Date: *March, 31, 2021*

REQUEST FOR QUOTATION

RFQ Nº UNFPA/UGA/RFQ/21/002

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**“Upgrade of SAUTI Helpline System for Gender Based Violence /Violence Against Children (GBV/VAC) Case Reporting in Uganda for the Ministry of Gender Labor and Social Development”.**

UNFPA requires services of a consultancy firm to Upgrade the SAUTI Helpline System for GBV/VAC Case Reporting in Uganda for the Ministry of Gender Labor and Social Development

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)**

**Refer to detailed Terms of Reference attached as Annex II**

1. **Questions**

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Karuhanga Egidius and Diana Nabbanja* |
| Tel Nº: | *256 752222850/ 0782916495* |
| Email address of contact person: | [*karuhanga@unfpa.org/*](mailto:karuhanga@unfpa.org/) *nabbanja@unfpa.org* |

The deadline for submission of questions is **Friday 6th April, 2021 2:00pm Kampala Time**. Questions will be answered in writing and shared with 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.
3. **NOTE: The technical proposal should NOT be combined with the financial proposal. The technical proposal should be separate from the financial proposal, send two password protected files ; One for the technical and one for the financial**.

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. These are to be sent by email to the address indicated below no later than : **Thursday 15th April, 2021 2:00pm Kampala Time**[[1]](#footnote-1).

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Egidius Karuhanga / Diana Nabbanja* |
| Official Email address of PSB: | procurement.ug@unfpr.org |

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

* The following reference must be included in the email subject line: RFQ Nº UNFPA/UGA/RFQ/21/001 – “Upgrade of SAUTI Helpline System for GBV/VAC Case Reporting in Uganda for the Ministry of Gender Labor and Social Development”.
* 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 Diana Nabbanja- Admin/Programme Associate or Egidius Karuhanga Procurement Focal Person at: [nabbanja@unfpa.org](mailto:nabbanja@unfpa.org) or [karuhanga@unfpa.org](mailto:karuhanga@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   * Completeness of response * Overall concord between TOR/needs and proposal * Profile of company and experience on similar projects * Client references * Previous UNFPA/UNICEF contracts and duration * Number of customers, size of projects, number of staff per project   **Proposed Methodology and approach**   * Technologies used - compatibility with UNFPA * Project management, monitoring and quality assurance process * Innovation approach   Instructional strategies | 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.)   * Key personnel that will work on this assignment (should include their CVs and detail of relevant experience and qualifications * Range and depth of experience of proposed staff with similar projects | 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 60 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. 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 = 60Technical score + 40 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 for one year to the Bidder that obtains 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 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](mailto: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 Alain Sibenaler UNFPA Representative] at [sibenaler@unfpa.org](mailto:sibenaler@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/UGA/RFQ/21/001 |
| **Currency of quotation :** | UGX |
| **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* | | | | | Ugx |
| 1. Out-of-Pocket expenses | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | | UGX |
| ***Total Contract Price***  *(Professional Fees + Out of Pocket Expenses)* | | | | | UGX |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ UNFPA/UGA/RFQ/21/001** 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)

**ANNEXX II**

**TERMS OF REFERENCE FOR SERVICES – INSTITUTIONS (CONTRACT OR LTA)**

Terms of Reference for consultancy firm to merge the SAUTI Helpline of the Ministry of Gender Labor and Social Development

|  |  |
| --- | --- |
| TERMS OF REFERENCE (to be completed by Hiring Office) | |
| Hiring Office | Uganda |
| Purpose of Consultancy | Upgrade of SAUTI Helpline System for GBV/VAC Case Reporting in Uganda for the Ministry of Gender Labor and Social Development |
| 1.0 Background and objectives | The Uganda Child Helpline (UCHL) established in 2013 is an important tool for child protection that gives thousands of children across the country an opportunity to be heard and have their lives changed for better. The UCHL is currently providing a series of services including; i) Telephone response to cases of Violence against Children (VAC) through the toll-free number 116; ii) Management of cases reported through; various media platforms, U-report and Walk-in clients; ii) Follow-up of cases of Online Child Sexual abuse, and; iv) Community awareness raising campaigns in schools, communities, on radio and television.    On average, the Helpline receives 750-800 calls per week which translate to 30 – 40 cases a day. The category of cases reported include child labor, child neglect, emotional abuse, child trafficking, physical abuse and sexual abuse among others. The reported cases are handled through a case management process that has case workers deployed at the Helpline and also District Action Centers in the Districts that work closely and have linkages to the Police, Community Development Officers, Probation and Social Welfare Officers, Civil Society Organizations among others. The Ministry though the Department of Gender and Women Affairs is mandated to address gender and women concerns which include the elimination of Gender Based Violence (GBV). Despite significant achievements registered towards prevention and response to GBV in Uganda, its prevalence is still exceptionally high. The Ministry wishes to focus and address Gender Based Violence through the SAUTI Helpline to enable immediate response and case management through the national and sub national structures.    The Ministry of Gender, Labor and Social Development therefore has requested  UNFPA to support the upgrade of the current SAUTI Helpline to integrate cases of the Uganda Child Helpline to support the online reporting and management of GBV cases. This will be a joint partnership between MGLSD, UNICEF and UNFPA; where UNFPA will provide the financing for the consultancy and manage the contract. MGLSD and UNICEF will together with UNFPA provide technical assistance to the consult to deliver on the assignment. |
| 2.0 Scope of work:    *(Description of services, activities, or outputs)* | 2.1 Scope of work – Upgrade of the system   1. The consultant will study and understand the current system (SAUTI helpline, safe pal, NGBV data base among others) deployed at MGLSD and benchmark its current capabilities, architecture and gaps. 2. The consultant will identify and document user needs for the expansion via stakeholder engagements and requirement gathering sessions in addition to studying the current system. (Such stakeholder include; focal people in MGLSD, MOH, MOJ, Police, Local Governments and Organizations of Persons with Disability). 3. Based on these requirements, the consultant will propose a secure and scalable expansion design for the SAUTI Helpline system for both VAC and GBV cases. |

|  |  |
| --- | --- |
|  | 1. The consultant will upgrade the SAUTI Helpline system to enhancements to include features and capabilities that will emerge from the consultation for integration of GBV. 2. The Consultant will integrate the enhancements with the existing Child Helpline system to create a uniform and seamless user experience. 3. The consultant will offer training for a minimum of two days for the different categories of system users at national and local government in 21 districts in the use and administration of the enhanced system. 4. The consultant will offer post installation technical support and maintenance for the system for a one-year period for both stakeholders at national and local governments. 5. Upgrade and configure the system to be able to receive calls for both GBV and VAC on the toll free number 116 through an EI channel.   I) the consultant will develop the system based on open source standards.   1. Build capacity of the Ministry Team and local government teams to make minor adjustments to the system (if and when needed) and to manage the system after it has been handed over to MGLSD. 2. The consultant will develop API to enable integration with other 3rd Party systems including Single Registry of Social Protection, the NGBVD, GBV Shelters, Safe Pal, Uganda,   Police Information System, Health Information System, Education Management Information System (EMIS), Courts of Law and others as may be specified during the consultation process. (Noting that, with many interests and questions around integration. API will enable a secure integration with any systems. As it will expose data for consumption in two-ways. External systems will be allowed to consume data from the CHL; the CHL will also be able to access and use data produced by other systems such as CRVS for example).    2.2 Upgrade of the case management System.   1. The consultant will upgrade the helpline software solution to handle case distribution, routing, case escalation roles and based permissions I access for reported GBV and VAC cases. The solution is expected to be multi-channel, including voice, SMS, U-report, WhatsApp, Web - online and Tweet -CHAT with ability to provide distributed and remote terminals. 2. Upgrade the Helpline dashboard to provide real time call and case analytics (case analytics include sex, age, disability status, nationality/refugee status) for the Counsellors, Supervisors, Case Managers and Case Workers as well as Performance Management Data based on Key Performance Indicators (KP Is) for individual agents and the help desk as a whole for both GBV and VAC cases. Case managers include: health workers, legal aid providers, psychosocial support, and police among others. 3. Upgrade the Helpline to be able to generate automated reports disaggregated according to various metrics and indicators (age, sex, disability status, nationality/disability status) on both GBV and VAC 4. Upgrade the Helpline to enable the entry of GBV /V AC cases (desegregated by age, sex, disability status, nationality/refugee status) reported at district level through walk-ins and other means into the system at the District Action Centers/Probation offices. 5. Upgrade the solution for case escalations, follow-ups and prioritizing cases as well as closing those cases by providing necessary assistance to the clients who reach out to the Call Center for both GBV and VAC cases. 6. Design and develop end-user training manuals, job aids, reference manuals and quick guide reference cards. 7. Design and develop technical system documentation such as system architecture and technical specifications documentation, system manuals including quick |

|  |  |  |
| --- | --- | --- |
|  | troubleshooting guides and summaries, system administration manuals I guides, configuration, backup and restore procedures I manuals.   1. The system should be accessible to users with disability specifically for vision, hearing and motor skill impairments. 2. Plan and conduct training for the Helpline staff, Helpline Supervisors, case managers (police, health workers, community development officers, legal aid providers, providers of psychosocial support) and other relevant staff identified. 3. Plan and conduct training for local helpline I GBV’s nominated IT focal points. 4. Provide technical support and ongoing routine maintenance for the Helpline, including regular software updates/upgrades for a period of one year after commissioning of the system. 5. Design and implement security protocols for call and case data and design and setup remote backup, restore and recovery plans, procedures and systems based on the developed Functional Requirements Document (FRD) taking into consideration confidentiality of the data. 6. The consultant will deploy the enhancements on the agreed hosting platform and secure it with a Secure Sockets Layer (SSL) certificate for added security. 7. Allow the option of creating new case and abuse categories in the system. 8. Allow remote working by providing agents and I or caseworkers not tied down to the office to handle cases through VPN. 9. Leveraging on existing open-source data collection frameworks (ODK for example), develop a mobile app that will enable data collection and management in resourceconstrained areas. 10. Develop a public accessible webpage for the Helpline with information dashboards, information about services of at the helpline, documentations among others. | |
| 3.0  Infrastructure/hardwa  re | The Ministry will provide the physical location to host the Helpline System including backup and disaster recovery site at the National Data Center. | |
| 4.0. Experience of consultant | 1. Company must have a suitably qualified team to carry out the assignment, including Project Manager, Systems Architect, Telephony expert, Business Analyst and Software developers 2. Company must have experience in designing and developing helplines at an international level within East Africa and with reputable organizations including the United Nations. 3. Company must have proven experience of at least three relevant projects using open source software in the public sector in the last three years 4. The company must possess proven experience in design and development of scalable web and mobile apps 5. Company must have experience in developing training plans and materials including manuals and guidelines on GBV and online systems, and delivering ICT training on the use of software systems. | |
| 5.0 Duration of the consultancy | The developed system is expected to be deployed within 50 days after contract signing. During this period, the consultant will undertake required tasks to ensure that all deliverables are provided. | |
| 6.0. Supervision | The consulting firm will be jointly supervised by Head of IT at UNFPA and the Ministry, while UNFPA will have final accountability. | |
| 7.0. Ownership | The Government of Uganda through the Ministry of Gender, Labor and Social  Development will be the sole owner of the system including the source codes, technical documents. These products shall not be reproduced for commercial purposes. | |
| 8.0.  Outputs/Deliverables | The deliverables below will be delivered in a phased manner as indicated below:    Phase I: Inception report and system requirement specification document ( 3 weeks ) a) An Inception Report.   1. Systems requirement specification document (flow diagram, hardware, database, security implementation, network configuration)     Phase II: Prototype validation (3 weeks)   1. Prototype of the GBV Helpline System     Phase III: Deployment, Training and User Acceptance Test (UAT) (2 weeks)   1. Deployment of the integrated GBV Helpline System on the designated hosting environment. 2. A step-by-step System User and Technical Manuals and Job Aids 3. Training of key users of the system including staff of key Departments o f MGLSD (DGWA, DYCA, DCFA, F&A), MoH, Local Government, Police and other case managers and provide a training report 4. User Acceptance testing document     Phase IV: Final Report and hand-over (1 month) h) Handover report at the end of the project | |
|  | i) | Ongoing systems support and maintenance after handover of the system (One Year) |
|  | j) | Complete commented Source code, Database design with description |
| 9.0. Payment Schedule | a) | 30% on presentation of inception report. |
|  | b) | 20% upon submission of systems requirement specification document. Including upon completion of installation, configuration and user acceptance test. |
|  | c) | 30% on completion of user training and submission of system documentation including user manuals and system administrator manuals and source code |
|  | d) | 20% on submission of Final Project Report and Sign-off. |

|  |
| --- |
| Content of technical proposals |
| The technical proposal must contain an introductory note, company profile, list of projects delivered, customer references, project team, CVs of individuals proposed for the assignment, outline of the methodology to be employed, supporting certificates, financial statements, company organogram, etc. |

|  |
| --- |
| Qualifications, specialized experience and additional competencies |
| 1. Company must have a suitably qualified team to carry out the assignment, including Project Manager,   Systems Architect, Telephony expert, Business Analyst and Software developers   1. Company must have experience in designing and developing helplines at an international level within East Africa and with reputable organizations including the United Nations. 2. Company must have proven experience of at least three relevant projects using open source software in the public sector in the last three years 3. The company must possess proven experience in design and development of scalable web and mobile apps. 4. Company must have experience in developing training plans and manuals, and delivering ICT training on the use of software system |

|  |
| --- |
| Management & oversight |
| The contract will be supervised by the UNFPA Staff in consultation with UNICEF & MGLSD technical staff |

|  |
| --- |
| Conditions of work |
| 1. Provision of services will not commence unless a contract is signed by both UNFPA and the awarded institution. 2. The resulting contract will be supervised by UNFPA in coordination with the MGLSD. 3. All materials developed are subject to Intellectual property considerations under the UNFPA General Terms and Conditions of contract. 4. All anticipated field travel costs to be included in the financial proposal. UNFPA will not be responsible for catering for transportation and accommodation for the consultancy team, partners or any government representative, outside what has been included in financial proposal. 5. The awarded institution will work from own premises and not UNFPA office. 6. The lead consultant to be the liaison between UNFPA and the consultancy firm. |

**EVALUATION CRITERIA**

| **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   * Completeness of response * Overall concord between TOR/needs and proposal * Profile of company and experience on similar projects * Client references * Previous UNFPA/UNICEF contracts and duration * Number of customers, size of projects, number of staff per project   **Proposed Methodology and approach**   * Technologies used - compatibility with UNFPA * Project management, monitoring and quality assurance process * Innovation approach   Instructional strategies | 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.)   * Key personnel that will work on this assignment (should include their CVs and detail of relevant experience and qualifications * Range and depth of experience of proposed staff with similar projects | 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% |  |

1. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-1)