



Date: June 10, 2021

REQUEST FOR QUOTATION RFQ N° UNFPA/USA/RFQ/21/064

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Provision of International Employee Assistance Program (EAP) services for all UNFPA Personnel”

UNFPA requires the provision of Employee Assistance Services (EAP), as described in the Terms of Reference (ToR) below.

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

I. 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 see the UNFPA website: www.unfpa.org

Service Requirements/Terms of Reference (ToR)

1. Background

Since the start of the outbreak in December 2019, the new coronavirus has spread to over 219 countries and territories. As of April 2021, there have been over 140 million confirmed cases of the Coronavirus Disease 2019 (COVID-19), with over 3 million deaths reported, including among children. Along with the physical health impact of the virus, we have also seen an increase in stressors that are impacting psychological wellbeing including lockdowns, closure of schools, shifting allocation of health resources, and curtailed livelihood opportunities. As a recent Lancet article outlines, the combination of both physical health and socio-economic impacts has led to a significant increase in the prevalence of clinically significant mental health problems, especially in low and middle income countries.

At the onset of COVID-19, UNFPA recognized immediately that the impact of the virus on mental health and wellbeing was going to be immense and would require short, medium and long-term responses. Not only were personnel supporting affected populations who were experiencing increased levels of distress and lack of resources, but they themselves were also experiencing the impact of COVID-19 on their personal lives and their mental health and wellbeing. The need for mental health support was evidenced by the Not-For-Profit Sector COVID-19 Employee Survey in April 2020, where it was found that 42% of UNFPA personnel felt that their mental health had worsened as a result of COVID-19. Since the survey, UNFPA's duty of care team has

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observed significant mental health impacts resulting from the pandemic as well as related stressors. These include increased feelings of anxiety and depression as well high levels of stress and distress, isolation, severity of mental health issues and high levels of burn out.

In order to ensure that UNFPA personnel are able to sustain their resilience and wellbeing during these challenging times, several initiatives have been introduced in the early onset emergency phase. These have included the introduction of a global duty of care program that offers wellbeing support, training and information to all personnel as well as temporary adjustments to entitlements, policies and procedures, financial support and enabling resources for virtual work. In addition, UNFPA offered eligible staff access to an Employee Assistance Program that covered all locations where UNFPA is present.

We are now moving into the longer-term phase of managing the mental health impacts of the pandemic as well as addressing ongoing wellbeing and work-related stress issues. In order to ensure that UNFPA continues to provide support for mental health and wellbeing in a substantial, sustainable manner, especially for field staff, it's essential to have a continuation of an Employee Assistance Program. This is also in line with recommendations made by the UN Secretariat's Mental Health Board Mental, which states that health and psychosocial support must be available in any emergency. As we are now operating in a protracted emergency, it is essential to ensure that we are investing in mental health interventions that can be accessed by all with multiple options for accessing services, including remote delivery.


To support all eligible staff and personnel in the field, the Division for Human Resources (DHR) is looking to **procure an International Employee Assistance Program, to cover all locations where UNFPA is present.** An Employee Assistance Program is a voluntary work-based intervention where staff and their eligible family members can avail themselves of short-term counseling to support with emotional, behavioral and other issues. In addition to counseling support, the EAP will offer information and resources on general wellbeing, how to improve physical and emotional health, manager and leadership support, as well as other health and mental health resources.

2. Organizational Profile

UNFPA has over 5000 personnel serving in 158 different countries. About 88% of these personnel work in country offices and the six regional offices, with the rest working at Headquarters locations in New York, Washington DC, Brussels, Geneva, Tokyo, London and Copenhagen. UNFPA has six official languages, three of which (English, French, and Spanish) are working languages.

3. Purpose and Scope of the International Employee Assistance Program

The International EAP (IEAP) program will provide UNFPA personnel and their eligible family members with access to confidential assistance with any work, personal or family issue. The assistance will be available 24 hours a day, every day of the week.

	United Nations Population Fund Procurement Services Branch Marmorvej 51, 2100 Copenhagen, Denmark Email: Olalla-giaever@unfpa.org Website: www.unfpa.org
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4. Deliverables

The deliverables expected of the Vendor are as follows:

1. Confidential counselling assistance available 24 hours a day, 7 days a week, 365 days a year
2. Easy accessibility available worldwide by phone (including toll-free lines), SMS, email, web chat or an App
3. All calls are answered live 24/7 by mental health professionals
4. Access to mental health professionals who are licensed in their jurisdiction for their discipline, have graduated from an accredited Master's degree program or higher and have a minimum of 5 years experience
5. Ability to provide mental health services on a range of topics including, but not limited to, managing stress and building resilience related to COVID-19, work/life balance, managing life changes and handling stress, grief and loss, loneliness and isolation. managing mental health challenges such as anxiety and depression, substance abuse, bullying and harassment, couple's support, parenting, family counselling, and domestic abuse.
6. Multilingual and multicultural counsellors experienced in working with UN personnel
7. Access to short-term counselling up to 6 sessions per topic with an unlimited number of topics
8. Access to short-term counselling either face-to-face, via phone or via video
9. Provision of coaching for health and wellness
10. Access to wellbeing information and supports on-line or through an App
11. Access to specialised management support services
12. Critical incident support with qualified trauma professionals
13. Crisis support for psychiatric emergencies with a qualified psychiatric professional
14. Quarterly reporting of utilisation, analytics and wellbeing trends
15. Provision of promotion and communication materials
16. Onsite and virtual training, workshops and seminars that cover various wellbeing topics
17. Proactive monitoring of usage and recommendations on how to increase uptake
18. Provision of a global account manager who will proactively arrange check-in meetings to discuss utilisation, resources and services.

5. Time Frame and Contract Duration

UNFPA aims to begin the International EAP program in **September 2021**. The initial contract will be for 1 year after which an evaluation will be completed. After successful completion of the evaluation, there will be the possibility of conducting a new bidding exercise to establish a Long Term Agreement for an additional 3 years.

6. Estimated budget allocated:

USD 80,000

II. Questions

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



United Nations Population Fund
Procurement Services Branch
Marmorvej 51, 2100 Copenhagen, Denmark
Email: Olalla-giaever@unfpa.org
Website: www.unfpa.org

Name of contact person at UNFPA:	<i>Pedro Olalla Giaever</i>
Email address of contact person:	<i>Olalla-giaever@unfpa.org</i>

The deadline for submission of questions is **Thursday, June 17, 2021, 17:00 Copenhagen Time**¹. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

III. Content of quotations

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

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- b) Price quotation, to be submitted **strictly in accordance with the price quotation form**.

PLEASE SUBMIT IN SEPARATE FILES THE TECHNICAL PROPOSAL AND THE PRICE QUOTATION. THE TECHNICAL PROPOSAL CANNOT CONTAIN ANY PRICING.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

IV. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the address indicated below no later than: **Thursday, June 24, 2021, 17:00 Copenhagen Time**².

Name of contact person at UNFPA:	<i>Pedro Olalla Giaever</i>
Official Email address of PSB:	bidtender@unfpa.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 N° UNFPA/USA/RFQ/21/064– Provision of International Employee Assistance Program (EAP) services for all UNFPA Personnel**. 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 Pedro Olalla Giaever at: Olalla-giaever@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 <http://www.timeanddate.com/worldclock/city.html?n=69>

² <http://www.timeanddate.com/worldclock/city.html?n=69>



V. 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
Company profile: An international organization that has the global capacity to provide confidential counselling support services to UNFPA personnel worldwide. This includes demonstrated global presence and ability to provide confidential counselling and support services 24/7 with face-to-face, on-line and phone counselling support as well as critical incident and mental health emergency support.	100		30%	
Proposed staffing structure, outlining professional experience, and qualification of key staff. Key factors include gender-balanced, language skills and multi-cultural teams with specialized knowledge and experience in mental health. Professional experience of staff that will be assigned to the project	100		30%	
Previous experience in handling projects of this nature, in particular in the nonprofit/multilateral sector and demonstrated record in providing IEAP programs. This includes evaluation of relevant past references that have been provided by the bidder.	100		20%	
Availability of additional support systems and structures such as an App, website, provision of webinars/information sessions, and promotional strategies to destigmatize access to mental health and counselling supports and engagement of UNFPA personnel in utilising the services	100		20%	
<i>Grand Total All Criteria</i>	400		100%	



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

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

Financial Evaluation

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

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

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

Total score

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

$$\text{Total score} = 70\% \text{ Technical score} + 30\% \text{ Financial score}$$

VI. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Contract for Professional Services to the Bidder(s) that obtain the highest total score.

VII. 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.

VIII. 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.



IX. Fraud and Corruption

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](#). 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](#).

X. 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](#).




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XI. 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.

XII. 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).

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PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/USA/RFQ/21/064
Currency of quotation :	USD
Validity of quotation: <i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	

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

Item	Description	Monthly Rate per employee (family)	Nº of months	UNFPA staff*	Total
1. Total Fees					
			12	5000	
<i>Total Professional Fees</i>					\$\$
2. Out-of-Pocket expenses if any (excluding Travel and DSA)					
<i>Total Out of Pocket Expenses</i>					\$\$
Total Contract Price <i>(Professional Fees + Out of Pocket Expenses)</i>					\$\$

*nº staff is estimated for evaluation purposes

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/USA/RFQ/21/064, 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** hereby attached, and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

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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](#), [Spanish](#) and [French](#)