



United Nations Population Fund
Phnom Penh Centre, North
Building, 5th Floor, Room 526,
Tonle Basac, Chamkar Mon
Phnom Penh
Cambodia
Telephone: 855 23 215 519
Website: <http://www.unfpa.org>

29 August 2019

REQUEST FOR PROPOSAL (RFP)
RFP Number UNFPA/CAMBODIA/RFP/19/002

For the establishment of a:
CONTRACT FOR PROFESSIONAL SERVICES

In regards to:
PROVISION OF SERVICES to CAMBODIA

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 for the Emergency Obstetric and Newborn Care (EmONC) Review in Cambodia*. 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 contract for professional services (CPS) 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 19 Submission, Sealing and Marking of Bids.
4. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 19 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.

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All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than **27 September 2019, at 16:00 Phnom Penh time**¹:

- a. If you choose to submit your Bid in hard copy, your Technical Bid and Financial Bid should be submitted in separate, sealed envelopes in accordance to clause 20.3 Submission of hard copy Bids, and should reach the following address:

United Nations Population Fund

*Phnom Penh Centre, North Building, 5th Floor, Room 526, Tonle Basac, Chamkar Mon
Phnom Penh
Cambodia*

- b. If you choose to submit your Bid electronically, your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 20.3.2. Submission of electronic Bids, should reach the email inbox of cambodia-procurement@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 **ANNEX A - BID CONFIRMATION FORM**. A completed Form should be e-mailed to: *Mr. Ly Solim, Operations Manager, at ly@unfpa.org* no later than *16 September 2019* 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: *Mr. Ly Solim, Operations Manager, at email: ly@unfpa.org*

Responses to all questions received will be handled in accordance to the instructions included in Section I - Instructions to Bidders, clause **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](http://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.

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

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10. This letter is not to be construed in any way as an offer to contract with your company/institution.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sok Sokun', is written over a horizontal line.

Sok Sokun
Sexual Reproductive Health Programme Specialist
Cambodia Country Office
UNFPA

Process reviewed and approved by:

A handwritten signature in blue ink, appearing to read 'Rizvina de Alwis', is written over a horizontal line.

Rizvina de Alwis
Representative
Cambodia Country Office
UNFPA

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SECTION I: INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. General

- 1.1. UNFPA Cambodia Country Office wishes to establish a contract for professional services with a qualified supplier(s) for the provision of *services for the Emergency Obstetric and Newborn Care (EmONC) Review in Cambodia* in support of UNFPA's Programmes located in Cambodia.
- 1.2. As a result of this competitive Bid process, UNFPA plans to sign a Contract for Professional Services with a single service provider.
- 1.3. In the event of UNFPA signing a contract 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, located in Cambodia, that wishes to avail itself of such terms, after written consent from UNFPA's Procurement Services Branch;
 - 1.3.2. The contract template specified in **SECTION VII – ANNEX A: TEMPLATE OF CONTRACT FOR PROFESSIONAL SERVICES** shall be used.

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 19 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 [redacted] 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 [redacted], will be temporarily suspended or permanently debarred from business relations with UNFPA
- 2.7. Bids are not submitted by a Joint Venture (JV).

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.
- 4.4. Pursuant to this Policy, UNFPA defines the terms set forth as follows:
 - 4.4.1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - 4.4.2. "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;
 - 4.4.3. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;

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- 4.4.4. "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;
- 4.4.5. "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.
- 4.4.6. "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
- 4.5. 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;
- 4.6. 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 in competing for, or in executing, a UNFPA contract/agreement.
- 4.7. 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.
- 4.8. 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.
- 4.9. 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 **■** and request for them to share a PDF version of such document(s).

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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's Previous Experience
Annex E:	Price Schedule Form
Annex F:	Checklist of Bid Forms
Section VII:	Contractual Forms
Annex A:	Template of Proposed Contract for Professional Services
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:

Mr. Ly Solim, Operations Manager at ly@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 *20 September 2019, at 15:00 Phnom Penh time²*.

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

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- 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) and the following UNFPA Cambodia Country Office website: <http://countryoffice.unfpa.org/cambodia>
- 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.

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) or any other convertible currency.
- 11.2. The Bidder shall indicate on the Price Schedule Form in accordance to ~~SECTION VI~~ **ANNEX E-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 contract.

12. Conversion to single currency

- 12.1. To facilitate evaluation and comparison, the procurement official will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices are payable to USD at the UN Operational Rate of Exchange (UNORE) on the last day for submission of Bids.

13. Most favored pricing

- 13.1. 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.

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14. Validity of Bids

- 14.1. 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.

15. Bidders' conference

- 15.1. A Bidders' conference may be conducted at UNFPA's discretion. All Bidders will be encouraged to attend. Non-attendance, however, will not result in disqualification of an interested Bidder. Minutes of the Bidders' conference will be either posted on UNGM or e-mailed to the Bidders that have confirmed participation or expressed interest in the Bid. Verbal statements made during the Bidders' conference will not modify the terms and conditions of the RFP, unless such statements are specifically written in the minutes of the Bidder conference or issued as an amendment to the Bid documents and posted on UNGM.
- 15.2. When appropriate, a Bidders' conference will be conducted at the date, time and location specified in Section II – Terms of Reference.

D. SUBMISSION OF BIDS

16. Documents establishing eligibility and conformity to Bid documents

- 16.1. Evidence of conformity of the goods/services to the Bidding documents may include the following documentation as described in clauses [redacted] Technical Bid and [redacted] Financial Bid, to be completed and returned in hard copies or in electronic format depending on the submission approach selected.
- 16.2. 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.

17. Technical Bid

- 17.1. Documents establishing the eligibility of the Technical Bid:
- 17.1.1. Completed and signed Bid Submission Form; [redacted] 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.
- 17.1.2. Completed Bidder Identification Form; [redacted] SECTION VI – ANNEX C; BIDDER IDENTIFICATION FORM, in PDF format.
- 17.1.3. Completed Bidder's Previous Experience; [redacted] SECTION VI – ANNEX D; BIDDER'S PREVIOUS EXPERIENCE, in PDF format.
- 17.1.4. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to

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include but not necessarily be limited to the information listed in SECTION II – ANNEX
in PDF format

Supporting documents/information per the Supplier Qualification Requirements;

Handwritten signature and date:
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- 17.1.6. SECTION VI - SUPPLIER QUALIFICATION REQUIREMENT
- 17.1.7. Copy of last three years of audited financial statements.

18. Financial Bid

- 18.1. Bidders must complete the Price Schedule Form in accordance to SECTION VI - ANNEX E 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.
- 18.2. Please consider the following information when completing the Price Schedule Form:
 - 18.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in SECTION VI - ANNEX E PRICE SCHEDULE FORM. Bidders are required to provide separate figures for each of the steps for each item.
 - 18.2.2. 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.
 - 18.2.3. 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.
 - 18.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

19. Partial & Alternative Bids

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

20. Submission, sealing, and marking of Bids

- 20.1. 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.
- 20.2. UNFPA provides alternative methods of Bid submission:
 - 20.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause 20.3
 - 20.2.2. Hard copy Bids may be delivered personally, by mail, or by courier in accordance with the guidelines provided in clause 20.4
 - 20.2.3. Any of the above options is acceptable and only one method is required. In accordance with UNFPA's green procurement initiative, electronic submissions are strongly encouraged.



20.3. Submission of electronic Bids

20.3.1. Bidders must enter the following text in the subject line: UNFPA/CAMBODIA/RFP/19/002, *Company Name*, and specify "Technical Bid" or "Financial Bid". Example below:

20.3.1.1. UNFPA/CAMBODIA/RFP/19/002, *Company name*, Technical Bid

20.3.1.2. UNFPA/CAMBODIA/RFP/19/002, *Company name*], Financial Bid

20.3.1.3. Submissions without this text in the subject line may be rejected.

20.3.2. Electronic submissions must be sent only to cambodia-procurement@unfpa.org. Bids received at cambodia-procurement@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.

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

20.3.4. 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 **17.1** & **17.17**. 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".

20.3.5. 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 Mr. Daniel Alemu at dalemu@unfpa.org

20.4. Submission of hard copy Bids

20.4.1. Bidders must prepare one Original set of all Bid documents, in addition to the hard copy; Bidders should enclose their Bid documents in a USB or CD containing an electronic version of the Bid. In the event of a discrepancy between the electronic and the hard copy version, the hard copy document will govern. Please assure to use separate media (USB or CD) for the Technical Bid and Financial Bid.

20.4.2. Marking of hard copy Bids

20.4.2.1. The **outer envelope** must be clearly marked with:

UNITED NATIONS POPULATION FUND
*Phnom Penh Centre, North Building, 5th Floor, Room 526, Tonle Basac, Chamkar Mon
Phnom Penh
Cambodia*
UNFPA/CAMBODIA/RFP/19/002, *Company Name*
Attention: Mr. Daniel Alemu
TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL
DO NOT OPEN BEFORE: 30 September 2019

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20.4.2.2. The envelope must indicate the name and address of the Bidder. If the outer envelope is not sealed and marked as required, UNFPA will assume no responsibility in the event of Bid misplacement or premature opening.

20.4.2.3. The **inner envelopes** must be clearly marked with:

UNITED NATIONS POPULATION FUND
*Phnom Penh Centre, North Building, 5th Floor, Room 526, Tonle Basac, Chamkar Mon
Phnom Penh
Cambodia
UNFPA/CAMBODIA/RFP/19/002, Company Name
Attention: Mr. Daniel Alemu*

TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL

Submission 1 of 2: UNFPA/CAMBODIA/RFP/19/002, *Company name* Technical Bid
Submission 2 of 2: UNFPA/CAMBODIA/RFP/19/002, *Company name*, Financial Bid

21. Deadline for submission of Bid and late Bids

21.1. 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.

21.2. 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.

22. Modification and withdrawal of Bids

22.1. 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.

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

22.3. Any proposed modification, substitution or withdrawal must be submitted in accordance to clause **1.4** - 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.

22.4. 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.

23. Storage of Bids

23.1. 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.

D. Alemu



E. BID OPENING AND EVALUATION

24. Bid opening

- 24.1. UNFPA will conduct an internal Bid opening on *30 September 2019, at 14:30 Phnom Penh time³ at the office of UNFPA Cambodia Country Office.*
- 24.2. 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.
- 24.3. 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.
- 24.4. 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.
- 24.5. 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.

25. Clarification of Bids

- 25.1. 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.

26. Preliminary examination of Bids

- 26.1. 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.
- 26.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.
- 26.3. 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:
 - 26.3.1. Affects in any substantial way the scope, quality, or services specified; or
 - 26.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the contract; or
 - 26.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 26.4. UNFPA considers material deviations to include, but not be limited to the following:
 - 26.4.1. During preliminary examination of Bids

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

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- 26.4.1.1. 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;
- 26.4.1.2. The Bidder indicates in the Bid that they do not accept important contract conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;
- 26.4.1.3. 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.
- 26.4.1.4. Non-eligibility of the Bidder;
- 26.4.1.5. Financial information is included in the Technical Bid.
- 26.4.2. During technical evaluation of Bids and qualification of Bidders:
 - 26.4.2.1. Bids do not reach the minimum threshold on technical score.
 - 26.4.2.2. The Bidder does not meet the minimum conditions for qualification.
- 26.4.3. During Financial evaluation of Bids:
 - 26.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause 27.1.3.
 - 26.4.3.2. Required price components are missing;
 - 26.4.3.3. The Bidder offers less quantity than what is required
- 26.5. 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.

27. Non-conformities, errors, and omissions

- 27.1. Provided that a Bid is substantially responsive:
 - 27.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
 - 27.1.2. 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.
 - 27.1.3. UNFPA shall correct arithmetical errors on the following basis:
 - 27.1.3.1. 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;
 - 27.1.3.2. 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.

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28. Evaluation of Bids

- 28.1. The evaluation of the Bids will be carried out in a two-step process by an evaluation panel, with evaluation of the Technical Bid being completed prior to any Financial Bid being opened and compared.
- 28.2. The minimum technical threshold to proceed to financial evaluation is 70% of the maximum point available of 70. The Financial Bid will be opened only for those Bidders, where Technical Bids reach a minimum score of 70% of the maximum point available of 70 points, meaning at least the technical proposal needs to obtain the total score of 49 points, and whom have fulfilled the supplier qualifications. The total number of points a Bidder may obtain for Technical and Financial Bids is 100 points.
- 28.3. Information relating to the examination, evaluation, comparison, and post-qualification of Bids and recommendation of contract award shall not be disclosed to Bidders or any other person not officially concerned with such process until the contract award is published.
- 28.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or contract award decisions may result in the rejection of its Bid.
- 28.5. Notwithstanding from the time of Bid opening to the time of contract award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

29. Technical evaluation

- 29.1. 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.

TECHNICAL EVALUATION CRITERIA

Criteria	[A] Maximum Points	[B] Weighting %	[A] x [B] = [C] Total Points
Expertise of the Bidder			
Relevant experience and background (national)	10	50%	5
Relevant experience and background (regional)	10	30%	3
Relevant experience and background (international – outside of Asia)	10	20%	2
Total Point		100%	10
Quality of the proposal			
Adequacy of proposal: methodologies	25	60%	15
Adequacy of proposal: approaches	25	20%	5
Adequacy of proposal: workplan	25	20%	5
Total Point		100%	25
Expertise of key staff			
General qualifications and technical competencies	25	20%	5
Experience of national team leader, experts and key staff (years ⁴)	25	60%	15
Experience of international expert(s) (years ⁵)	25	20%	5
Total Point		100%	25
Quality assurance			
Experience in national data training and field supervision	10	50%	5
Experience in EmONC national data training and field supervision	10	50%	5
Total Point		100%	10
TOTAL TECHNICAL PROPOSAL POINTS			70

⁴ Refer to scale at point 29.2

⁵ Refer to scale at point 29.2

30. 29.2 Minimum 5 years' experience is required.

<i>Years</i>	<i>Points awarded</i>
0-4 years' experience	0 - (Disqualified)
5-10 years' experience	75%
10+ years	100%

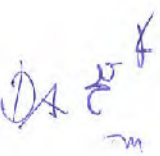
31. Supplier qualification requirements

31.1. The responses from the Bidders compared to **SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM** and **SECTION VI – ANNEX D: 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 contract.

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 [<i>Only if the estimated expenditure on the contract is more than USD 100,000 per year</i>]		
5	Bidder is experienced and technically capable of delivering the services [<i>Only if the estimated expenditure on the contract is more than USD 100,000 per year</i>]		

31.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder's capabilities and capacity to execute the services satisfactorily before deciding on award.

31.3. 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.

32. Financial evaluation

32.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 32 and is considered qualified through the supplier qualification process described in clause 1. 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.

32.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form SECTION VI – ANNEX E: PRICE SCHEDULE FORM. The maximum number of points for the Financial Bid is 30. 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:

$$\text{Financial Score} = \frac{\text{Lowest Bid (\$)}}{\text{Bid being Scored (\$)}} \times 30 \text{ (Maximum Score)}$$

33. Total score

33.1. 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.

$$\text{Total Score} = 70 \text{ Max. Technical Score} + 30 \text{ Max. Financial Score}$$

F. AWARD OF CONTRACT AND FINAL CONSIDERATIONS

34. Award of Contract

34.1. UNFPA intends to award the Contract for Professional Services to the Bidder(s) that obtains the highest combined score of the Technical and Financial evaluation.

35. Rejection of Bids and annulments

35.1. 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 pursuant to the contract.

35.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the contract without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.

35.3. Bidders waive all rights to appeal against the decision made by UNFPA.

36. Right to vary requirements and to negotiate at time of award

36.1. At the time of award of the contract UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP by up to 20% without any change in hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

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36.2. UNFPA reserves the right to negotiate the price with the Bid winner before awarding the contract to ensure that the Financial Bid is competitive on all aspects of the price.

36.2.1. 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.

36.2.2. 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.

37. Signing of the Contract

37.1. The Representative of UNFPA Cambodia Country Office will send the successful Bidder(s) the contract for professional services for a fixed contract value, which constitutes notification of award. Successful Bidder(s) shall sign and date the contract, and return it to UNFPA within 10 calendar days of receipt of the contract. To facilitate the process of signing the contract, Bidders are expected to have reviewed the template of Contract for Professional Services, found in **SECTION VI – ANNEX A: TEMPLATE OF CONTRACT FOR PROFESSIONAL SERVICES** of the Bidding documents prior to submitting a Bid. The successful bidder shall deliver the services and/or goods in accordance with the delivery schedule outlined in the Bid/ Contract only after both parties sign the contract.

37.2. UNFPA reserves the right to discontinue the contract if the supplier's performance is not satisfactory to UNFPA.

38. Publication of Contract Award

38.1. UNFPA will publish the following contract award information on United Nations Global Marketplace <http://www.ungm.org>, 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, Contract amount and the issue date of the contract/purchase order.

39. Payment Provisions

39.1. 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.

40. Bid protest

40.1. Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of contract may complain to Mr. Daniel Alemu, Representative, a.i of UNFPA Cambodia Country Office at dalemu@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief of the Procurement Services Branch at procurement@unfpa.org.

41. Documents establishing sustainability efforts of the Bidder

41.1. 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 Procurement Services Branch at 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.

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SECTION II: TERMS OF REFERENCE (TOR)

1. Rationale

With UNFPA and other financial and technical assistance, the Ministry of Health conducted the first National Emergency Obstetric and Newborn Care (EmONC) Assessment in 2009 and the results of the Assessment informed the development of the EmONC Improvement Plan 2010-2015. In 2014, the second assessment was conducted to assess the progress and challenges in improving EmONC services across the country. The findings from the second assessment informed the development of the second EmONC Improvement Plan 2016 – 2020. Under the EmONC Improvement Plan 2016-2020, the National Maternal and Child Health Center (NMCHC) of the MoH and Provincial Health Departments (PHDs) have planned to gradually upgrade a total of 180 health facilities (47 Comprehensive EmONC and 133 Basic EmONC), while the country would need only 160 EmONC facilities, in line with UN standard by 2020.

Based on the reports from PHDs, by 2018, the 43 CEmONC and 125 BEmONC facilities were upgraded⁶, from 37 CEmONC and 110 BEmONC and fully EmONC functioning health facilities⁷ from 35 CEmONC and 28 BEmONC (based on the Review EmONC Report 2015).

In order to assess the progress made since 2016 and to identify challenges and areas for further improvement to reduce maternal and newborn mortalities and morbidities in Cambodia. This review will also inform the development of the new EmONC Improvement Plan 2021 – 2025.

Despite this significant progress has been reported, there is a need for independent and expert assessment to document evidence of whether the progress is on track to achieving full implementation of the signal functions, key elements of quality standard including appropriate infrastructure, adequate staff with skills and competencies to deliver the EmONC signal functions with appropriate patient records, essential medicines and equipment, round-clock service quality, and team work approach.

2. Objectives

The overall objective of the Review of EmONC Improvement Plan is:

*“to assess all 180 health facilities (47 planned CEmONC and 133 planned BEmONC) against signal function of either CEmONC or BEmONC” plus 36 referral hospitals and health centres in Ratanak Kiri and Mondul Kiri provinces. **Total facilities to be assessed are 216***

The main objectives of the Review are:

- To determine the EmONC upgrading status and functioning EmONC facilities as planned by each province
- To identify availability of staff, EmONC training/skills and medical equipment and medicines

⁶ Upgraded means the facility was trained and equipped with skilled staff, equipment and materials to be able to function as either CEmONC or BEmONC

⁷ Functioning means the facilities are providing all EmONC services/signal functions in line with its classification either BEmONC or CEmONC
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- To identify barriers to ensure availability, functioning and utilization of EmONC services based on types and levels of health facilities such as referral hospitals (CPA3, CPA2, CPA1) and health centers; and develop appropriate strategies and recommendation to address the problems; and
- To serve as a baseline for KOICA – MCH project in Ratanak Kiri and Mondul Kiri provinces.

Core signal functions of CEmONC and BEmONC are as follows;

N	Signal functions for CEmONC	Signal functions for BEmONC
1	Parenteral antibiotics (IV/IM)	Parenteral antibiotics (IV/IM)
2	Parenteral oxytocic	Parenteral oxytocic
3	Parenteral anticonvulsants (MgSO4)	Parenteral anticonvulsants (MgSO4)
4	Manual removal of the placenta	Manual removal of the placenta
5	Removal of retained products (MVA)	Removal of retained products (MVA)
6	Assisted or instrumental vaginal delivery (MVE)	Assisted or instrumental vaginal delivery (MVE)
7	Neonatal resuscitation	Neonatal resuscitation
8	Blood transfusion	
9	Delivery by Caesarean section	

Note: When a signal function is reported as “no case” during the assessment, assessor(s) should confirm if:

- No case**, but there was/were case(s) but referred out? If yes: then classify the facility as “**can’t perform**” of that particular signal function.
- No case reported to the facility** and no staff has received hand-on coaching within the past 12 months, then classify the facility as “**can’t perform**” that particular function.
- No case reported to the facility** BUT there is/are staff member(s) has/ve received hand-on coaching within the past 12 months, then this facility is classified as “**can perform**” that particular function.

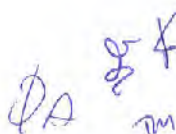
3. Methodology

The Review will be carried out in 47 Comprehensive EmONC (CEmONC) and 133 Basic EmONC (BEmONC) facilities based on the EmONC Improvement Plan 2016-2020 and progress made to date, plus 36 referral hospitals and health centres in Ratanak Kiri and Mondul Kiri provinces. **Total facilities to be assessed are 216**

- **EmONC Improvement Strategies and Outputs:**

There were 7 expected outputs that EmONC improvement Plan to achieve in 2020 which the review will provide detailed information as the below for the study questions:

Output 1: Policy and strategies in place for a supportive and enabling environment





Output 2: Adequate coverage of EmONC facilities (availability and accessibility, include financial accessibility) assured throughout the country

Output 3: Technical and managerial capacity strengthened to ensure high quality of care

Output 4: Increased utilisation of EmONC services to reduce unmet needs

Output 5: Referral system in place and operational throughout the country

Output 6: Provincial EmONC plans developed, operational and monitored

Output 7: Community participation strengthened to increase utilization

Who: The Review will be conducted by an independent research firm or institution, with quality assurance by international expert(s), with skills and experience in the EmONC Assessment/Review.

What tool: Global EmONC Assessment Tool, available upon request or can be downloaded from www.amddprogram.org. The Tool is developed by Averting Maternal Death and Disability (AMDD) and recognized by UNFPA, UNICEF and WHO. This tool needs to be reviewed and consulted with the NMCHC and stakeholders and get approval from the NMCHC. The Review Proposal and Assessment Tool will need to be officially approved by the National Ethic Committee for Health Research before the actual Review can take place.

Selection of facilities: All 47 Comprehensive EmONC (CEmONC) and 133 Basic EmONC (BEmONC) facilities based on the EmONC Improvement Plan 2016-2020 and progress made to date, plus 36 referral hospitals and health centres in Ratanak Kiri and Mondul Kiri provinces.

Total facilities to be assessed are 216

Norms and Standards

Jointly agreed UN EmONC norms and standards will be applied in this assessment. The assessment will provide detailed information based on the standard EmONC Assessment Tool with the adaptation to Cambodia context⁸.

- Are there sufficient facilities providing EmONC?
- Are they well distributed?
- Are enough women using them? What obstacles that hinder access to services?
- Are the right women using them?
- Are enough critical services being provided?
- Is the quality of the services adequate?
- Are there any referral systems in place? Are they functioning?

4. Propose Review approaches and Tools

The successful firm/institution will work closely with the NMCHC Director, the Sub – Technical Working Group for Maternal and Child Health (Sub-TWG for MCH), and the EmONC Coordination Team/Training Unit of NMCHC and with UNFPA to ensure the successful Review tasks:

- Desk review the existing materials: Global EmONC Assessment Methodology (the tools developed by the “Averting Maternal Death and Disability Programme (AMDD)” of Columbia

⁸ More questions may be added upon inputs from stakeholder during the Tools/Questionnaire design
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University), and other national documents, to be provided after the award of contract, such as:

- Health Strategic Plan 2016 – 2020,
 - National EmONC Assessment 2009,
 - EmONC Improvement Plan 2010-2015,
 - Review EmONC Improvement Plan 2015,
 - EmONC Improvement Plan 2016-2020,
 - Fast Track Initiative Roadmap for Reducing Maternal and Newborn Mortality 2016-2020,
 - Safe Motherhood Protocol for HC and RH,
 - National Strategy for Reproductive and Sexual Health in Cambodia 2017-2020,
 - Reports on EmONC upgraded facilities, and
 - EmONC curriculum for medical doctors and midwives, and
 - EmONC trainees' data sheets.
- Carry out field review at the designated EmONC facilities to:
- The status of upgrading and functioning EmONC facilities against plan across the country.
 - Appropriate infrastructure for service provision.
 - Availability of human resource, staff trained, skill coaching and ability of using skills.
 - Availability of appropriate medical equipment, drug and supplies to serve EmONC signal functions and infection control at BEmONC and CEmONC facilities.
 - Utilization: normal delivery, complicated delivery including C-section and availability of blood and functioning of blood bank and blood depot.
 - Appropriate emergency transportation system and communications.
 - Review maternal death records and analyze cause of deaths.
 - Management system to support EmONC at sub-national level: PHD, OD, facilities, including support mechanism and supervision for improvement.
 - Identify barriers and recommendations for non – performing designated EmONC facilities, especially BEmONC at health centres, and for non-performing signal functions.
 - Identify and provide recommendation to the proposed EmONC facility geographic locations to ensure good and fair coverage and distribution
 - In each facility, assessor(s) are required to cross-check with different units of each facility to gather relevant information/data, not only in one particular unit.
- The detailed assessment tool requires to be based on the AMDD tool with adaption to Cambodia context*
- Consultation with NMCHC/Training Unit on the progress and status of EmONC upgrading facilities, key policy development to support EmONC, and EmONC training sites at national and sub-national levels, progress of EmONC training, EmONC training curriculum and future plan, constraint and suggestions.



- Take the lead in consultative workshops on the Review tool adaptations and presenting the draft and final findings and recommendations.

5. Management Arrangement and Quality Assurance:

The selected firm or institution will have the contractual arrangement with and reporting to UNFPA. The firm or institution will work closely with the National Maternal and Child Health Centre (NMCHC), and the Sub – TWG for MCH on the development of work-plan, modification of global AMDD - EmONC Assessment Tool, and to get approval of final assessment tool from the National Ethic Committee for Health Research. Bidding firms/institutions must demonstrate key expertise in the EmONC Assessment and strong quality assurance, preferably by and with an international expert, throughout the review process, including Tool development/adaptation, training of enumerators, field data collection, analysis, and reporting.

6. Expected Outputs:

- All 180 health facilities identified to be updated to EmONC facilities plus 36 non- designated EmONC facilities in Ratanak Kiri and Mondul Kiri provinces are assessed based on the Global ADMM – EmONC Assessment Tool and adapted to the Cambodian context and upon approval from the NMCHC, UNFPA and the National Ethic Committee for Health Research.
- Adaptation of the AMDD – EmONC Assessment Tool to the Cambodia context by **the 20th of December 2019**.
- Draft Report of the EmONC Improvement Plan Review for NMCHC, UNFPA and stakeholders review by the **31st of March 2020**. The Report shall include overall findings in regard with:
 - Progress and gaps against key signal functions of each facilities
 - Competency and skills of key EmONC staff
 - Key observation on quality of services
 - Any obstacles in accessing to EmONC services, particularly for the poor and vulnerable
 - Prices/costs of each key interventions to patients
 - The detailed findings of each facility will need to make available as part of annexes to the main report
- Final Report of the EmONC Improvement Plan Review by the **30th of April 2020** based on comments and inputs from NMCHC, UNFPA and stakeholders. The Report should be in the same structure as the draft report.

7. Proposed Timeframe

The Review is expected to take place from the 1st of November 2019 to the 30th of April 2020.

8. Management Arrangement:

- The selected firm/consultant will have the contractual arrangement with and reporting to UNFPA
- The firm will work with the National Maternal and Child Health Centre (NMCHC)/National Reproductive Health Programme (NRHP) Prof. Tung Rathavy – and the sub technical working group for health for MCH on the development of work-plan, selection of facilities, and approval of final questionnaire.



9. Required deliverables:

- **By the 20th of December 2019:**
 1. Approval of the EmONC Assessment Tool by the NMCHC,
 2. Approval from the National Ethic Committee for Health Research on the Review Protocol.
 3. A succinct report highlighting the progress, including the approved Assessment Tools, Letter of Approval from the National Ethic Committee for Health Research.

- **By the 15th of January 2020:**
 1. Completion of the field testing of the Assessment Tool.
 2. A concise report, enclosed with the results of field testing.

- **By the 31st of March 2020:**
 1. The draft EmONC Review Report; and

- **By the 30th of April 2020:**
 1. The final EmONC Review Report, hard and soft copy, including raw data, tools and materials developed during the project



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. Copies of current certificates such as GMP/quality, FSC/_CPP, manufacturer's ISO certificate for any product, manufacturer's CE certificate, USA 510k, Japan QS standard, etc. as and if applicable
13. All standard forms as explained under clause Section I: Instructions to Bidders, clause 17

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 entire Bid.



SECTION II – ANNEX B: SPEND ANALYSIS AND DEMAND FORECAST

NOT APPLICABLE

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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.

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

GOODS AND SERVICES DEFINED	<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>
KEY PERFORMANCE INDICATORS	<p>Successful Bidder's performance will be monitored and evaluated by UNFPA on a quarterly 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>Services:</p> <ul style="list-style-type: none"> • Expected output achieved • Satisfactory level of quality and technical competence • Effective and timely communication and professionalism <p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
PAYMENT TERMS	<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</p>



	may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.
ADVANCE PAYMENT	An advance payment is not allowed.

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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

2.1. 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)

2.2. In the case of a Bidder not doing business within the country of destination, the Bidder is or will be represented by an agent in the country that is equipped and able to carry out the supplier's maintenance, training, repair and spare parts-stocking obligations prescribed in the **SECTION I: INSTRUCTIONS TO BIDDERS** and **SECTION II**

3. Bidder's eligibility

3.1. 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 B: 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

4.1. 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	2014	2015	2016	2017	2018
Current ratio					
Quick ratio					

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Debt ratio					
.....					

- 4.2. 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.
- 4.3. 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 services that will be issued pursuant to the contract and complete the deliverables within the stipulated delivery period

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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's Previous Experience	Mandatory	PDF
Annex E:	Price Schedule Form	Mandatory	PDF & Excel
Annex G:	Checklist of Bid Forms	Not Applicable	Not Applicable



SECTION VI – ANNEX A: BID CONFIRMATION FORM

[Complete this page and return it prior to bid opening]

To: UNFPA [Insert name of Office] [Insert name of Procurement Official]	Date: Email: [Insert E-mail of Procurement Official]
From: [Insert Company Name] [Insert Contact person from Company] [Insert Telephone number] [Insert E-mail address of contact person] [Insert Postal address of Company]	
Subject: UNFPA/CCC/RFP/YY/NNN	

- YES, we intend to submit a bid in response to the above mentioned RFP.
- 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)

- YES, even though on this occasion we have not submitted a Bid we are definitely interested in future possible RFP's.
- 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:

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SECTION VI – ANNEX B: BID SUBMISSION FORM

Date: [Insert Month, Day, Year]

To: UNFPA

[Insert Address of office coordinating Bid process]

The undersigned, having read the original RFP documents of UNFPA/CCC/RFP/YY/NNN 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 [products/services/works – *select the appropriate and delete the rest*], 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/CCC/RFP/YY/NNN 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 [Select between 60-120 days depending on the type of and the complexity of the service going to be procured; should be in line with clause 13] 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 contract within the time frame stipulated.

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 contract are concluded on the basis of the Technical and Financial Bids.

We confirm that our firm has no conflict of interest in accordance with Section I: Instructions to Bidders clause [redacted], 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 [redacted].

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

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SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM

UNFPA/CCC/RFP/YY/NNN,

1. Organizational Information	
Company/Institution Name	
Address, City, Country	
Telephone/FAX	
Website	
Date of establishment	
Legal Representative: Name/Surname/Position	
Legal structure: natural person/Co. Ltd, NGO/institution/other (specify)	
Organizational Type: 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)	

2. Quality Assurance Certification	
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)	

3. Expertise of Staff	
Total number of staff	
Number of staff involved in similar contracts	

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4. Contact details of persons that UNFPA may contact for requests for clarification during Bid evaluation	
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:	

Handwritten signature and initials in blue ink, including the letters 'DA' and '201'.



SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE

Order No. & Date	Description ⁹	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:

[Countersignature by chartered accountant should be included if procurement expenditure is estimated to surpass the USD 100,000 annual threshold; if desired can also be included on lower threshold if not applicable delete]

⁹ Please indicate relevant contracts to the one requested in the RFP. RFP Number UNFPA/CAMBODIA/RFP/19/002

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Handwritten signature and initials.



SECTION VI – ANNEX E: PRICE SCHEDULE FORM

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

This Form must be adjusted for each RFP

1. Submit this document in a separate email from the Technical Bid as indicated in Section I: Instructions to Bidders clause 19 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.

Example Price Schedule below: *[Delete after properly completing the Price Schedule also develop excel version]*

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
1. Professional Fees					
<i>Total Professional Fees</i>					\$\$
2. Out-of-Pocket expenses					
<i>Total Out of Pocket Expenses</i>					\$\$
<i>Total Contract Price</i> <i>(Professional Fees + Out of Pocket Expenses)</i>					\$\$

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

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SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM

NOT APPLICABLE

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SECTION VI – ANNEX G: 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 D: BIDDER'S PREVIOUS EXPERIENCE		
Have you completed and signed the Price Schedule Form?	SECTION VI – ANNEX E: PRICE SCHEDULE 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 REQUIREMENT		
Have you prepared a copy of the previous year's audited Company Balance Sheet and Financial Statements?	Section I: Instructions to Bidders, clause 1.1 & SECTION V: SUPPLIER QUALIFICATION REQUIREMENT		
Have you provided written confirmation that your company is neither suspended by the United	SECTION VI – ANNEX B: BID SUBMISSION FORM &		



Nations system nor debarred by the World Bank Group?	Section I: Instructions to Bidders clause 2.4		
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 11		
Have you reviewed the UN Global Compact requirements?	Section I: Instructions to Bidders, clause 11		
Have you sealed and marked the Bids according to Instructions to Bidders clause 20.3 (electronic Bids) or clause 20.4 (hard copy Bids) or clause 20 (Submission through an online system)?	Section I: Instructions to Bidders, clause 20.3 & Error Reference source not found		
If submitted electronically through email, is the file size of the Bid less than 20MB(If the file size is above 8 MB, refer to Instructions to Bidders clause 20.3.3)	Section I: Instructions to Bidders, clause 20.3.3		
Have you noted the Bid closing deadline?	Invitation letter Number 2		
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		
Have you provided contact details of commercial banks and names of contact persons from whom UNFPA can seek feedback?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided sufficient documentation of your company's ability to undertake the services, i.e., <ul style="list-style-type: none"> - List of similar contracts/LTAs executed for other clients including contact details. - Evidence that the Bidder possesses experience in the geographical area. - At least three years of experience in performing similar contracts/Long Terms Agreements 	SECTION VI - ANNEX D: BIDDER'S PREVIOUS EXPERIENCE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

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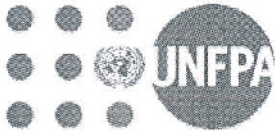
<p>Have you provided sufficient documentation of your company's managerial capability?</p> <ul style="list-style-type: none"> - Details of company's managerial structure. - Quality assurance systems in place. 	<p>SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM</p>		
<p>Have you supplied clients' certificates in support of the satisfactory operation of the goods/services as specified above?</p>	<p>SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE</p>		
<p>Have you checked Section I: Instructions to Bidders, clauses, 17 & 18 and provided all requested documentation in the correct formats?</p>	<p>Section I: Instructions to Bidders, clauses 17 & 17.17</p>		



SECTION VII: CONTRACTUAL FORMS

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

Description		Status	Preferred file for submission
Annex A:	Template of Contract for Professional Services	Mandatory	PDF
Annex B:	Bank Guarantee for Advance Payment	Choose an item.	Not applicable
Annex C:	Performance Security	Choose an item.	Not applicable



SECTION VII – ANNEX A: TEMPLATE OF CONTRACT FOR PROFESSIONAL SERVICES

Provided upon request

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SECTION VII – ANNEX B: BANK GUARANTEE FOR ADVANCE PAYMENT

NOT APPLICABLE

SECTION VII – ANNEX C: PERFORMANCE SECURITY

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