



REQUEST FOR PROPOSAL (RFP)
Ref. UNDP/AFG/RFP/2021/0000010107
(Services)

United Nations Development Programme (UNDP)	DATE: August 30, 2021
	REFERENCE: UNDP/AFG/RFP/2021/0000010107 - Create Multi-Stakeholder Grievance-Handling Platforms with Local Government Representatives, Local Leaders, Religious Leaders, CSOs, Women, Youths and etc.

Dear Sir / Madam:

The United Nations Development Programme (UNDP) Afghanistan Country Office hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

- Letter of Invitation
- Annex 1 - Description of Requirements
- Annex 2 - Terms of Reference
- Annex 3 - Form for Submitting Service Provider's Technical Proposal
- Annex 3b – Form for Submitting Financial Proposal
- Annex 4 – Proposal Submission Form
- E-tendering Instructions Manual for Bidders
- FAQ for Bidders

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other

market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link:

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms did not award a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Your offer, comprising of documents stated in this RFP, should be submitted to UNDP Afghanistan in accordance with the Annex 1 (Description of Requirements) through the “**UNDP ATLAS E-tendering system**” (<https://etendering.partneragencies.org>)

Kindly go through this invitation letter and other documents attached here to this RFP. Should you have any questions or require any clarification, please feel free to email your questions/clarifications to the procurement officer at procurement.af@undp.org. The subject of the email should be UNDP/AFG/RFP/2021/0000010107 Create Multi-Stakeholder Grievance-

Handling Platforms with Local Government Representatives, Local Leaders, Religious Leaders, CSOs, Women, Youths and etc.

UNDP looks forward to receiving your proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Nalid Khan".

Head Of SCMO
August 30, 2021

Annex 1- Description of Requirements

Context of the Requirement	<p>To improve an inclusive and responsive health system response to COVID-19, address communication and information gaps on the threat posed by COVID-19 and strengthen social cohesion in Afghanistan.</p> <p>The UNDP Country Office in Afghanistan calls for proposals from NGOs, CSOs and Consultancy firms. To act as UNDP's Responsible Party (hereinafter referred to as the responsible party) to create a multi-stakeholder grievance-handling platform with local government representatives, local leaders, religious leaders, CSOs, women, youths in target location.</p> <p>Under the overall supervision of the UNDP Deputy Resident Representative for programme and with guidance of Head of the Peace Unit, and in coordination with the Project Manager of Covid-19 Response and Social Cohesion, the responsible party will create multi-stakeholder grievance-handling platforms.</p>
Implementing Partner of UNDP	<p>The COVID 19 Response and Social Cohesion project; It is a DIM project. No agency from government side is involved in its implementation.</p>
Brief Description of the Required Services	<ul style="list-style-type: none"> • Conduct field visits and interviews with the potential target groups to have basic information about the existing situation and an overview of the current types of grievance related to COVID-19. • Anticipate types of grievance related to COVID-19 • Develop a multi-stakeholder grievance-handling platform design • Develop high quality and a multi-stakeholder grievance-handling platform (one platform for each district) • Train multi-stakeholder grievance-handling platform members on handling grievance methods. • Support the established platform on developing action plan for their activities. • Facilitate regular meetings/connection point between public and relevant stakeholder on sharing and discussing grievances. • Develop tools for evaluation of the mentioned platform

List and Description of Expected Outputs to be Delivered	<p>The selected company will deliver:</p> <ul style="list-style-type: none"> • Inception report including details of the proposed methodology, tools, workplan and implementation plan for the assignment approved by UNDP. • A prototype mechanism how you will develop the platforms • Development of a responsive, clear, simple, available, transparent and high-quality multi-stakeholder grievance-handling platforms and their action plans. • A final report summarizing final analysis findings, challenges, opportunities, and recommendations approved by all parties involved. Platforms meeting minutes to be annexed in the final report. • De-briefing session highlighting key findings and recommendations.
Person to Supervise the Work/Performance of the Service Provider	Responsible Party will be supervised by the COVID-19 Response and Social Cohesion CO Project's Project Manager of UNDP
Progress Reporting Requirements	<i>Please refer to Annex-2 Terms of Reference.</i> Weekly or monthly reports.
Location of work	Kabul (focus on Sarobi district), Herat (focus on Shindand and Ghoryan districts) and Balkh (focus on Balk and Dawlatabad districts)
Expected duration of work	The expected duration of services is 4 months .
Target start date	15 October 2021
Latest completion date	Within 4 Months (subject to change, decision shall be taken during contract execution).
Travels Expected	Yes. Kabul (Sarobi district), Balkh (Balkh and Dawlatabad districts) and Herat (Shindand and Ghoryan districts).
Special Security Requirements	Not Applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not applicable
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required by bidder- To be provided by the bidders in the proposal
Names and curriculum vitae of individuals who will be	<input checked="" type="checkbox"/> Required by bidder- To be provided by the bidders in the proposal

involved in completing the services	
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<i>Please refer to Terms of Reference Annex-2- Linked with deliverables as provided in the TORs</i>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	The COVID-19 Response and Social Cohesion CO Project's Project Manager
Type of Contract to be Signed	<input checked="" type="checkbox"/> PO/Contract shall be issued
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal. <input checked="" type="checkbox"/> Minimum passing score for Technical Proposal – 70% (70 out of 100 points)
Criteria for the Assessment of Proposal	<input checked="" type="checkbox"/> Combined Scoring Method, using the 70% and 30% distribution for technical and financial proposals respectively, where the minimum passing score of technical proposal is 70% out of 100 points Technical Proposal (100%) <input checked="" type="checkbox"/> Bidder's qualification, capacity and experience in conflict-sensitivity and peacebuilding in Afghanistan. also, in conducting such analysis. (Service provider – 35 Points (Bidder shall refer to Annex 2, Section H for details)

	<p><input checked="" type="checkbox"/> Understanding the Scope of Work (SoW), the Proposed Methodology, Approach and Implementation Plan – 35 Points (Bidder shall refer to Annex 2, Section H for details)</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel – 30 Points (Bidder shall refer to Annex 2, Section H for details and Terms of Reference.</p> <p>Please refer to TOR-Annex 2 for description of qualifications and expertise.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions	<p><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) -</p> <p>https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf</p> <p>Applicable Terms and Conditions are available at:</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Letter of Invitation</p> <p><input checked="" type="checkbox"/> Annex 1 - Description of Requirements</p> <p><input checked="" type="checkbox"/> Annex 2 - Terms of Reference</p> <p><input checked="" type="checkbox"/> Annex 3 - Forms for Submitting Service Provider's Technical Proposal</p> <p><input checked="" type="checkbox"/> Annex 3B – Financial Proposal Template (to be submitted separately by bidder)</p> <p><input checked="" type="checkbox"/> Proposal Submission Form (Annex 4)</p>
Contact Person for Inquiries (Written inquiries only)	<p>Focal Person in UNDP: E-mail: procurement.af@undp.org</p> <p>Note: This email address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was officially received. Note: The Subject Line of email should be RFP 0000010107 - Create Multi-Stakeholder Grievance-Handling Platforms with Local Government Representatives, Local Leaders, Religious Leaders, CSOs, Women, Youths and etc.</p>

	<p>The clarifications should be asked at least 5 days before the closing date to the below email address.</p> <p>Email: procurement.af@undp.org</p>
Required Documents that must be Submitted to Establish Qualification of Proposers (In “Certified True Copy” form only)	<p><input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages,</p> <p><input checked="" type="checkbox"/> Technical Proposal and Signed form for Submitting Service Provider’s Proposal (Work Methodology, implementation plan, proposed team structure) according to TOR (Annex 3A)</p> <p><input checked="" type="checkbox"/> Financial Proposal (Annex 3B)</p> <p><input checked="" type="checkbox"/> Signed Proposal Submission Form (Annex 4)</p> <p>The service provider should have proven experience</p> <p><input checked="" type="checkbox"/> Have minimum Five (05) years’ experience in the provision of similar services/contracts as a company</p> <p><input checked="" type="checkbox"/> The Proposer should have completed at least <u>two (02) similar assignments (Contracts)</u> in terms of complexity and nature (experience and expertise in institutional functionality assessment, community engagement, professional organizational assessment) in the last <u>3 years</u>.</p> <p><input checked="" type="checkbox"/> Copies of at least 1 of the highest-value contracts (equal or more than USD 50K) in similar areas of work shall be submitted.</p> <p><input checked="" type="checkbox"/> Valid Certificate of Registration of the business from relevant government entity.</p> <p><input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top 2 (two) Clients within the past 05 (five) years.</p> <p><input checked="" type="checkbox"/> Structure of the team, including the names, position in the team and CVs of key personnel- <i>For details please refer to Annex – 2 TOR.</i></p>
Allowable Manner of Submitting Proposals	<p><input checked="" type="checkbox"/> Online bidding in E-Tendering module.</p> <p>Date and Time: As specified in the system (note that the time zone indicated in the system in New York Time zone).</p> <p>PLEASE NOTE: -</p> <p>Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system.</p>

	<p>Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</p> <p>Note: for registration, please refer to E-tendering instruction manual and FAQ.</p>
Conditions and Procedures for electronic submission and opening, if allowed	<p>Online Bidding E-tendering Module.</p> <p><input checked="" type="checkbox"/> Official Address for e-submission: https://etendering.partneragencies.org</p> <p><input checked="" type="checkbox"/> Free from virus and corrupted files</p> <p><input checked="" type="checkbox"/> Format: PDF, Excel, Word</p> <p><input checked="" type="checkbox"/> Virus Scanning Software to be Used prior to transmission: Symantec/Norton/ESET NOD 32/ AVG/ Avira/ Bitdefender/ Kaspersky/ F-secure/ G Data/ Bull Guard/Avast</p> <p><input checked="" type="checkbox"/> The Technical Proposal should be submitted separately from the Financial Proposal and must not contain any pricing information whatsoever on the services offered.</p> <p><input checked="" type="checkbox"/> Financial Proposal Password: Password for financial proposal <u>must not</u> be provided to UNDP until requested by UNDP if the proposal is deemed technically qualified. Proposers will have 48 hours to respond to the request for password from UNDP. Proposers are advised to note their passwords in a secure place. Should UNDP be unable to open the file due to forgotten password(s), the Proposal shall be rejected.</p> <p>The bids submitted by email/post mail/hand shall not be accepted. While entering financial proposal in the e-tendering system, always mention your price as <u>USD 1</u>. Please do not mention the value of your financial proposal in e-tendering system. It should only be mentioned in the password protected file/attachment of financial submission form (form F and G). The proposal of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.</p>
Joint Venture, Consortium or Association	<p>a. If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and</p>

	<p>submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>b. After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>c. The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>d. The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>e. A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>f. Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>g. The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p>
Pre-Proposal meeting	h. Not Applicable

Annex 2 – Detailed Terms of Reference

Subject: Create Multi-Stakeholder Grievance-Handling Platforms with Local Government Representatives, Local Leaders, Religious Leaders, CSOs, Women, Youths and etc.

a. Background information and rationale, project description

i) Covid-19 in Afghanistan:

The outbreak of coronavirus disease 2019 (COVID-19), a global pandemic, is now spreading in Afghanistan rapidly. From 3 January 2020 to 2 July 2021, there have been 120,216 confirmed cases of COVID-19 with 4,962 deaths from across all 34 provinces in Afghanistan, reported to WHO. As of 29 June 2021, a total of 886,854 vaccine doses have been administered in Afghanistan¹.

Cases have steadily risen to alarming levels over the post-Eid period. The daily average number of people newly impacted has now surpassed figures seen during the peak of the first and second waves. On 1 June alone, 1,509 new cases were reported – the highest number of new cases recorded in a single day since the onset of the pandemic. Overseas testing has confirmed the presence of the variants in Afghanistan. While Afghanistan lacks in-country facilities to test for the variant that originated in India, concern over the variant's spread is high as many of the patients hospitalized over the last two weeks have a history of recently returning from India or having contact with people who have. Afghanistan now has a test-positivity-rate – positive tests as a percentage of total tests – of 44 per cent, suggesting overall under-testing of potential cases. Due to limited public health resources, lack of people coming forward for testing, as well as the absence of a national death register, confirmed cases of and deaths from COVID-19 are likely to be underreported overall in Afghanistan. In addition to pre-existing problems, the socio-economic impacts of COVID-19 have translated into a dramatic deterioration in food insecurity. The recently released IPC analysis estimates that 12.2 million people – more than one third of the population – are in crisis or emergency levels of food insecurity. Cumulative precipitation has been below average over the wet season with reduced precipitation and higher temperatures likely to affect farmers and pastoralists, as well as water availability over the next few months. Food prices are already higher than normal due to COVID-19 and are likely to increase further given the dry spell's likely impact on first and second crops in 2021. Water scarcity is already being seen in several areas².

. This can be so as under economic hardship people may be under pressure for work, defy social distancing due to other needs, or cannot take self-protection measures such as regular hand washing or even be able to buy soap and masks.

The very unpredictable intensity and increasing infection of the pandemic on the population has affected the pace and outcome of the development interventions that support the peace process and therefore contribute to fragility. Slow or partial progress has affected the security, political stability, governance, peace building and social cohesion in ways that are difficult to quantify and predict. The Covid-19 pandemic is attracting terrorists, insurgents, and criminals' organizations who seek to acquire political legitimacy through the provision of public health services, especially in ungoverned spaces not just regions but also whole countries where governments are unable or unwilling to operate.³

¹ <https://covid19.who.int/region/emro/country/af>

² <https://reliefweb.int/report/afghanistan/afghanistan-strategic-situation-report-covid-19>.

³ UNDP-Afghanistan's country note 2021

The implementation of the pandemic guidelines for social distancing and movement restriction with stay-at-home notices for the people is aggravating preexisting gender inequalities, particularly as women and girls cannot access services and support. The pandemic has an impact on all sections of the society but can affect women more than men in terms as the impact on family finances is likely to increase unpaid work and increase in demand and work at the household level and care. This impact can be particularly severe amidst conditions of fragility and conflict where social cohesion and protection of the vulnerable is already undermined.⁴

For Afghanistan the instability and insecurity coupled with the pandemic has created major problems for the country that is amid its security transition and disrupted the already fragile development and peace process. The virus has spread across the country, the level of conflict and violence has increased, and government are lacking reaching public voices. As such there is a need to meet on regular basis to discuss the COVID-19 response and provide an opportunity for citizens to share their concerns and grievances with the government and seek their response. To serve this purpose, UNDP under its COVID 19 response & Social Cohesion project plans to create a multi-stakeholder grievance-handling platform with local government representatives, local leaders, religious leaders, CSOs, women and youths in target locations in order to bring accessible, predictable, equitable, transparent response to grievances.

Five grievance-handling platforms will be created to pave the for meetings on regular basis to discuss the COVID-19 response and provide an opportunity for citizens to share their concerns and grievances with government and seek the response.

ii) Project Background:

Under the COVID 19 Response and Social Cohesion project, UNDP aims to improve health system responses, integrate, and address communication and information gaps on the COVID-19 threat in Afghanistan. This project is intended to extend support to difficult-to-reach areas where the threat of COVID-19 spread is high due to lack of access and limited availability of basic health packages and preventative measures through the following five outputs. Output 1: The front-line COVID-19 defense and health sector response is strengthened; Output 2: Collective solutions on COVID-19, social, economic, and environmental crises is offered, through data modelling, socio-economic analysis and incentives to vulnerable groups; Output 3: Enhanced social protection coordination framework in place on COVID 19 and beyond; Output 4: Local governance institutions are strengthened to deliver services during Corona pandemic. (The services include construction of health posts, transit centers for returnees, infrastructure that benefits the general public as part of the development projects); Output 5: Societal risks with different gendered impact posed by COVID-19 in the targeted communities are reduced through strengthening social cohesion and addressing issues related to COVID-19 stigma and discrimination.

b. Project Objective:

To improve an inclusive and responsive health system response to COVID-19, address communication and information gaps on the threat posed by COVID-19 and strengthen social cohesion in Afghanistan.

i) Objective of the Assignment

⁴ Source: UNDP- Afghanistan's latest country note 2021, Gender: More than one-half of the SDGs

The UNDP Country Office in Afghanistan calls for proposals from NGOs, CSOs and Consultancy firms. To act as UNDP's Responsible Party (*hereinafter referred to as the responsible party*) to **create a multi-stakeholder grievance-handling platform with local government representatives, local leaders, religious leaders, CSOs, women, youths in target location (see table below)**

Under the overall supervision of the UNDP Deputy Resident Representative for programme and with guidance of Head of the Peace Unit, and in coordination with the Project Manager of Covid-19 Response and Social Cohesion, the responsible party will create the above mentioned multi- stakeholder grievance-handling platforms.

List of targeted provinces and districts			
No	Location	Province	District
1	Kabul	Kabul	Sorobi
2	Herat	Herat	Shindand, Ghoryan
3	Balkh	Balkh	Balkh, Dawlatabad

c. Scope of Work and Deliverables

The Responsible party require to create multi-stakeholder grievance-handling platform in the target districts mentioned above. For this purpose, the Responsible party require to:

- Conduct field visits and interviews with the potential target groups to have basic information about the existing situation and an overview of the current types of grievance related to COVID-19.
- Anticipate types of grievance related to COVID-19
- Develop a multi-stakeholder grievance-handling platform design
- Develop high quality and a multi-stakeholder grievance-handling platform (one platform for each district)
- Train multi-stakeholder grievance-handling platform members on handling grievance methods.
- Support the established platform on developing action plan for their activities.
- Facilitate regular meetings/connection point between public and relevant stakeholder on sharing and discussing grievances.
- Develop tools for evaluation of the mentioned platform

The key deliverables under this assignment:

- Inception report including details of the proposed methodology, tools, workplan and implementation plan for the assignment approved by UNDP.
- A prototype mechanism how you will develop the platforms
- Development of a responsive, clear, simple, available, transparent and high-quality multi-stakeholder grievance-handling platforms and their action plans.
- A final report summarizing final analysis findings, challenges, opportunities, and recommendations approved by all parties involved. Platforms meeting minutes to be annexed in the final report.

- De-briefing session highlighting key findings and recommendations.

d. Approach and Methodology

The selected responsible party to propose a robust methodology for the creation of a multi-stakeholder grievance-handling platforms. The responsible party to prepare an inception report prior to the commencement of the field work that to be approved by UNDP Head of Peace Unit in consultation with the Project Manager of Covid-19 Response & Social Cohesion CO Project. The report should describe the proposed methodology, tools, workplan and implementation plan, and structure of the platforms.

The responsible party will be responsible for monitoring, compliance, and due diligence. It will ensure that all data and information related to this analysis will be complete and accurate. UNDP may conduct third party monitoring on the work of the responsible party. The responsible party will submit all reports (both printed and electronic) in English.

e. Duration of Assignment and Payment

The anticipated duration of the project is 4 months. UNDP may decide to extend or reduce the duration of the assignment, subject to requirements and mutual agreement between UNDP and the Responsible party, prior to award or during the implementation of the project.

Payment Schedule

#	Milestone and Deliverables	Duration	Payment
1	Upon contract signing and draft workplan	Upon signing agreement	20%
2	Inception report including details of the proposed methodology how they will develop the platform, tools, workplan and implementation plan for the assignment approved by UNDP.	Within 2 weeks of signing agreement	15%
3	Sharing a prototype mechanism to receive feedback	Within 4 weeks of signing agreement	15%
4	Development of a responsive, clear, simple, available, transparent and high-quality multi-stakeholder grievance-handling platform for each district mentioned in above table	Within 14 weeks signing agreement	50%
	During closure phase, upon completion of product including de-briefing highlighting key findings and recommendations, successes, lessons learnt and recommendations for moving forward	Within 20 weeks signing agreement	

f. Institutional Arrangements/Reporting Relationships

Responsible Party will be supervised by the COVID-19 Response and Social Cohesion CO Project's Project Manager; Payments will be made upon satisfactory delivery of outputs, certification of payment form, and acceptance and confirmation by UNDP on outputs satisfactorily delivered. The Responsible party will have the overall financial, technical, security wise responsibility of its staff or project employees.

g. Qualification of Successful Responsible party

The responsible party should have at least 5 years of proven experience and expertise. The Proposer should have completed at least two (02) similar assignments (Contracts) in terms of complexity and nature (implementing Grievance Handling projects and/or grievance and trauma handling or management) in the last 3 years. It should also have a strong internal control system (financial and administration).

i. Qualification of key Personnel

The responsible party must be able to establish a project team that managed by a Project Manager, three Provincial Managers and Facilitators. In addition to these main positions other sub-positions may be added based on needs.

The Project Manager should have master's degree in Management, Social Science, Law, International Relations, Political Science, Development Studies with progressively 5 year-experience in relevant field or bachelor's degree with 7 year-experience.

The Provincial Manager should have bachelor's degree with proven 5 years of work experience in Grievance-Handlings and management or establishment and management of such Platforms. Master's degree is desirable. Also experience of working with multi stakeholders such as local government representatives, local leaders, religious leaders, CSOs, women and youths.

Facilitators should have bachelor's degree and previous experience in facilitation.

Key personnel working for the responsible party must have required skills and have access to and/or ability to operate in target locations stated (see table of targeted provinces and districts above). The responsible party should propose a list of key staff for this important assignment. This list will be reviewed and approved by UNDP. The responsible party should submit CVs of the proposed personnel. In case a key staff change happens, the responsible party must ensure that the replacement has similar qualifications and experience, and UNDP approves such replacement prior to contracting.

h. Criteria for Selecting the Best Offer

Upon receipt of the Procurement Notice, the qualified NGOs, CSOs, consultancy firms. are expected to submit in both the Technical and Financial Proposals. The technical proposal must highlight a brief narrative of the proposed Methodology, Approach and Implementation Plan, present the qualification, capacity and experience of the institution, also qualifications and experience of key personnel -CVs of personnel involved in the development of these platforms. Financial proposal must be inclusive and contain all professional fees, travel and transportation costs, and daily sustenance costs including field travel. Accordingly, NGOs, CSOs, consultancy firms, will be evaluated based on Cumulative Analysis.

Price and Schedule of Payments

Disbursement of funds will be phased and contingent upon the satisfactory assessment of deliverables. The payment schedule will be agreed during contract negotiations and will reflect the percentages reported in the table below:

#	Milestone and Deliverables	Duration	Payment
1	Upon contract signing and draft workplan	Upon signing agreement	20%

2	Inception report including details of the proposed methodology how they will develop the platform, tools, workplan and implementation plan for the assignment approved by UNDP.	Within 2 weeks of signing agreement	15%
3	Sharing a prototype mechanism to receive feedback	Within 4 weeks of signing agreement	15%
4	Development of a responsive, clear, simple, available, transparent and high-quality multi-stakeholder grievance-handling platform for each district mentioned in above table	Within 14 weeks signing agreement	50%
	During closure phase, upon completion of product including de-briefing highlighting key findings and recommendations, successes, lessons learnt and recommendations for moving forward	Within 20 weeks signing agreement	

Annex 3A FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[insert: *Location*].[insert: *Date*]To: [insert: *Name and Address of UNDP focal point*]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]* , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Preliminary requirement

1. Company Profile, which should not exceed fifteen (15) pages,
2. Technical and Financial Proposal according to TOR (Annex 2)
3. Signed form for submitting service provider's proposal (this annex 3)
4. Signed and stamped forms Annex 3B and Annex 4
5. Valid Certificate of Registration of the business from relevant authority
6. Acceptance of UNDP General Terms and Conditions (GTC)

B. Qualifications of the Service Provider- 35 Points

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations.
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references.
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Scoring shall be conducted based on the following:

- a) Reputation of Organization and Staff: Credibility, Accreditations, Financial Stability, Project management controls. **10 points**
- b) Specialized Knowledge: Number of similar contracts presented (higher than the

required minimum of 2) for the assignment with similar nature and complexity. **10 Points**
 c) Age/Size of Firm: Number of years of firms' experience (higher than the required minimum of 5 as company in assignment with similar nature and complexity -**10 Points**
 d) Statement of Satisfactory Performance from the Top 2 (two) Clients within the past 05 (five) Years –**5 Points**

C. Proposed Methodology (Technical proposal) for the Completion of Services-35 Points

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

D. Qualifications of Key Personnel- 30 Points

If required by the RFP, the Service Provider must provide:

Project Manager: should have master's degree in any of the subject (Management, Social Science, Law, International Relations, Political Science, Development Studies) with progressively 5 years' experience in relevant field. or bachelor's degree with 7 year-experience. **08 Points.**

Provincial Manager (3 CVs): should have bachelor's degree with proven 5 years of work experience in Grievance-Handlings and management or establishment and management of such Platforms. Master's degree is desirable Also experience of working with multi stakeholders such as local government representatives, local leaders, religious leaders, CSOs, women and youths. Total **18 Points.** (06 Points per CV).

Facilitator: should have bachelor's degree and previous experience in facilitation. **04 Points.**

Annex 3B: Financial Proposal Template (to be password protected and attached as separate document)

1. Cost Breakdown per Deliverable*

The proposers are requested to provide cost breakdown per deliverables as clearly specified in the Terms of Reference (TOR) of this RFP. Amounts mentioned in this table will be considered final offer by the proposers.

**This shall be the basis of the payment tranches*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i> USD
1	Contract signature and draft workplan	20%	
2	Inception report including details of the proposed methodology how they will develop the platform, tools, workplan and implementation plan for the assignment approved by UNDP.	15%	
3	Sharing a prototype mechanism to receive feedback	15%	
4	Development of a responsive, clear, simple, available, transparent and high-quality multi-stakeholder grievance-handling platform for each district mentioned in above table	50%	
	During closure phase, upon completion of product including de-briefing highlighting key findings and recommendations, successes, lessons learnt and recommendations for moving forward		
	Total Cost USD:	100%	

2. Cost Breakdown by Cost Component

The Proposers are requested to provide the cost breakdown for the above given prices based on the following formats. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				

Project Manager			1	
Provincial Manager (3 CVs)			3	
Facilitators			1	
1- Others (Please specify)				
II. Out of Pocket Expenses (if applicable)				
Communications				
Reproduction				
Travel Cost				
Others				
III. Other Related Costs				

[Name and Signature of the Service Provider's Authorized Person]
[Designation] [Date]

Annex 4: Proposal Submission Form

To: Head of SCMO, UNDP Afghanistan

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for *[insert: title of services]* in accordance with your Request for Proposal dated *[insert: Date]* and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification.
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for *90 days*.

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature *[In full and initials]*: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[please mark this letter with your corporate seal, if available]