



United Nations Population Fund  
Marmorvej 51  
2100 Copenhagen  
Denmark  
Website: <http://www.unfpa.org>

20 February 2025

**REQUEST FOR PROPOSAL (RFP)**  
**RFP Number UNFPA/USA/RFP/25/004**  
For the establishment of a:  
**LONG TERM AGREEMENT**  
In regards to:  
**PROVISION OF E-LEARNING AND DIGITAL SERVICES TO UNFPA**  
**LETTER OF INVITATION**

Dear Sir/Madam,

1. The United Nations Population Fund (UNFPA), an international development agency, is seeking qualified Bids for the provision of services. Your company is hereby invited to submit your best Technical and Financial Bids for the requested services. Your Bid could form the basis for a Long Term Agreement (LTA) between your company and UNFPA.
2. To enable your company to submit a Bid, please read the following attached documents carefully:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Section VII:	Contractual Forms

3. The Bid process will be conducted through a **TWO-envelope system**. Interested Bidders are requested to submit their **Technical Bid *separately* from their Financial Bid** containing price information. Specific instructions for the submission can be found Section I – Instructions to Bidders, clause 18 Submission, Sealing and Marking of Bids.
4. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 18 Submission, Sealing and Marking of Bids, where detailed instructions of the submission process are provided. It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.



All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than **Monday, 20 March 2025, at 16:00 hrs. Copenhagen time<sup>1</sup>**.

Your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 18.4 Submission of electronic Bids, should reach the email inbox of [Bidtender@unfpa.org](mailto:Bidtender@unfpa.org). Do not submit Bid documents to any other email address, sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

5. Bids received after the stipulated date and time will be rejected.
6. Bidders are asked to acknowledge receipt of this RFP using the Bid Confirmation Form SECTION VI – ANNEX A: BID CONFIRMATION FORM. A completed Form should be e-mailed to: Olsi Meci, Contracts Associate at email: [scmu.cpt@unfpa.org](mailto:scmu.cpt@unfpa.org) no later than **06 March 2025** and indicate whether or not a Bid shall be submitted. Bidders that will not submit a Bid are kindly asked to indicate the reason(s) for not bidding on the Bid Confirmation Form to help UNFPA improve its future Bid exercises.
7. Any questions relating to the Bid process and/or to the attached documents shall be sent to: Olsi Meci, Contracts Associate at email: [scmu.cpt@unfpa.org](mailto:scmu.cpt@unfpa.org).

Responses to all questions received will be handled in accordance to the instructions included in Section I - Instructions to Bidders, clause 8 Clarifications of solicitation documents. Do not submit a Bid to this contact, or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bid process.

8. UNFPA posts all Bids notices, clarifications and results in the United Nations Global Marketplace; hence, we strongly encourage Bidders to register on [UNGM](https://www.ungm.org). The UNGM is the procurement portal of the United Nations system. By registering on UNGM, suppliers become part of the database that UN buyers use when searching for suppliers. The link describes the registration process: <https://www.ungm.org/Public/Pages/RegistrationProcess>

Suppliers can also access all UN Bids online and, by subscribing to the Tender Alert Service, suppliers can be automatically notified via email of all UN business opportunities that match the products and services for which they have registered. Instructions on how to subscribe to the Tender Alert Service can be found in the UNGM Interactive Guide for suppliers.

9. UNFPA looks forward to receiving your Bid and thanks you in advance for your interest in UNFPA procurement opportunities.
10. This letter is not to be construed in any way as an offer to contract with your company/institution.

Yours sincerely,
Olsi Meci, Contracts Associate, Corporate Procurement Services Team, Supply Chain Management Unit (SCMU), UNFPA

<sup>1</sup> <http://www.timeanddate.com/worldclock/city.html?n=69>



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## SECTION I: INSTRUCTIONS TO BIDDERS

### A. INTRODUCTION

#### 1. General

- 1.1. UNFPA's Supply Chain Management Unit (SCMU) wishes to enter into non-exclusive Long Term Agreements (LTAs) with qualified suppliers for services in support of UNFPA's Programmes.
- 1.2. As a result of this competitive Bid process, UNFPA plans to sign non-exclusive Long-Term Agreements (LTAs) with Lead and Back-up supplier(s) for 3 (three) years. In addition to the initial term, the LTA(s) will have the option of 2 (two) one-year extensions (1+1), subject to satisfactory performance and price competitiveness.
- 1.3. In the event of UNFPA signing an LTA the following shall apply:
  - 1.3.1. The successful Bidder(s) shall accord the same terms and conditions to any other organization with the United Nations Systems, that wishes to avail itself of such terms, after written consent from UNFPA's Supply Chain Management Unit (SCMU);
  - 1.3.2. The LTA template specified in SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE, shall be used.
  - 1.3.3. UNFPA will not be committed to purchase any minimum quantity of the goods/services, and purchases will be made only if and when there is an actual requirement. UNFPA shall not be liable for any costs in the event that no purchase is made under any resulting LTA. All reductions in market prices provided by the supplier will be passed on in full to UNFPA.

#### 2. Eligible Bidders

- 2.1. This Bidding process 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.
- 2.2. Bidders and all parties constituting the Bidder may hold any nationality.
- 2.3. Bidders must not have a conflict of interest in order to be considered eligible. Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
  - 2.3.1. Are, or have been associated in the past, with a company or any of its affiliates that have been engaged by UNFPA to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and/or services to be purchased under this Bid.
  - 2.3.2. Submit more than one Bid in this Bidding process, except for alternative Bids accepted under instructions to Bidders clause 17 is not permitted. However, this does not limit the participation of subcontractors in more than one Bid.



- 2.3.3. Any Bidder that is uncertain as to whether the situation it is in constitutes a conflict of interest must disclose the situation to UNFPA and seek UNFPA's guidance.
- 2.3.4. The following information must be disclosed in the Bid:
  - 2.3.4.1. Bidding entities whose owners, part-owners, officers, directors, controlling shareholders, or key personnel are immediate family of UNFPA staff involved in procurement functions and/or of any government official of the beneficiary country and/or of any Implementing Partner (IP) receiving the goods and/or services under this RFP; and
  - 2.3.4.2. Any other situation that could potentially lead to actual or perceived conflict of interest, collusion, or unfair competition practices.
  - 2.3.4.3. Failure to disclose the information above may result in rejection or disqualification of the Bid or of the award resulting of the Bid process.
- 2.4. Bidders under declaration of ineligibility by UNFPA in accordance with clause 2 at the time of contract award will be disqualified. Bidders are not eligible to submit a Bid if at the time of Bid submission they are:
  - 2.4.1. Listed as suspended or removed by the United Nations Procurement Division (UNPD);
  - 2.4.2. Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on [United Nations Global Marketplace \(UNGM\)](#) as a result of having committed fraudulent activities;
  - 2.4.3. Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
  - 2.4.4. Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).
- 2.5. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).
- 2.6. Accordingly, any company that is found to have undertaken unethical, unprofessional, or fraudulent activities, as defined in clause 4, will be temporarily suspended or permanently debarred from business relations with UNFPA.
- 2.7. Bids may be submitted by a Joint Venture (JV). In the case of a JV:
  - 2.7.1. The completed Joint Venture Partner Information Form, SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM, must be included with the Bid; and
  - 2.7.2. All parties to the JV shall be jointly and severally liable; and
  - 2.7.3. The JV must nominate a Representative, who will have the authority to conduct all businesses for and on behalf of all parties of the JV during the Bidding process, and, if the JV is awarded an LTA, during the validity of the LTA.



### 3. Cost of Bid

- 3.1. Bidder will bear all costs associated with the preparation and submission of the Bid(s), and the procuring UN entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid.

### 4. Fraud and Corruption

- 4.1. UNFPA's Policy regarding fraud and corruption is available by clicking on [Fraud Policy](#) and applies fully to this Bid. Submission of any Bid implies that the Bidder is aware of this Policy.
- 4.2. UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. To this effect, UNFPA has developed an Anti-Fraud Policy with the aim to raise awareness of fraud risks, implement controls to prevent fraud, and establish a procedure to detect fraud and to enforce the Policy.
- 4.3. UNFPA requires that Bidders, suppliers, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of UNFPA contracts.
  - 4.3.1. Pursuant to this Policy, UNFPA defines the terms set forth as follows:
  - 4.3.2. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
  - 4.3.3. "Fraudulent practice" means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
  - 4.3.4. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
  - 4.3.5. "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
  - 4.3.6. "Obstructive practice" means acts intended to materially impede the exercise of UNFPA's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNFPA investigation into allegations of fraud and corruption.
  - 4.3.7. "Unethical practice" means conduct or behavior that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, post-employment provisions, abuse of authority and harassment
- 4.4. UNFPA will reject to award a contract if it determines that a Bidder recommended for award has engaged in corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for the contract in question;
- 4.5. UNFPA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNFPA contract/agreement if at any time it determines that the supplier has



engaged in any corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for, or in executing, a UNFPA contract/agreement.

- 4.6. Any supplier participating in UNFPA’s procurement activities must provide all required documents, records, and other elements to UNFPA personnel upon first request to facilitate any investigation of allegations of misconduct by either suppliers or any other party to the procurement activities. The absence of such cooperation may be sufficient grounds for the debarment of the supplier from the UNFPA supplier roster and may lead to suspension following review by UNFPA.
- 4.7. 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.
- 4.8. A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#)

**5. Zero Tolerance**

- 5.1. UNFPA has adopted a zero tolerance policy on gifts and hospitality. Bidders are therefore requested not to send gifts or offer hospitality to UNFPA personnel. If interested on reading further on this policy, please select [Zero Tolerance Policy](#).

**6. Disclaimer**

- 6.1. Should any of the links malfunction or are inaccessible for any reason in this Request for Proposal or any of its Annexes, suppliers can contact the Procurement Official referenced below in clause 8 and request for them to share a PDF version of such document(s).

**B. SOLICITATION DOCUMENTS**

**7. UNFPA Bidding document**

- 7.1. This RFP document is posted on [United Nations Global Marketplace \(UNGM\)](#).
- 7.2. Bidding documents consists of the following:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Annex A:	Instructions for Preparing Technical Bid
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Annex A:	Bid Confirmation Form

Annex B:	Bid Submission Form
Annex C:	Bidder Identification Form
Annex D:	Bidder Declaration Form
Annex E:	Bidder's Previous Experience
Annex F:	Price Schedule Form
Annex G:	Joint Venture Partner Information Form
Annex H:	Checklist of Bid Forms
Section VII:	Contractual Forms
Annex A:	Template of Proposed Long Term Agreement
Annex B:	Bank Guarantee for Advance Payment
Annex C:	Performance Security

- 7.3. Bidders are expected to examine all instructions, forms, Terms of Reference, terms and conditions contained within this Bid document. Failure to comply with these documents shall be at the Bidder's risk and may affect the evaluation of the Bid or result in the rejection of the Bid.
- 7.4. Bidders are cautioned to read Section II – Terms of Reference, as there may be special requirements. The requirements presented herein are not to be construed as defining a particular service provider's service. Bidders are encouraged to advise UNFPA if they disagree.
- 7.5. The requirements included in this document are the minimum requirements of the services solicited. Services offered in the Bid must meet or exceed all requirements herein.

**8. Clarifications of Bidding documents**

- 8.1. Bidders requiring clarification to the Bid process and/or to the Bid documents may be addressed in writing to: Olsi Mecu, Contracts Associate at email [scmu.cpt@unfpa.org](mailto:scmu.cpt@unfpa.org).

Bidders should **NOT** submit any Bid to this contact or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bidding process.

Bidders may request clarifications no later than **06 March 2025, at 16:00 hrs. Copenhagen time<sup>2</sup>**.

- 8.2. UNFPA will respond in writing to any requests for clarification received prior to the deadline and will circulate the answers (including an explanation of the requests without identifying the sources) to all prospective Bidders that have received the Bid documents. A copy of the questions and UNFPA's answers will also be posted on UNGM, ([www.ungm.org](http://www.ungm.org)).
- 8.3. UNFPA will respond to requests for clarifications as soon as possible. However, delays in UNFPA's response will not oblige UNFPA to extend the Bid submission deadline. UNFPA may extend the deadline in specific cases UNFPA deems justified and necessary.

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



## **9. Amendments to Bidding documents**

- 9.1. At any time prior to the Bid submission deadline, UNFPA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding documents by issuing an amendment.
- 9.2. UNFPA shall post all amendments under the original notice on UNGM. All prospective Bidders that have received the Bidding documents shall periodically check if amendments have been posted to the bidding documents on UNGM.
- 9.3. To give prospective Bidders reasonable time to take the amendments into account, UNFPA may, at its discretion, extend the Bid submission deadline.

## **C. PREPARATION OF BIDS**

### **10. Language of the Bid**

- 10.1. Bid documents and all related correspondence will be written in English.
- 10.2. Any printed literature furnished by a prospective Bidder written in a language other than the language indicated must be accompanied by a translation in the preferred language indicated above. For the purpose of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language indicated above shall govern. The sole responsibility for translation and the accuracy thereof shall rest with the Bidder.

### **11. Bid currency and prices**

- 11.1. All prices shall be in **US Dollars (USD)**.
- 11.2. The Bidder shall indicate on the Price Schedule Form in accordance to SECTION VI – ANNEX F: PRICE SCHEDULE FORM the unit of measure, the unit price and total Bid price of the goods and/or services (where applicable) it proposes to supply under the LTA.

### **12. Most favored pricing**

- 12.1. By submitting a Bid, the Bidder certifies that the same services have not been offered to other customers under similar circumstances at a lower cost. Should a Bidder be found to have done so, it must offer the lower cost to UNFPA.

### **13. Validity of Bids**

- 13.1. Bids must remain valid for **120 calendar days** after the Bid submission deadline. UNFPA will consider Bids with shorter validity as not substantially responsive and reject them. Under special circumstances, UNFPA may request Bidders to extend the validity of their Bids. Requests for validity extension will be made in writing.

## **D. SUBMISSION OF BIDS**

### **14. Documents establishing eligibility and conformity to Bid documents**

- 14.1. Evidence of conformity of the goods/services to the Bidding documents may include the following documentation as described in clauses 15 Technical Bid and 16 Financial Bid, to



be completed and returned in hard copies or in electronic format depending on the submission approach selected.

14.2. Submission of a Bid that does not substantially respond to the UNFPA Bid document in every respect shall be at the Bidder's risk and may result in a rejection of the Bid.

All required documents returned with the Technical Bid should be submitted in PDF version. The Financial Bid should be submitted both in PDF version and Excel version.

## 15. Technical Bid

15.1. Documents establishing the eligibility of the Technical Bid:

15.1.1. Completed and signed Bid Submission Form; SECTION VI – ANNEX B: BID SUBMISSION FORM, in PDF format. Note: if the bid submission form is not submitted or not signed, and provided the bidder has not indicated they do not accept any of the conditions required in this form, UNFPA shall consider that the bidder has accepted all such conditions. For the sake of good order, at the time of bid evaluation UNFPA will request the bidder to provide the signed Bid Submission Form.

15.1.2. Completed Bidder Identification Form; SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM in PDF format.

15.1.3. Completed Bidder Declaration Form; SECTION VI – ANNEX D: BIDDER DECLARATION FORM

15.1.4. Completed Bidder's Previous Experience; SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE in PDF format.

15.1.5. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to include but not necessarily be limited to the information listed in SECTION II – ANNEX B: INSTRUCTIONS FOR PREPARING TECHNICAL BID in PDF format

15.1.6. Supporting documents/information per the Supplier Qualification Requirements; SECTION V: SUPPLIER QUALIFICATION REQUIREMENT

15.1.7. Completed Joint Venture Partner Information Form; SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM in PDF format.

15.1.8. Copy of last **three (3) years** of audited financial statements.

## 16. Financial Bid

16.1. Bidders must complete the Price Schedule Form in accordance to SECTION VI – ANNEX F: PRICE SCHEDULE FORM – both in PDF format (signed version) and excel format. The separate Financial Bid must contain a quotation in a single currency, itemizing all services to be provided.

16.2. Please consider the following information when completing the Price Schedule Form:



- 16.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in SECTION VI – ANNEX F: PRICE SCHEDULE FORM. Bidders are required to provide separate figures for each of the steps for each item.
- 16.2.2. Estimates for out of pocket expenses should be listed separately. Where installation, commissioning, training or other similar services are required to be performed by the Bidder, the Bidder shall include the prices for these services broken down into itemized prices.
- 16.2.3. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes. The applicable unit of measure should be clearly indicated.
- 16.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

## 17. Partial & Alternative Bids

- 17.1. Partial Bids are **not allowed** under this RFP. UNFPA reserves the right to select and accept a part or parts of any Bid.
- 17.2. Alternative bids are **not accepted**. In the event of a supplier submitting more than one bid, the following shall apply:
  - 17.2.1. All bids marked alternative bids will be rejected and only the base bid will be evaluated.
  - 17.2.2. All bids will be rejected if no indication is provided as to which bids are alternative bids.

## 18. Submission, sealing, and marking of Bids

- 18.1. The Bid process shall be conducted through a **TWO-envelope system**. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information.
- 18.2. UNFPA provides alternative methods of Bid submission:
  - 18.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause 18.3.
- 18.3. **Submission of electronic Bids**
  - 18.3.1. Bidders must enter the following text in the subject line: **UNFPA/USA/RFP/25/004, [Company Name]**, and specify “Technical Bid” or “Financial Bid”. Example below:
    - 18.3.1.1. **UNFPA/USA/RFP/25/004, [Company name], Technical Bid email X**
    - 18.3.1.2. **UNFPA/USA/RFP/25/004, [Company name], Financial Bid**
    - 18.3.1.3. **Submissions without this text in the subject line may be rejected.**
  - 18.3.2. Electronic submissions must be sent only to [Bidtender@unfpa.org](mailto:Bidtender@unfpa.org). Bids received at [Bidtender@unfpa.org](mailto:Bidtender@unfpa.org) mailbox shall not be opened before the scheduled opening date. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.



18.3.3. The total size of the email submission must **not exceed 20 MB**, including e-mail body, attachments, and headers.

18.3.4. It is recommended that the entire Bid be consolidated into as few attachments as possible, in commonly-used file formats in accordance to what has been stated in clauses 15 & 16. If the Bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. Multiple emails must be clearly identified by indicating in the subject line “email X” sequentially, and the final “email Y – final”.

18.3.5. It is the Bidder’s responsibility to ensure that Bids sent by email are received by the submission deadline. Bidders will receive an auto-reply acknowledging the receipt of each email when it is received by UNFPA’s email system. If you do not receive an auto-reply, inform Olsi Meci at: [scmu.cpt@unfpa.org](mailto:scmu.cpt@unfpa.org).

## **19. Deadline for submission of Bid and late Bids**

19.1. Bids must be delivered to the place, date and time specified in this RFP. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <http://www.timeanddate.com/worldclock/>, or contact the Bid focal point.

19.2. Bids received after the submission deadline shall be declared late, rejected and the supplier informed by UNFPA accordingly. UNFPA will not be responsible for Bids that arrive late due to the courier company and any other technical issues which are not within the control of UNFPA.

## **20. Modification and withdrawal of Bids**

20.1. Bidders are expected to have sole responsibility to examine the conformity of their Bids to the requirements of the RFP, keeping in mind that material deficiency in providing information requested by UNFPA, or lack of clarity in the description of goods or services to be provided may result negatively in the evaluation process of the Bids.

20.2. Bidders may modify, substitute or withdraw their Bid after submission, provided that written notice is received by UNFPA prior to the submission deadline.

20.3. Any proposed modification, substitution or withdrawal must be submitted in accordance to clause 18 - Submission, sealing and marking of Bids based on the approach utilized. The respective envelope or email shall be clearly marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”. Any revision to the Bid must be received by the deadline.

20.4. No Bid may be modified, substituted or withdrawn in the interval between the submission deadline and the expiration of the period of the Bid validity. No Bid may be modified, substituted or withdrawn after the submission deadline.

## **21. Storage of Bids**

21.1. Bids received prior to the deadline of submission and the time of opening shall remain secure and unopened until the Bid opening date stated in UNFPA’s RFP.



## **E. BID OPENING AND EVALUATION**

### **22. Bid opening**

- 22.1. UNFPA will conduct an internal Bid opening on 22 March 2025, at 16:00 hrs. Copenhagen time<sup>3</sup> at the office of Copenhagen.
- 22.2. Bids will be opened by an ad-hoc panel consisting of at least two staff members (of which one may be from a different United Nations agency/fund/program) and where at least one individual has no involvement in the subsequent stages of the procurement process. There will be separate Bid openings for Technical and Financial Bids. The Bidders' names and submitted documents shall be announced and recorded on the Technical Bid opening report.
- 22.3. A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. Information not included in the Bid opening report will not be provided to Bidders.
- 22.4. Once the Technical evaluation has been completed, the Financial Bids will be opened. During the Financial Bid opening, the Bidders' names and the prices stated in the Financial Bid shall be announced and recorded on the Financial Bid opening report.
- 22.5. No Bid shall be rejected during Bid opening, except for late Bids. Rejected Bids will be shredded except for any bank securities, which will be returned to the Bidder.

### **23. Clarification of Bids**

- 23.1. To assist in the examination, evaluation and comparison of Bids, UNFPA may ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing by UNFPA, and no change in price or substance of the Bid shall be sought, offered or permitted. Clarification of Bids may be provided only in response to UNFPA request for clarification or request for additional information.

### **24. Preliminary examination of Bids**

- 24.1. Prior to the detailed evaluation, UNFPA shall examine the Bids to determine whether they are complete with respect to minimum documentation requirements, whether the documents are properly signed, whether any computational errors have been made and whether the Bids are generally in order.
- 24.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.
- 24.3. A substantially responsive Bid conforms to all the terms, conditions, and specifications of the Bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
  - 24.3.1. Affects in any substantial way the scope, quality, or services specified; or
  - 24.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the LTA; or

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<sup>3</sup> <http://www.timeanddate.com/worldclock/city.html?n=69>



24.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.

24.4. UNFPA considers material deviations to include, but not be limited to the following:

24.4.1. During preliminary examination of Bids

24.4.1.1. Absence of Bid form(s), change in the wording or lack of signature on key portions of the Bid form when this is clearly required. Any change in wording that is consistent with the standard format of the Bid form(s) is not a material deviation;

24.4.1.2. The Bidder indicates in the Bid that they do not accept important LTA conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;

24.4.1.3. Non submission of non-historical documents (documents that should be specifically prepared by the Bidder in response to this RFP) by the bid submission deadline.

24.4.1.4. Non-eligibility of the Bidder;

24.4.1.5. Financial information is included in the Technical Bid.

24.4.2. During technical evaluation of Bids and qualification of Bidders:

24.4.2.1. Bids do not reach the minimum threshold on technical score.

24.4.2.2. The Bidder does not meet the minimum conditions for qualification.

24.4.3. During Financial evaluation of Bids:

24.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause 25.1.3

24.4.3.2. Required price components are missing;

24.4.3.3. The Bidder offers less quantity than what is required

24.5. If a Bid is not substantially responsive to the Bidding documents, it shall be rejected by UNFPA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

## **25. Non-conformities, errors, and omissions**

25.1. Provided that a Bid is substantially responsive:

25.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.

25.1.2. UNFPA may request the Bidder to submit the necessary information or documentation within a reasonable period of time to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.



25.1.3. UNFPA shall correct arithmetical errors on the following basis:

- 25.1.3.1. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total shall be corrected, unless in the opinion of UNFPA there is an obvious misplacement of the decimal point in the unit price. In that case the line item total as quoted shall govern, and the unit price shall be corrected;
- 25.1.3.2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

## 26. Evaluation of Bids

- 26.1. The evaluation of the Bids will be carried out in a **three-step** process by an evaluation panel, with evaluation of the Technical Bid being completed, **followed by an interview session with the evaluation panel**, prior to any Financial Bid being opened and compared. The three steps of the evaluation are:
  - 26.1.1. Step I: Technical Evaluation - Evaluation of the Technical Proposals;
  - 26.1.2. Step II: Online Question and Answer (Q&A) session;
  - 26.1.3. Step III: Financial Evaluation
- 26.2. The Financial Bid will be opened only for those Bidders, where Technical Bids reach a **minimum score of 70%** after the Q&A session, and who have fulfilled the supplier qualifications. Bidders will only be invited to the Q&A session, if their bids reach a **minimum score of 70%** in the Technical Evaluation and if they have fulfilled the supplier qualifications. The total number of points a Bidder may obtain for Technical, Q&A Session, and Financial Bids is 100 points.
- 26.3. Information relating to the examination, evaluation, comparison, and post-qualification of Bids and recommendation of LTA award shall not be disclosed to Bidders or any other person not officially concerned with such process until the LTA award is published.
- 26.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or LTA award decisions may result in the rejection of its Bid.
- 26.5. Notwithstanding from the time of Bid opening to the time of LTA award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

## 27. Technical evaluation

- 27.1. The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

Criteria	[A] Maximum Points	[B] Points attained by the Bidder	[C] Weighting %	[B] x [C] = [D] Total Points
1. Technical approach and methodology – understanding nature and scope of work	100		20%	
2. Specific experience, and expertise relevant to the assignment	100		30%	
3. Customer Satisfaction/Quality of the Company's services	100		30%	
4. Organization and proposed staffing of the company (Detailed CVs)	100		20%	
<b>GRAND TOTAL ALL CRITERIA</b>	<b>400</b>		<b>100%</b>	

## 27.2. Scoring Scale System

27.2.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

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

## 28. Q&A Evaluation

28.1. The bidders that achieve the minimum score of 70% in the Step I: Technical Evaluation, as indicated in clause 26.2, will have the opportunity to provide further clarifications in an online Questions and Answer (Q&A) session that will facilitate UNFPA's understanding and evaluation of the Technical Proposal.

28.2. The Q&A session is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

Criteria	[A] Maximum Points	[B] Points attained by the Bidder	[C] Weighting %	[B] x [C] = [D] Total Points
1. Technical approach and methodology – understanding nature and scope of work	100		20%	
2. Specific experience, and expertise relevant to the assignment	100		30%	
3. Customer Satisfaction/Quality of the Company’s services	100		30%	
4. Organization and proposed staffing of the company (Detailed CVs)	100		20%	
<b>GRAND TOTAL ALL CRITERIA</b>	<b>400</b>		<b>100%</b>	

### 28.3. Scoring Scale System

28.3.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

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

### 29. Supplier qualification requirements

29.1. The responses from the Bidders compared to SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM and SECTION VI – ANNEX E: BIDDER’S PREVIOUS EXPERIENCE of this document will be evaluated based on the criteria provided below to assess the degree of Bidder qualification for the proposed LTA.

Number	Supplier Qualification Parameter	Bid is acceptable? (YES/NO)	Justification
1	Legal and regulatory requirements	UNFPA shall examine the Bid to confirm that it does not contain any material deviations, reservation, or omission related to the General Conditions of Contracts (Section III)	
2	Bidder is established as a company and legally incorporated in the country		
3	Bidder is not a banned or suspended supplier		
4	Financial stability		
5	Bidder is experienced and technically capable of delivering the LTA		

29.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder’s capabilities and capacity to execute the LTA satisfactorily before deciding on award.

29.3. Even though the Bidders may meet the above qualifying criteria, they can be subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and/or have a record of poor performance such as: not properly completing contracts, inordinate delays in completion, litigation history, financial failures, etc.

### 30. Financial evaluation

30.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 26.2 and is considered qualified through the supplier qualification process described in clause 29. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration.

30.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form SECTION VI – ANNEX F: PRICE SCHEDULE FORM. The maximum number of points for the Financial Bid is 100. This maximum number of points will be allocated to the lowest price. All other Financial Bids will receive points in inverse proportion according to the following formula:

Financial Score =	Lowest Bid (\$)	X 100 (Maximum Score)
	Bid being Scored (\$)	

### 31. Total score

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

<b>Total Score = 30% Technical Score + 40% Q&amp;A Score + 30% Financial Score</b>
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## **F. AWARD OF LONG TERM AGREEMENT AND FINAL CONSIDERATIONS**

### **32. Award of long term agreement (LTA)**

- 32.1. UNFPA intends to award Lead and Back-up LTA(s) to the Bidder(s) that obtains the highest and second highest combined score of the Technical and Financial evaluation.
- 32.2. UNFPA reserves the right to make multiple arrangements for any item(s) where, in the opinion of UNFPA, the Bid winner cannot fully meet the delivery requirements or it is deemed to be in UNFPA's best interest to do so. Any arrangement under this condition shall be made on the basis of the highest combined scoring Bid, the second-highest, etc.

### **33. Rejection of Bids and annulments**

- 33.1. UNFPA reserves the right to reject any Bid if the Bidder has previously failed to perform properly or on time in accordance with previous contracts/Purchase Orders or if the Bidder from UNFPA's perspective is not in a position to deliver Purchase Orders that will be issued pursuant to the LTA(s).
- 33.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the LTA without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.
- 33.3. Bidders waive all rights to appeal against the decision made by UNFPA.

### **34. Right to vary requirements and to negotiate at time of award**

- 34.1. At the time of award of the LTA and any Purchase Order(s) pursuant to the LTA UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP without any change in the hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.
- 34.2. UNFPA reserves the right to negotiate the price with the Bid winner before awarding the LTA to ensure that the Financial Bid is competitive on all aspects of the price.
  - 34.2.1. The purpose of negotiations of offers selected based on the 'cumulative analysis methodology' is to ensure that the technical proposal is in line with requirements and that the financial proposal is competitive on all aspects of the price.
  - 34.2.2. In the negotiations, any deficiency in the offer will be pointed out to the supplier. The supplier will be allowed to make adjustments in the proposal in order to improve and more clearly specify the contents of the offer. However, under no circumstances shall the requirements (Terms of Reference/specifications) be changed.

### **35. Signing of the long term agreement (LTA)**

- 35.1. The procurement official will send the successful Bidder(s) the LTA valid for 3 (three) years, which constitutes notification of award. Successful Bidder(s) shall sign and date the LTA, and return it to UNFPA within 10 calendar days of receipt of the LTA. To facilitate the process of signing the LTA, Bidders are expected to have reviewed the LTA template found in SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE of the Bidding documents



prior to submitting a Bid. After receipt of any Purchase Order(s) issued pursuant to the signed LTA, the successful Bidder shall deliver the goods and/or services in accordance with the delivery schedule outlined in the Purchase Orders.

- 35.2. The LTA will be established between the successful Bidder(s) and UNFPA to allow UNFPA to contract the provision of the specified goods/services. The resultant Agreement represents an offer on the part of the successful Bidder(s) to provide UNFPA with goods/services, at the prices agreed and under the Conditions of Contract detailed for the duration of the Agreement. These Agreements will not be considered as contracts, nor oblige UNFPA to any financial commitment whatsoever. Only Purchase Orders made pursuant to such Agreements will constitute a commitment on UNFPA's part.
- 35.3. UNFPA reserves the right to discontinue the agreements if the supplier's performance is not satisfactory to UNFPA.
- 35.4. The LTA holders shall hold the prices fixed and not subject to change throughout the validity of the Agreements. LTA holders shall be responsible to apply any special offer or discounts (if applicable) which may become effective at the time of fulfilling the order to any Purchase Order(s) issued under the Agreements. Such discounts shall be reflected in the corresponding supplier invoices.

### **36. Publication of Contract Award**

- 36.1. UNFPA will publish the contract award on [United Nations Global Marketplace](#) with the following information: Supplier Name and Country, Description of the Goods or Services and the date of the contract.
- 36.2. Additionally, for every Purchase Order UNFPA will publish on [United Nations Global Marketplace](#), unless it is deemed to be in the interest of UNFPA not to do so: Purchase Order reference Number, Description of the Goods or Services procured, Beneficiary Country, Supplier Name and Country, Purchase order amount and the issue date of the purchase order.

### **37. Payment Provisions**

- 37.1. UNFPA's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

### **38. Bid protest**

- 38.1. Any Bidder(s) perceiving that they have been unjustly treated in connection with the solicitation or award of a LTA may lodge a complaint directly to the Chief, Supply Chain Management Unit (SCMU) at [procurement@unfpa.org](mailto:procurement@unfpa.org), who will then make an assessment of the complaint and provide a reply to the supplier within 10 calendar days, if required, advise the Bidder on further recourse.

### **39. Documents establishing sustainability efforts of the Bidder**

- 39.1. Currently UNFPA is requesting information on environmental and social policies and related documentation with Bids submitted by prospective suppliers. UNFPA is incorporating environmental and social criteria considerations into the evaluation process,



such as adherence to Global Compact requirements (more information can be accessed here, <http://www.unglobalcompact.org/>, or by contacting Supply Chain Management Unit at [procurement@unfpa.org](mailto:procurement@unfpa.org)). UNFPA encourages suppliers to consider joining the UN Global Compact and to look into other ways to help reduce their environmental impact now.

#### **40. Personal Data Protection**

- 40.1. In addition to the publishing of the contract award in accordance with the UNFPA Procurement Procedures as from time to time updated or modified by UNFPA, available at <https://www.unfpa.org/resources/procurement-procedures> (or such other URL as UNFPA may from time to time decide) as reflected in this document, the bidder acknowledges and agrees that UNFPA may process, collect, use, store, transfer and publish (“process”) the bidder’s information and data relating to, or in connection with, this solicitation exercise (the “Information”) for purposes of evaluating all offers received in response to the solicitation exercise, including the subsequent contracting (the “Specified Purposes”).
- 40.2. UNFPA will not process the bidder’s Information in a form that could identify an individual (“Personal Data”) except to the extent necessary to achieve the Specified Purposes. UNFPA will process Personal Data in accordance with the UN Personal Data Protection and Privacy Principles adopted by the United Nations on 11 October 2018, available at [https://archives.un.org/sites/archives.un.org/files/\\_un-principles-on-personal-data-protection-privacy-hlcm-2018.pdf](https://archives.un.org/sites/archives.un.org/files/_un-principles-on-personal-data-protection-privacy-hlcm-2018.pdf) (or such other URL as the United Nations may from time to time decide), the UNFPA Policy and Procedures on Personal Data Protection (the “UNFPA DP Policy”) as from time to time updated or modified by UNFPA, available at <https://www.unfpa.org/admin-resource/unfpa-policy-and-procedures-personal-data-protection> (or such other URL as UNFPA may from time to time decide) and any guidance notes, guidelines, procedures, directives or other documentation issued by UNFPA pursuant to or in connection with the UNFPA DP Policy. The bidder will comply with the applicable data protection laws to which the bidder is subject in the processing of personal data and will ensure an adequate level of personal data protection essentially equivalent to the standard reflected in the UNFPA DP Policy.



## SECTION II: TERMS OF REFERENCE (TOR)

### Provision of e-Learning and Digital Services

#### BACKGROUND

The United Nations Population Fund (UNFPA) is the United Nations sexual and reproductive health agency. Our mission is to deliver a world where every pregnancy is wanted, every childbirth is safe, and every young person's potential is fulfilled. UNFPA has about 4,500 staff members in about 140 country offices, partnering with other UN agencies and local governmental and non-governmental organizations to eliminate gender-based violence and transform gender norms as well as the way sexual and reproductive rights are guaranteed sustainably with long-term impact and leaving none behind.

The working context in which UNFPA operates is rapidly changing under the influence of a digital transformation initiative emphasizing the adoption of AI, data-led decision-making use of behavioural science and innovation. The Division for Human Resources (DHR) supports organization-wide learning and development activities for UNFPA personnel at HQ, Regional and Country Offices. The DHR learning and development portfolio includes leadership, management and induction training as well as learning activities aligned with organizational goals and priorities. To meet the needs of our strategic plan DHR is embarking on the development of technical learning paths and curricula to strengthen staff skills in all areas of our programmes, operations, management, and external relations including partnerships resource mobilization.

#### REQUIREMENTS

##### Overview

UNFPA seeks to enter into a long-term agreement with an external vendor to support the design, development, and implementation of its customized internal learning offers. We are looking to engage qualified vendors who can offer a range of professional learning and development services that we can draw on ad-hoc for specific programmes of work.

Specifically, we seek a wide range of services, from project management and administration to learning solutions design, development, and implementation. We also seek vendors with demonstrated experience in designing, implementing, and supporting numerous global learning solutions at scale. Vendors should possess a proven track record, as well as a dedicated and experienced team that provides consulting services. It is very important to us that vendors share the UN Values (e.g. not-for-profit cooperatives have an advantage), and that they have experience in designing learning for a global, multilingual, and culturally diverse audience.

##### Scope of Services

We are seeking vendors with proven and appropriate methodologies for gathering and analyzing data and performance gaps from various sources at the individual, team, or organizational level in addition to making recommendations to address identified needs and equipping clients to



implement plans. We require a vendor who will develop learning strategies in partnership with UNFPA's Learning Unit in support of long-term organizational goals and priorities.

Types of services we are seeking include consulting services for the creation of learning paths for specific job roles or competency development. Research and advisory services regarding future learning trends, methodologies and approaches. Learning and Development functions including operating models and structures, benchmarking of the L&D function, etc. Designing and performing learning evaluations at all Kirkpatrick levels and following the UNFPA in-house Performance Focused Surveys (William Thalheimer). Specific services we require are as follows:

### **1. Stand-alone Services: Project Management & Multimedia Services**

#### **Project Manager**

- Expert in the successful planning, execution, and delivery of learning projects and programs.
- Provide project management support for the development of learning content, including courses, eLearning modules, videos, and other materials.
- Strong project management skillset combined with a deep understanding of instructional design principles and adult learning methodologies.
- Ability to collaborate with subject matter experts, instructional designers, and other UNFPA stakeholders to create engaging and effective learning experiences that meet business objectives.

#### **Multimedia Developer**

- Highly creative and technically proficient developer responsible for bringing visual and interactive elements to life across various media.
- Demonstrated high proficiency creating modern, user-centered fresh, and innovative graphic design, animation, video production, and web development principles.
- Demonstrated ability to create engaging and impactful multimedia content for websites, eLearning modules, marketing campaigns, presentations and other digital platforms including internal Google pages.
- Create visually innovative and appealing graphics, illustrations, and animations for various multimedia projects.
- Design user interfaces (UI) and interactive elements for eLearning modules, Moodle platform and applications.
- Develop storyboards and animatics to visualize concepts, scenarios and simulations, and plan other multimedia sequences.
- Utilize video editing software (e.g., Adobe Premiere Pro, Vyond, Final Cut Pro, Camtasia) to assemble footage, add effects, and create polished and professional final products.
- Integrate multimedia elements into websites and eLearning platforms (Moodle LMS)
- Participate in brainstorming sessions and contribute creative ideas to multimedia projects.
- Exceptional knowledge of the latest multimedia development software, design trends, and emerging technologies.

#### **Chatbot Developer**



- Experienced Chatbot developer responsible for designing, developing and implementing conversational AI solutions.
- Demonstrated proficiency in designing, developing and deploying chatbots as tutors, with a focus on educational applications and learning solutions.
- NLP and ML Proficiency: Strong understanding and practical application of NLP and ML techniques in chatbot development.
- Proven experience working with Google AI specific offerings for use with UNFPA's Google-Centric (Google Workspace tools) work environment. E.g. Dialogflow, Vertex AI, and Gemini generative AI.
- Knowledge of relevant APIs required to build chatbots within Google Workspace.
- Collaborative proficiency in working with diverse stakeholders including internal learning team, subject matter experts (SMEs) and educators to curate and integrate relevant learning content into chatbots.
- Conduct thorough testing of chatbots to ensure functionality, accuracy, and effectiveness.
- Proficiency in chatbot development platforms (e.g., Dialogflow, Rasa, Microsoft Bot and Framework).
- Experience with programming languages such as Python or Java.
- Knowledge of database management and API integration.
- Experience with cloud computing platforms (e.g., AWS, Azure, GCP).

## 2. Learning design and content creation:

We seek vendors with evidence of capacity and scale of learning interventions, demonstrated agile approach to instructional design as well as examples of the range/variety of creative approaches and deliverables, as well as visual treatments. Describe in detail your experience and approach in terms of learning content localization, text translation and voice-over recording in multiple languages.

Any learning content would be provided and reviewed by UNFPA subject-matter experts and in-house learning design specialist. Please propose the use of artificial intelligence, however please note that UNFPA promotes human agency, scientific rigor, and the highest standards of ethics and data privacy. Instructional design services for the creation and building of customized learning experiences including:

- **Blended Learning Design Services:** Design and development of blended learning solutions, including whole curricula, with a clear blend of complementary online and offline activities, Design on Moodle Platform.
- **Mobile Learning Design Services:** Design and development of high quality user-friendly mobile applications for iOS and/or Android platforms. Content should be responsive for all devices.
- **Virtual Learning Design Services:** Virtual learning activities/programmes (e.g. self-paced and/or moderated), including design of activities that encourage teamwork, knowledge-sharing, collaborative learning and coaching clinics, practice opportunities in virtual settings.



- **e-Learning Design Services:** Design and develop interactive eLearning courses using authoring tools such as Articulate 360, including Rise, Storyline, and Review as well as Adobe Captivate and similar authoring software. The supplier should be able to design curricula directly on UNFPA's Moodle Platform, including any separately developed content. The use of artificial intelligence can be useful, however the overall quality of design is key and needs to feel authentically human, including voice-overs.
- **Serious Games Design Services:** Immersive interactive simulations and games, design and development of engaging game mechanics, challenges, and branched scenarios that provide compelling narratives and storylines that immerse players in learning.
- **Certifications:** Building performance-focused certifications compatible with UNFPA's Moodle Platform, which can assess the level or only the proficiency in a specific skill area which the learning solution is addressing.
- **Learning Evaluations:** Creation of performance-focused and impact-oriented evaluation systems for UNFPA learning solutions.
- **Services for Face2Face/Instructor-Led Training (ILT) Design and Training of Trainers:** Create engaging and interactive training materials, including presentations, handouts, activities and participant guides on UNFPA's Moodle Platform. Incorporate adult learning principles and instructional design best practices to maximize learner engagement and knowledge retention.
  - Design and structure face-to-face training sessions that incorporate a variety of activities, such as discussions, group work role-playing and live simulation training events.
  - Development of support material for Face2Face or virtual classroom trainings. This would include a course site with materials and discussion forums, facilitators guides, slide decks, participants' guides and handouts on UNFPA's Moodle.
  - Develop lesson plans and facilitator guides to ensure consistent and effective delivery of training content.
  - Develop train-the-trainer programs to equip UNFPA training with the necessary skills and knowledge to deliver the designed training programmes. We do not expect the supplier to actually deliver the designed training curriculum themselves.
- **Additional Services:**
  - Voice-over recording for interactive media (elearning, videos, narrations).
  - Translation services of learning content in UN official languages. Comprehensive and professional translation of content between UNFPA's official languages (e.g. English, French, Spanish, Arabic and Portuguese, as well as others as required. Indicate which languages you can cover or subcontract).
  - Translations of recorded voice-over/narrations in UN official languages (list per language if applicable).
  - Quality Assurance process for translations.
  - Forums and communities of practice for longer-term mutual learning and inspiration
  - Provide guidance and support to UNFPA trainings in delivering face-to-face training programmes



### 3. Learning technology and digital innovation services (beyond standard courses)

Please provide links to a portfolio of existing work including examples of the range/variety of creative approaches and deliverables, as well as visual treatments. Specify standard authoring/development tools used including SCORM/xAPI expertise and mobile learning development experience.

Range of services required include:

- Production and post-production of Interactive videos
- Development of Virtual reality/3D learning experiences
- Development of Chatbots for performance support and coaching
- Production and post production of 360 video production
- Business, operational, and leadership online simulations (not systems-related)
- Graphic design services, including infographics
- Production and post-production of podcasts

### 4. Programme Management and administration

Assistance may be required for program management or administrative support from vendors who may be asked to provide the following services especially for large scale initiatives. Please outline your experience managing similar learning programs, the team and resources dedicated to these services, and your approach to communication, reporting, and ensuring service quality throughout the engagement. Programme management and administration services include:

- **Administration and Delivery**
  - Coordination of learning activities and resources
  - Management of learning technologies and platforms
  - Trainer/facilitator onboarding and support
  - Hosting of webinars and other collaborative learning
  - Administration of assessments / certifications
- **Learner Administration Services**
  - Management of learner registration and enrollment processes
  - Communication with learners regarding program details and logistics
  - Scheduling of training sessions and events (online or in-person)

### Technical Specifications

UNFPA is using the Google suite for email, contacts, drive, and others.

Operating System:	Windows 8.1 Professional (64 bit) and Windows 10 (64 bit)
Office Suite:	Microsoft Office 2010 Professional (64 bit) (Word, Excel, PowerPoint, Outlook) and Office 2013 Professional (64 bit)
Email client:	Mozilla Thunderbird, Outlook 2010, Outlook 2013, and Google Chrome
PDF Reader:	Adobe Acrobat Reader 10 and newer versions
Antivirus:	Symantec EndPoint 12 and newer versions



We recommend the following browsers as compatible:

Chrome: 60.X and above

Firefox : 54.X and above

Internet explorer: 11.X and above

Safari: 10.x and above.

**Minimum standards for desktop personal computers:**

Processor:	2nd Gen Intel Core i3 or better
Front Side Bus:	1333MHz
RAM:	4GB 1333MHz DDR3 SDRAM
Hard Disk:	320 GB 7200rpm SATA
CD-ROM:	Optional
External Ports:	4 USB 2.0
Graphics:	Integrated, up to 256MB shared
Sound:	SoundBlaster compatible. Preferably integrated
Resolution:	1024x768
Brands:	Lenovo, Dell, Hewlett-Packard

**Minimum standards for portable computers:**

Processor:	2nd Gen Intel Core i3 or better
RAM:	4GB 1333MHz DDR3
Hard Disk:	250 GB 7200rpm
CD-ROM:	None
External Ports:	1 SD Card Slot 3 USB 2.0 1 External Monitor
Graphics:	Integrated
Sound:	SoundBlaster compatible. Webcam integrated
Resolution:	1024x768
Brands:	Lenovo, Dell, Toshiba, Sony and HP

**Mobile Devices**

UNFPA does not technically endorse the use of non-Windows tablets for staff, however many access learning materials at their leisure time on their private tablets.

For access to learning content on smartphones, Android 4.0 or newer and iOS 6 or newer would be the standards. Staff would mainly use their personal devices as only managers have Android smartphones.

**UNFPA Learning Management System (Necessary access to systems will be provided)**

Moodle 4.1 (Workplace)

Supported E-Learning Standards

SCORM (Sharable Content Object Reference Model):



Moodle supports SCORM versions 1.2 and 2004 (Editions 2 and 3).

H5P

AICC (Aviation Industry CBT Committee):

Moodle is compatible with AICC standards

Oracle Learning Cloud (OLC). Oracle Learning Cloud (OLC) integrates with the organization's Oracle Human Capital Management (HCM) suite.

Supported E-Learning Standards

SCORM (Sharable Content Object Reference Model):

OLC supports SCORM versions 1.2 and 2004 (Editions 2 and 3).

Oracle Docs

AICC (Aviation Industry CBT Committee):

OLC is compatible with AICC standards, specifically AICC Level 1 Versions 2.2 and 4.0.

### **Oracle Docs**

xAPI (Experience API):

OLC supports xAPI content, allowing for the import of various properties such as content URL, title, summary, description, instruction languages, expected effort, publisher, author, instructor, status, deactivation date, and cover art URL.

### **Oracle Docs**

Uploading Content:

Administrators can upload SCORM or AICC content packaged in a single .zip file, ensuring the manifest file is at the root level. The maximum supported file size for uploads is 1GB.

### **Content Properties Mapping:**

When importing external courses, OLC maps properties such as name, description, thumbnail image, language, provider name, import date, and retired date to corresponding fields within the platform. For xAPI content, there's a direct 1-to-1 mapping with Oracle learning items.

Oracle Docs

### **Preferred Authoring Tool:**

Articulate 360

### **Supplier Qualifications:**

The proposing supplier should:

- Explain why they believe they would be best positioned to perform the service.
- Feature a concrete and available project team (with CVs) describing each project member's role and contribution to the project, as well as level in English (and other languages) writing and speaking.
- Describe any business continuity plan, if project team members should leave during the project. Explain how the project team has the necessary development experience and



expertise as shown through customer satisfaction. Provide at least three references (short project description and contact email) on similar services performed for other international organizations or companies.

- Provide course design samples from actual client work, which match the above terms of reference and showcase also the user experience and the suppliers creativity.
- Show the management structure and quality assurance process.

### **Team Composition**

Please provide CVs of the following team members:

- Project Manager
- Instructional Designers
- Content Developers
- Multimedia Specialists
- Graphic Designers
- Quality Assurance Specialists
- Technical Support Staff

## **DOCUMENTS TO BE INCLUDED IN THE PROPOSAL**

### **5. Submission Requirements**

Supplier must submit:

1. Technical proposal
2. Financial proposal
3. Company profile with website link
4. Obligatory full individual team member CVs specifying gender, nationality, languages, and qualifications and work experience in the four services of this RFP
5. Portfolio of relevant work including examples that reflect graphic design/UX/UI interactivity approaches to learning materials and products.
6. Must include at least three client references, preferably in the international development or public service Sector, covering all four services with detailed description of work (provide link to project samples).
7. Quality assurance plan

### **6. Intellectual Property Rights:**

The vendor shall take necessary action to ensure that the UNFPA will enjoy appropriate use of products, processes, inventions, ideas, know-how or documents and other materials integral to services, goods and works deriving from the implementation of the long-term agreement. Notably:

- New products, processes, inventions, ideas, know-how, documents and other materials (hereinafter the "Materials") produced, prepared or collected specifically to fulfill the obligations deriving from this Agreement, shall be considered joint property of the UNFPA and the vendor.



- To the extent that any such Materials consist of any processes, inventions, ideas, know-how, documents or other materials for which the vendor is the rightful owner shall remain the exclusive property of the vendor. The UNFPA does not and shall not claim any ownership interest thereto, and the vendor grants to the UNFPA a perpetual, royalty-free non-exclusive license to use such products, processes, inventions, ideas, know-how, documents or other materials as required to achieve the objectives of this Agreement.
- To the extent that any such Materials consist of any processes, inventions, ideas, know-how, documents or other materials for which the UNFPA is the rightful owner shall remain the exclusive property of the UNFPA. The vendor does not and shall not claim any ownership interest thereto.
- To the extent that activities, products or services carried out by the UNSSC in fulfillment of its obligations under this Agreement require the integration of processes, inventions, ideas, know-how, documents or other materials property of a third-party and subject to limitations in relation to their use and distribution, the vendor shall take action to ensure that the necessary permissions have been obtained and the UNFPA is granted sufficient rights to enable use of the Materials for the purposes, duration and scope of the obligations deriving from this Agreement. The UNFPA shall make every effort to prevent infringement of copyright in such cases.
- The vendor represents and warrants that it has full power and authority to grant rights under this Agreement to the UNFPA as required in each specific case with respect to the Materials, and that the Materials do not infringe on any third-party's rights, including intellectual property rights.



## SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. Brief description of the firm and the firm's qualifications: providing information that will facilitate our evaluation of your firm/institution's substantive reliability, such as catalogues of the firm, and financial and managerial capacity to provide the services.
2. Your firms' understanding of the requirements for services and the objective of this project, including assumptions: Include any assumptions as well as comments on the data, support services and facilities to be provided as indicated in the TOR or as you may otherwise believe to be necessary.
3. Proposed Approach, Methodology, Timing and Outputs: any comments or suggestions on the TOR, as well as your detailed description of the manner in which your firm/institution would respond to the TOR. You should include the number of person hours/days in each specialization that you consider necessary to carry out all work required.
4. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment, and the work tasks (including supervisory) which would be assigned to each. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid.
5. Proposed Project Team Members: attach the curriculum vitae of the senior professional member of the team and members of the proposed team.
6. Detailed description of your proposed deliverables.
7. Detailed project plan (Gantt chart) showing the required resources and support from your firm as well as from UNFPA.
8. Detailed description of the technical specifications of your Bid.
9. A list of tasks which are out-of-scope versus in-scope.
10. Why you would be qualified for this project (Similar reference deliverables, ideally with live examples).
11. UNFPA requests Bidders to submit information on environmental and social policies and any related documentation in their Bid.
12. All standard forms as explained under clause Section I: Instructions to Bidders, clause 15.1

Bidder(s) should not include any information or indications related to their Financial Bid in their Technical Bid. Such action will definitely lead to disqualification of the entire Bid.



### SECTION III: GENERAL CONDITIONS OF CONTRACT

UNFPA's General Conditions of Contract are available through the links below as well as attached as a separate PDF document in this RFP.

<a href="#">Provision of Services</a>	For contract/PO values equivalent or over USD 100,000 covering services	<a href="#">English</a>	<a href="#">French</a>	<a href="#">Spanish</a>
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## SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT

<b>LTA RATES</b>	The rates charged for the services performed shall not be adjustable.
<b>GOODS AND SERVICES DEFINED</b>	<p>Goods are hereinafter deemed to include, without limitation, equipment, spare parts, commodities, raw materials, components, customized and standard software as required, intermediate products and products the successful Bidder is required to supply under the contract.</p> <p>Services are to include design, installation and commissioning, training services, technical assistance and warranty services as required to supply in the contract.</p>
<b>KEY PERFORMANCE INDICATORS</b>	<p>Successful Bidder's performance will be monitored and evaluated by UNFPA on a yearly basis to enable the assessment on the effectiveness, efficiency and/or consistency of goods/services provided. The results of the evaluation will be communicated to the supplier to enable improvements. An extension of the contract will take into consideration results of performance evaluation(s). The evaluation will be based on, but not limited to, the following key performance indicators:</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>● Expected output achieved</li> <li>● Satisfactory level of quality and technical competence</li> <li>● Effective and timely communication and professionalism</li> </ul> <p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
<b>PAYMENT TERMS</b>	<p>UNFPA's policy is to pay for the performance of contractual services rendered and/or to effect payment upon the achievement of specific milestones described in the contract.</p> <p>UNFPA's policy is not to grant advance payments except in unusual situations where the potential supplier, whether a private firm, non-governmental organization or a government or other entity, specifies in the Bid that there are special circumstances warranting an advance payment. UNFPA will normally require a bank guarantee or other suitable security arrangement in such cases.</p> <p>Any request for an advance payment is to be justified and documented, and must be submitted with the Financial Bid. The justification shall explain the need for the advance payment, itemize the amount requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements at 31 December of the previous year and include this documentation with your financial bid. Further information may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.</p>



<p><b>REPORTING</b></p>	<p>In addition of any already described condition, for contracts with an annual value greater than USD 200,000, suppliers must provide annual internal control attestation reports prepared by independent auditors based on recognized standards, such as the International Standard on Assurance Engagements (ISAE) 3402, Assurance Reports on Controls at a Service Organization, or the Statement on Standards for Attestation Engagements (SSAE) 16, Reporting on Controls at a Service Organization, to give UNFPA reasonable assurance on the adequacy of the design and operating effectiveness of the controls in place over the services provided to UNFPA. If the services provided to UNFPA are in turn subcontracted by the service provider, attestation reports should also be obtained for the concerned subcontractors.</p>
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## SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS

### 1. Legal and regulatory requirements

1.1. This will be judged based on the bid confirmation form submitted by the Bidders. Special consideration will be given to the Bids not suggesting any alternative or suggesting alternatives that are fully acceptable to UNFPA. Bids should clearly indicate where the Bidder does not accept, the reason(s) for the non-acceptance, and the alternative provision, for each of the terms of the RFP as well as the UNFPA General Conditions of Contracts: Provision of Services. (For this, use SECTION VI – ANNEX B: BID SUBMISSION FORM)

### 2. Legal status of the Bidder

1.1. Technical Proposals from the Bidders should provide evidence that the Bidder is established as a company and legally incorporated in the country; e.g. through provision of certification of incorporation or other evidence (this is not required for companies already registered in national, regional or international Stock Exchanges. However, evidence on such registrations should be provided).

### 3. Bidder’s eligibility

2.1. Technical Proposals from the Bidders should provide written confirmation that they are not listed in any of the banned/suspended supplier lists. (SECTION VI – ANNEX A: BID SUBMISSION FORM)

- Listed as suspended or removed by the United Nations Procurement Division (UNPD);
- Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace Vendor ineligibility list posted on the United Nations Global Market Place (UNGM);
- Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
- Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).

### 4. Financial stability

3.1. Financial stability of the Bidders will be judged based on the ratios such as current ratio, quick ratio and debt ratio. Bidders are requested to provide key financial ratios using the table below with their audited financial statements to support the statements. The financial ratios should cover key financial stability ratios over a five-year period, including those mentioned in the table below.

Financial Ratio	2022	2023	2024
Current ratio			
Quick ratio			
Debt ratio			
.....			



3.2. Evidence that the Bidder has successfully completed at least one similar contract/LTA within the last five years for supply of goods or services as offered.

3.3. Provide contact details of commercial banks and names of contact persons from whom UNFPA could seek feedback regarding financial stability.

#### **5. Experience and Technical Capacity**

- Company's managerial capabilities
- Evidence for quality assurance systems in place
- Bidder must have delivered similar services satisfactorily to UN or similar organizations during the last three years, and the services should have been delivered with no negative performance reports
- References in support of the satisfactory delivery of services specified above
- Data to support that the Bidder has capacity to perform the LTA/Purchase Orders that will be issued pursuant to the LTA and complete the deliverables within the stipulated delivery period.



## SECTION VI: BID AND RETURNABLE FORMS

Below find an overview of the attached Bidding and returnable forms required for the RFP.

Description		Status	Preferred file for submission
Annex A:	Bid Confirmation Form	Mandatory	PDF
Annex B:	Bid Submission Form	Mandatory	PDF
Annex C:	Bidder Identification Form	Mandatory	PDF
Annex D:	Bidder Declaration Form	Mandatory	PDF
Annex E:	Bidder's Previous Experience	Mandatory	PDF
Annex F:	Price Schedule Form	Mandatory	PDF & Excel
Annex G:	Joint Venture Partner Information Form	Optional	PDF
Annex H:	Checklist of Bid Forms	Not Applicable	Not Applicable



## SECTION VI – ANNEX A: BID CONFIRMATION FORM

To:	Corporate Procurement Team Supply Chain Management Unit, UNFPA Olsi Mecì	Date:	
		Email:	<a href="mailto:scmu.cpt@unfpa.org">scmu.cpt@unfpa.org</a>
From:	<i>[Insert Company Name]</i> <i>[Insert Contact person from Company]</i> <i>[Insert Telephone number]</i> <i>Insert E-mail address of contact person]</i> <i>[Insert Postal address of Company]</i>		
Subject:	UNFPA/USA/RFP/25/004		

<input type="checkbox"/>	YES, we intend to submit a bid in response to the above mentioned RFP.
<input type="checkbox"/>	NO, we are unable to submit a bid in response to the above mentioned RFP due to the following reason(s):

- ( ) The requested products and/or services are not within our range of supply.
- ( ) The requested products are not available at the moment.
- ( ) We are unable to submit a competitive bid for the requested products/services at the moment.
- ( ) We cannot meet the requested specifications.
- ( ) The information provided for bidding purposes is insufficient and unclear
- ( ) Your RFP document is too complicated
- ( ) Insufficient time is allocated to prepare an adequate Bid.
- ( ) We cannot meet the delivery requirements.
- ( ) We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.):
- ( ) Our current capacity is overbooked
- ( ) We are closed during the holiday season
- ( ) We had to give priority to other clients' requests
- ( ) We do not sell directly, but through distributors
- ( ) We have no after-sales service available in the recipient country
- ( ) The person handling bid is away from the office
- ( ) Other (please specify)

<input type="checkbox"/>	YES, even though on this occasion we have not submitted a Bid we are definitely interested in future possible RFP's.
<input type="checkbox"/>	No, we are not interested in participating in future possible RFP's, please remove us from your vendor database.

**If UNFPA should have any questions in regards to this Bid Confirmation Form and would require further clarification on our No Bid decision, UNFPA should contact the following focal person who will be able to assist:**

Name:		E-mail:	
Post Title:		Telephone	



## SECTION VI – ANNEX B: BID SUBMISSION FORM

Date: [Insert Month, Day, Year]

To: Corporate Procurement Services Team, Supply Chain Management Unit, UNFPA

Dear Sir/Madam,

The undersigned, having read the original RFP documents of UNFPA/USA/RFP/25/004 including all Annexes, any subsequent revisions and all answers to the questions received from prospective Bidders posted on United Nations Global Marketplace in full before submitting, hereby offers to provide the services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the RFP documents.

*Special Note: If Bidder proposes any deviations from the terms and conditions stipulated in the RFP document, such deviations must be included on this form in accordance with the below format. Such deviations should not be indicated within the main body or any other part of the Bid. If the proposed modifications are not acceptable to UNFPA, UNFPA reserves the right to reject the Bid. Strongly discouraging deviations for semantic changes.*

Original term/condition per RFP UNFPA/USA/RFP/25/004 and the subsequent revisions	Proposed deviation (alternate clause), by the undersigned	Reason for proposing alternate clause

We agree to abide by this Bid for a period of 120 days from the date fixed for Bid opening in the Request for Proposal, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we undertake to commence and complete delivery of all items in the LTA within the time frame that will be stipulated in the Purchase Orders.

We understand that UNFPA is not bound to accept any Bid it may have received and that a binding contract would result only after final negotiations and award of LTA are concluded and a purchase order(s) are made pursuant to such LTA(s).

We confirm that our firm has no conflict of interest in accordance with Section I: Instructions to Bidders clause 2.3, as well as that our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the LTA, have not been declared ineligible by UNFPA, in accordance with Section I: Instructions to Bidders clause 2.4.

	On behalf of Business Authority	On behalf of Legal Authority
Signature:		
Name:		
Title:		
Name of Company:		
Telephone:		
Email:		



## SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM

UNFPA/USA/RFP/25/004

<b>1. Organizational Information</b>	
Company/Institution Name	
Address, City, Country	
Telephone/FAX	
Website	
Date of establishment	
<b>Legal Representative:</b> Name/Surname/Position	
<b>Legal structure:</b> natural person/Co. Ltd, NGO/institution/other (specify)	
<b>Organizational Type:</b> Manufacturer, Wholesaler, Trader, Service provider, etc.	
Areas of expertise of the organization	
Current Licenses, if any, and permits (with dates, numbers and expiration dates)	
Years supplying to UN organizations	
Years supplying to UNFPA	
Production Capacity	
Subsidiaries (indicate names of subsidiaries and addresses, if relevant to the Bid)	
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	

<b>2. Quality Assurance Certification</b>	
International Quality Management System (QMS)	
List of other ISO certificates or equivalent certificates	
Presence and characteristics of in-house quality control laboratory (if relevant to Bid)	

<b>3. Expertise of Staff</b>	
Total number of staff	
Number of staff involved in similar supply LTAs	

<b>4. Contact details of persons that UNFPA may contact for requests for clarification during Bid evaluation</b>
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Name/Surname	
Telephone Number (direct)	
Email address (direct)	
Be advised that this person must be available during the two weeks following the Bid opening date.	

Signature and stamp of the Bidder:	
Name:	
Title:	
Name of Company:	
Telephone:	
Email:	



## SECTION VI – ANNEX D: BIDDER DECLARATION FORM

UNFPA/USA/RFP/25/004

The undersigned, being a duly authorized representative of the Company represents and declares that:

		YES	NO
1.	The Company and its Management <sup>4</sup> have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following:		
	a. Fraud;	<input type="checkbox"/>	<input type="checkbox"/>
	b. Corruption;	<input type="checkbox"/>	<input type="checkbox"/>
	c. conduct related to a criminal organization;	<input type="checkbox"/>	<input type="checkbox"/>
	d. money laundering or terrorist financing;	<input type="checkbox"/>	<input type="checkbox"/>
	e. terrorist offences or offences linked to terrorist activities;	<input type="checkbox"/>	<input type="checkbox"/>
	f. sexual exploitation and abuse;	<input type="checkbox"/>	<input type="checkbox"/>
	g. child labour, forced labour, human trafficking; or	<input type="checkbox"/>	<input type="checkbox"/>
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).	<input type="checkbox"/>	<input type="checkbox"/>
2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	<input type="checkbox"/>	<input type="checkbox"/>
3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	<input type="checkbox"/>	<input type="checkbox"/>

<sup>4</sup> “Management” means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.



4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	<input type="checkbox"/>	<input type="checkbox"/>
5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business ( <i>creating a shell company</i> ).	<input type="checkbox"/>	<input type="checkbox"/>
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) ( <i>being a shell company</i> ).	<input type="checkbox"/>	<input type="checkbox"/>

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

Signature:

Date:

Name and Title:

Name of the Company:

UNGM N°:

Postal Address:

Email:

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**SECTION VI – ANNEX E: BIDDER’S PREVIOUS EXPERIENCE**

Order No. & Date	Description <sup>5</sup>	Client	Contact person, phone number, email address	Date of service		Contract Amount	Satisfactory completion
				From	To	(Currency)	

Indicate the description of products, services or works provided to their clients.  
 To be attached: Evidence (client’s letter or certificate) in support of satisfactory completion of above orders.

Signature and stamp of the Bidder:		Countersigned by and stamp of Chartered Accountant	
Name and title:		Name and title:	
Name of Company:		Name of Company:	
Telephone:		Telephone:	
Email:		Email:	
Date:		Date:	

<sup>5</sup> Please indicate relevant contracts to the one requested in the RFP.



## SECTION VI – ANNEX F: PRICE SCHEDULE FORM

(Please see attached Excel spread sheet Annex F: Price Schedule Form.xls)

1. Submit this document in a separate email from the Technical Bid as indicated in Section I: Instructions to Bidders clause 18 Submission, sealing, and marking of Bids and in Annex I Instructions to Bidders.
2. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes.
3. The Price Schedule Form must provide a detailed cost breakdown, as shown below. Provide separate figures for each of the steps in Item 1 below; estimates for out of pocket expenses should be listed separately in Item 2 below.
4. UNFPA anticipates awarding the project on a fixed-price basis. To complete an analysis of the Bid, firms are required to submit itemized pricing that identifies the people who will work on the project (including resumes), their billing rates, and the number of hours proposed for the project. Anticipated travel, lodging, and out-of-pocket expensed should be detailed as well.

Item	Description	Estimated Total Hours needed per year per service (for evaluation purposes)	Hourly Rate	Total Cost (Hours x Hourly Rate)
<b>1. Project Management &amp; Multimedia Services</b>				
	<b>Project Managers</b>	100 Total		
	(Please insert rows as needed, define role level, and break down the total hours - see above)			
	(Please insert rows as needed, define role level, and break down the total hours - see above)			
	<b>Multimedia Developers</b>	400 Total		
	(Please insert rows as needed, define role level, and break down the total hours - see above)			
	(Please insert rows as needed, define role level, and break down the total hours - see above)			
	<b>Chatbot Developers</b>	200 Total		
	(Please insert rows as needed, define role level, and break down the total hours - see above)			
	(Please insert rows as needed, define role level, and break down the total hours - see above)			
Total Professional Fees 1				
<b>2. Learning Design and Content Creation</b>				
	Design services for blended learning programmes	150		
	Development services for blended learning Progs	250		
	Design services for: -Mobile learning -Virtual learning services -E-learning course of Basic/Advanced	150		
	Design services for serious games/simulations	150		

	Design services for Face2Face learning programmes	100		
	Development services for Face2Face learning programmes	150		
	Design of live simulation training events	150		
	Development of support material for Face2Face or virtual classroom trainings (i.e., facilitator's guide, deck, participants' guide, handouts, etc)	200		
	<b>Additional Services</b>			
	Voice-over recording for interactive media (eLearning, videos, narrations)	25		
	Translation services of learning content in UN official languages	25		
	Translations of recorded voice-over/narrations in UN official languages (list rate per language if applicable)	10		
	Quality Assurance process for translations	5		
Total Professional Fees 2				
<b>3. Learning Technology and Digital Services (beyond standard eLearning courses)</b>				
	Production and post-production of Interactive videos	125		
	Development of Virtual reality/3D learning experiences	250		
	Development of Chatbots	250		
	Production and post production of 360 video production	250		
	Business, operational and leadership online simulations (non systems-related)	400		
	Graphic design services, incl infographics	150		
	Podcasts	125		
Total Professional Fees 3				
<b>4. Programme management and administration</b>				
	Programme management services	90		
	Learning administration services	90		
Total Professional Fees 4				\$\$
<b>Total Price</b> <b>(Total Professional Fees 1+2+3+4)</b>				\$\$

Signature and stamp of the Bidder:	
Name:	
Title:	
Name of Company:	
Telephone:	
Email:	



## SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM

*[The Bidder shall fill in this Form in accordance with the instructions below.]*

Date: *[insert date (as month, day, and year) of Bid Submission]*

UNFPA/USA/RFP/25/004

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Bidder's Legal Name: <i>[Insert Bidder's legal name]</i>
2. Joint Venture (JV) Party Legal Name: <i>[Insert JV's Party legal name]</i>
3. JV's party country of registration: <i>[Insert JV's Party country of registration]</i>
4. JV's party year of registration: <i>[Insert JV's Part year of registration]</i>
5. JV's party legal address in country of registration: <i>[Insert JV's Party legal address in country of registration]</i>
6. JV's party authorized representative information Name: <i>[Insert name of JV's Party authorized representative]</i> Address: <i>[Insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[Insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[Insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[Check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with Section I: Instructions to Bidders clause 2: Eligible Bidders. <input type="checkbox"/> JV Agreement, or letter of intent to enter into such an agreement, signed by the legally-authorized signatories of all the parties

## SECTION VI – ANNEX H: CHECKLIST OF BID FORMS

The following checklist is provided as a courtesy to Bidders. Please use this checklist while preparing the Bid to ensure that your Bid contains all required information. This checklist is for the Bidder's internal reference and does *not* need to be submitted with the Bid.

ACTIVITY	LOCATION	YES/NO/ N/A	REMARKS
Have you read and understood all of the Instructions to Bidders in Section I of the Bidding documents?	SECTION I: INSTRUCTIONS TO BIDDERS		
Have you reviewed and agreed to the UNFPA General Conditions of Contracts?	SECTION III: GENERAL CONDITIONS OF CONTRACT		
Have you reviewed and agreed to the UNFPA Special Conditions for Contracts?	SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT		
Have you completed the Bid Submission Form?	SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you completed the Bidder's Identification Form?	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you completed the Bidder's Previous Experience Form?	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE		
Have you completed and signed the Price Schedule Form?	SECTION VI – ANNEX F: PRICE SCHEDULE FORM		
<i>[Delete if not applicable]</i> Have you completed the Joint Venture Partner Information Form?	SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM		
Have you reviewed all of the relevant Contract form(s)?	SECTION VII: CONTRACTUAL FORMS		
Have you prepared a copy of your company's registration in the country of operation?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you prepared a copy of the previous year's audited Company Balance Sheet and Financial Statements?	Section I: Instructions to Bidders, clause & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided written confirmation that your company is neither suspended by the United Nations system nor debarred by the World Bank Group?	& Section I: Instructions to Bidders clause 2.4		
<i>[Delete if not applicable]</i> Have you provided copies of current certificates such as GMP/Quality, FSC/CP, manufacturer's ISO certificate for the	SECTION II – ANNEX B: INSTRUCTIONS FOR PREPARING TECHNICAL BID		

product, manufacturer's CE certificate, USA510k, Japan QS standard, etc.?			
Have you provided a copy of any of your company's environmental or social policies, and any related documentation?	Section I: Instructions to Bidders, clause 39		
Have you reviewed the UN Global Compact requirements?	Section I: Instructions to Bidders, clause 39		
Have you sealed and marked the Bids according to Instructions to Bidders clause 18.3 (electronic Bids)?	Section I: Instructions to Bidders, clause 18.3		
If submitted electronically through email, is the file size of the Bid less than 8MB? (If the file size is above 20 MB, refer to Instructions to Bidders clause 20.3.3)	Section I: Instructions to Bidders, clause 18.3.3		
Have you noted the Bid closing deadline?	Invitation letter Number 4		
Have you provided information on Supplier Qualification Requirements?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS & SECTION VI – ANNEX B: BID SUBMISSION FORM		
<i>[Delete if not applicable]</i> Have you provided evidence that the Bidder has successfully completed at least one similar contract within the last five years for supply of goods/services?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
<i>[Delete if not applicable]</i> Have you provided contact details of commercial banks and names of contact persons from whom UNFPA can seek feedback?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
<i>[Delete if not applicable]</i> Have you provided sufficient documentation of your company's ability to undertake the LTA, i.e., <ul style="list-style-type: none"> <li>- List of similar contracts/LTAs executed for other clients including contact details.</li> <li>- Evidence that the Bidder possesses experience in the geographical area.</li> <li>- At least three years of experience in performing similar contracts/Long Terms Agreements</li> </ul>	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

<p><i>[Delete if not applicable]</i> Have you provided sufficient documentation of your company's managerial capability?</p> <ul style="list-style-type: none"> <li>- Details of company's managerial structure.</li> <li>- Quality assurance systems in place.</li> </ul>	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you supplied clients' certificates in support of the satisfactory operation of the goods/services as specified above?	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE		
Have you checked Section I: Instructions to Bidders, clauses, 17 & 18 and provided all requested documentation in the correct formats?	Section I: Instructions to Bidders, clauses 15 & 16		



## SECTION VII: CONTRACTUAL FORMS

Below find an overview of the attached contractual forms for this RFP.

	Description	Status	Preferred file for submission
Annex A:	Long Term Agreement Template	Mandatory	PDF



## SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE

<https://www.unfpa.org/resources/long-term-agreement>