Date: June 10, 2024

REQUEST FOR QUOTATION

RFQ Nº UNFPA/AZE/RFQ/2024/011

Dear Sir/Madam,

UNFPA CO in Azerbaijan hereby solicits a quotation for the following services:

Project Title: ‘Services of the specialized institutions to provide consultancy services for developing and disseminating policy and guidance materials for case workers and managers supporting GBV survivors.’

Position: local agencies/organizations to oversee consultancy on developing and disseminating policy and guidance materials for GBV case workers and managers.

SCOPE OF WORK OF THE ASSIGNMENT:

*UNFPA Azerbaijan CO will establish a partnership with a specialized institution to provide consultancy services for developing and disseminating policy and guidance materials tailored for case workers and managers who support GBV survivors. This initiative aims to ensure that the policies and guidance materials are in alignment with international standards and best practices, thereby enhancing the effectiveness and consistency of support services provided to GBV survivors.*

This Request for Quotation is open to all legally - constituted organizations that can provide the requested services and have legal capacity to perform in the country.

1. **About**

UNFPA is the United Nations sexual and reproductive health agency, with the field offices present in more than 150 countries across the world and a large number of people employed as international and local staff members. The UNFPA office in Baku employs a team of eight persons engaged in the implementation of the projects and programmes in the field of family planning, gender equality and population dynamics.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](http://www.unfpa.org/about-us)

1. **Terms of Reference (ToR)**

**BACKGROUND**

Gender-based violence (GBV) persists as a global challenge, with one in three women worldwide experiencing physical or sexual abuse during their lifetime. This alarming prevalence underscores the urgent need for comprehensive measures to address this pervasive violation of human rights.

UNFPA is a leading agency providing support to the governments across the world for combating gender-based violence. UNFPA has been on the forefront of the advocacy efforts for improved GBV prevention and response in Azerbaijan too. The organization provided support with development of the legal and policy framework to address the phenomenon, as well as assisted a range of government institutions with a series of actions on production of data and evidence on GBV, its prevalence rates and economic costs; capacity building of service providers; advocacy and awareness raising at both the grassroots and decision-making levels.

Nevertheless, many women in Azerbaijan continue suffering due to limited access to information and protective mechanisms. The MEN and Gender Equality Survey conducted by UNFPA in 2018 revealed alarming statistics, with approximately 32.5% of men admitting to perpetrating physical violence, and an equally concerning 32.1% of women reporting experiencing such violence during their lifetime. Another survey on economic cost of GBV, held in partnership with the government in 2018, emphasized that the consequences of this phenomenon could potentially cost the Azerbaijani economy nearly 2% of its annual GDP, highlighting the broader societal impact of GBV.

As an integral part of the "Women at the Centre: Rising Up Against the Pandemic of Violence Against Women" project (WAC) in Azerbaijan, UNFPA is committed to supporting the establishment and use of functional GBV coordination mechanisms and referral systems in target locations. This strategic initiative is aligned with the project's overarching goal of strengthening gender-based violence (GBV) case management systems through accreditation pathways supported by pre- and in-service curricula towards professionalised training for social workers. Guidance materials, policies, tools, and other resources are necessary to complement this training to equip case workers and managers involved in addressing GBV to carry out their duties effectively.

Under the WAC project, Outcome 4.1 emphasizes the critical task of developing/adapting protocols and guidance materials customized to address the unique needs of marginalized groups that seek GBV case management services. Equally important is the development and distribution of protocols and tools aimed at enhancing the capabilities of case workers and managers in providing skilled psychosocial support to GBV survivors. These efforts must align with established international standards such as the IASC Mental Health Intervention Pyramid, Level 3, to ensure the delivery of high-quality services. Additionally, producing integrated materials on GBV/Sexual and Reproductive Health and Rights (SRHR) protocols and information is essential for equipping GBV case workers and managers with the necessary resources to deliver accurate information and support to GBV survivors within their local contexts. This comprehensive approach is instrumental in fostering a supportive environment and empowering survivors to access the assistance they need.

In line with these objectives, UNFPA is soliciting the services of a local organization to undertake the development, adaptation, and dissemination of policy, guidance materials and tools tailored for case workers and managers involved in providing support services to GBV survivors. The selected organization will play a crucial role in ensuring the alignment of these materials with international standards and facilitating their effective utilization within GBV coordination and referral systems in Azerbaijan.

This intervention is an integral component of the Azerbaijani share of the "Women at the Center: Rising Up Against the Pandemic of Violence Against Women" project, which is implemented by UNFPA across five countries globally.

**PURPOSE**

The purpose of this intervention is to develop/adapt tailored protocols, guidance materials and tools for social workers/GBV case managers to meet the needs of marginalized groups including through the provision of skilled psychosocial support as well as Sexual and Reproductive Health and Rights information during GBV response.

**RESPONSIBILITIES OF THE ORGANIZATION**

The agency sub-contracted for the implementation of the subject assignment will be specifically responsible for the following:

1. **Initial orientation with UNFPA and other relevant partners engaged in the action.**
2. **Draft the detailed intervention plan with the project outputs/deliverables, project management structure, timelines, indicators to monitor the progress, and responsible staff members.**
3. **Review/locate available tools, protocols and guidance documents:**

* Review the GBV case management mapping assessment produced in the framework of the project and other relevant documents.
* Review the draft protocols/guidance through collaboration with relevant stakeholders, including case workers, managers, and representatives from marginalized groups.
* Consult with representatives from identified marginalized groups to understand their specific needs and challenges.

1. **Develop/adapt the tools, protocols and guidance materials to equip case workers to meet the needs of GBV survivors in their communities:**

* Tools, protocols and guidance resources are reviewed/developed to support case management provision adapted to the needs of identified marginalized groups;
* Tools, protocols and guidance resources are reviewed/developed to support case workers/ managers in providing skilled psychosocial support to GBV survivors (based on the IASC Mental Health Intervention Pyramid, Level 3);
* Tools, protocols and guidance resources integrate GBV/SRHR considerations to support case workers/managers in providing timely, accurate information on sexual and reproductive health and rights including options for GBV survivors in local context;
* Ensure that all tools, protocols and guidance materials produced are culturally sensitive, linguistically appropriate, and accessible to all members of the community, including marginalized groups.

1. **Pilot, finalize and disseminate the tools, protocols and resources produced:**

* Pilot the tools, protocols and guidance materials produced with a group of GBV case workers/managers to introduce the necessary context-specific revisions and finalize the documents.
* Develop a dissemination strategy/plan to ensure that implementation tools reach all relevant stakeholders, including GBV case workers, managers, and relevant partner organizations.
* Organize training sessions or workshops to familiarize GBV case workers/managers with the use of implementation tools and ensure effective implementation.

1. **Be responsible for all translation and interpretation services required throughout the duration of the subject assignment.**

**Deliverables:**

* Tools, protocols and guidance documents customized to meet the unique needs of marginalized groups are produced;
* Tools, protocols and guidance documents integrate PSS and SRHR considerations in GBV response for case workers;
* Dissemination plan and strategy for the tools, protocols and guidance materials produced is developed;
* # of service providers/case managers demonstrating increased knowledge on the use of the produced tools.

**Eligibility criteria:**

* Registration as a recognized National institution/Government or NGO stakeholder with the relevant government authority;
* Availability of staff members with specialized training, knowledge, and expertise in GBV coordination and referral systems, specifically psychosocial support and sexual and reproductive health;
* Proven track record in developing practical policy and guidance materials specifically tailored to address the needs of GBV survivors, including marginalized populations;
* Demonstrated experience in understanding and applying SRHR and PSS in GBV response for case workers;
* Minimum of 3 years of experience in delivering GBV response services to diverse and vulnerable populations within communities.

**Contract duration:**

*July 2024 – December 2024*

**Specific Conditions:**

*Ownership of the output:* UNFPA

1. **Questions**

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

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| --- | --- |
| Name of contact person at UNFPA: | *Ms. Yegana Ismailova* |
| Tel Nº: | *+99412 4922470* |
| Fax Nº: | *+99412 4922379* |
| Email address of contact person: | [ismailova*@unfpa.org*](mailto:ismailova@unfpa.org) |

The deadline for submission of questions is **July 3, 2024 at 12:00 Baku time**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

1. **Content of quotations**

Quotations should be submitted as a hard copy or in a single e-mail whenever possible, depending on file size. Quotations must contain:

1. Technical proposal, in response to the requirements outlined in the service requirements/ TORs.
2. **Price quotation, to be submitted strictly in accordance with the price quotation form.**

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

1. **Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, are to be sent by e-mail or mail to the contact person indicated below no later than: **July 5, 2024 at 18:00 Baku time**.

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| --- | --- |
| Name of contact person at UNFPA: | *Ms. Yegana Ismailova* |
| Email address of contact person: | [*ismailova@unfpa.org*](mailto:ismailova@unfpa.org) |

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: RFQ Nº 2024/011 To provide consultancy services through specialized institutions for developing and disseminating policy and guidance materials to support case workers and managers assisting GBV survivors. Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
* The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.

1. **Overview of Evaluation Process**

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

1. **Award Criteria**

UNFPA shall award a Purchase Order/Professional Service Contract to the lowest-priced most technically acceptable offer.

1. **Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

1. **Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA’s Policy regarding fraud and corruption is available here: [Fraud Policy](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the Office of Audit and Investigation Services of UNFPA as well as with any other oversight entity authorized by the Executive Director of UNFPA 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 contract, and to debar and remove the supplier from UNFPA’s list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](http://web2.unfpa.org/help/hotline.cfm).

1. **Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **RFQ Protest**

Bidder(s) perceiving that they have been unjustly treated in connection with the solicitation or award of a contract may submit a complaint directly to the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit, Dr. Farid Babayev, UNFPA Assistant Representative at [babayev@unfpa.org](mailto:babayev@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

1. **Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

PRICE Quotation Form

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| **Name of Bidder:** |  |
| **Date of the quotation:** | Click here to enter a date. |
| **Request for quotation Nº:** | UNFPA/AZE/RFQ/2024/011 |
| **Currency of quotation:** | AZN |
| **Validity of quotation:**  *(The quotation shall be valid for a period of at least 3 months after the submission deadline.)* |  |

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

Example Price Schedule below:

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| **Item** | **Description** | **Total** | |
| **Professional Fees** | | | |
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| ***Total Contract Price*** | | |  |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/AZE/RFQ/2024/011 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

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

**ANNEX I:**

**General Conditions of Contracts:**

**De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)