes support, subject matter consultancy and clarifications provided free of charge to the Contractor over the course of completing the assignment. UNFPA also guarantees to provide all necessary information, videos, images, and data that will be used in both training modules, and also coordinate the collaborative work between the Contractor and the third-party Vendor that will be responsible for video production.

**Timing / Schedule**

The project shall commence on the date of the contract execution, with a preliminary start date of 01 October 2022, and conclude on or before 31 March 2023.

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| --- | --- | --- |
| **Deliverable** | **Deadline** | **Contract Amount (%)** |
| Plan of the works, technical requirements for the video and audio, counseling of Vendor to produce video and audio materials | October 20, 2022 | 10% |
| Stories 1 and 2 presented in the Contractor’s LMS | December 30, 2022 | 20% |
| Stories 3 and 4 presented in the Contractor’s LMS | February 10, 2023 | 20% |
| Stories 5, 6 and 7 presented in the Contractor’s LMS | March 17, 2023 | 20% |
| Upon full acceptance by UNFPA, uploading two training modules to GBV Knowledge Studio online platform | March 28, 2023 | 30% |

**Questions**

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Nadiya Prokopenko* |
| Email address of contact person: | *prokopenko@unfpa.org* |

The deadline for submission of questions is **Friday,** **16 September 2022, 17:00 Kyiv time**. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

**Briefing Session**

All interested bidders can participate in the Briefing/Clarifying Session with the preliminary registration at the Contact person (table and contacts above) until **13 September 2022, 12:00 Kyiv time**.

The Briefing/Clarifying Session will be held online at **14:00 Kyiv time, 14 September 2022.** The link to the meeting will be shared with the registered persons upon the Session.

1. **Content of quotations**

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

1. Technical proposal including Methodology, in response to the requirements outlined in the service requirements/TOR. The interested Bidders are expected to submit the proposed Methodology along with justifying statements. It is required that the Bidder explains the way in which it will consider the objectives of the project, the methodology to carry out the activities and to obtain the outputs within the anticipated time frame. The Bidder has to highlight the objectives it plans to achieve, their importance, and explain the technical approach that it will adopt with this intention. Moreover, the Bidder has to justify which tools and/or software it intends to use and explain why the selection solution is optimal. Also, Bidders will propose a team of experts it intends to engage in delivering the anticipated result and UNFPA will assess the proposed team composition and its experience.

The Technical Bid must be submitted by electronic method of transmission at the email address indicated in the Section IV.

1. Financial proposal with proposed budgets should be submitted strictly in accordance with the price quotation form.
2. Language of the proposal – English.
3. **Separate Technical Proposal and Financial Proposal should be signed by the bidding research company’s relevant authority/ team leader of the group of consultants and to be submitted in pdf format.**
4. **Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section IV and III, along with a properly filled out and signed price quotation form, are to be sent by e-mail to the secured e-mail and contact person indicated below no later than: ***Friday, 23 September 2022 at 17:00 Kyiv time*.** Proposals sent to any other address will not be considered.

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| Name of contact person at UNFPA: | *Iryna Bohyn* |
| Email address of contact person: | **ua-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/UKR/RFQ/22/25.** 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.
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 (100 points max)**

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section I above and in accordance with the evaluation criteria below.

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| --- | --- | --- | --- | --- |
| **Criteria** | [A] Maximum Points | [B]Points attained by bidder | [C]Weight (%) | [B] x [C] = [D]Total Points |
| Technical approach, technology stack, proposed software, and level of understanding of project objectives | 100 |  | 15% |  |
| Previous experience of the Bidder and examples of work (portfolio of successfully accomplished projects with similar scope) | 100 |  | 40% |  |
| Team composition and qualification of Bidder’s staff proposed for the project, demonstrating relevant and sufficient experience in Learning Management Systems, online tuition, educational materials development (CVs of key experts must be included in the technical proposal) | 100 |  | 30% |  |
| Company profile (For how many years the company has been operating in the business of online learning and training materials development, any applicable awards/recognitions/customer testimonials/letters of recommendation)  | 100 |  | 10% |  |
| Previous working experience with international organizations, UN agencies or donors | 100 |  | 5% |  |
| *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 |
| Does not meet the requirements or no information provided to assess compliance with the requirements | 0 – 69 |

**Only those technical proposals achieving the score of 70 points and above will be considered as qualifying for evaluation of the financial proposal.**

**Financial Evaluation**

Financial proposals should follow the results-based budgeting approach. They will be assessed based on their clarity, completeness, level of detail and appropriateness. The maximum number of points shall be scored to the lowest price proposal among all technically qualifying applications. Other financial proposals will receive scores according to the following formula:

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

## Total score

The total score of each application will represent the weighted sum of its technical and financial scores as follows:

|  |
| --- |
| 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 Purchase Order/Contract with a duration of 6 *(six)* months 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.

The payment will be done in accordance with the above deliverables acceptance of the Contractor's invoice and complete set of supporting documentation.

The payment will be done in currency: Ukrainian Hryvnias. In case of two currencies involved, the United Nations Operational Rate of Exchange should be used on the day UNFPA instructs that payment(s) (web: [www.treasury.un.org](http://www.treasury.un.org/)).

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 Contractor; 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 the [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 treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint directly to the Chief, Procurement Services Branch at procurement@unfpa.org.

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 the UNFPA Programme Manager Olesia Kompaniiets at e-mail: kompaniiets@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.

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 the Bidder:** |  |
| **Date of the quotation:** | Click here to enter a date. |
| **Request for quotation Nº:** | **UNFPA/UKR/RFQ/22/25** |
| **Currency of quotation :** | UAH |
| **Validity of quotation:***(The quotation must be valid for a period of at least 3 months after the submission deadline)* |  |

***All prices must be exclusive of VAT tax, since UN and its specialized agencies are exercising zero VAT payer status***

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| Item | Description | Number & Description of Staff by Level | Hourly Rate | Hours to be Committed | Total |
| Expenses (all envisaged travel costs must be included in the financial proposal): |
| 1. Professional Fees
 |
| 1.1 |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Professional Fees* | UAH |
| 1. Other expenses (if applicable)
 |
| 2.1 |  |  |  |  |  |
|  |  |  |  |  |  |
| *Other Expenses* | UAH |
| ***Total Contract Price, excl. VAT***  | UAH |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ UNFPA/UKR/RFQ/22/25** **Development of two training modules to increase the skills of GBV service providers and build knowledge in GBV/DV prevention and response area** 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.

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|  | 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)