



## REQUEST FOR PROPOSAL (RFP)

TO INTERESTED SUPPLIERS	DATE: May 7, 2018
	REFERENCE: UNDP-BMS-OHR-RFP-006

Dear Sir / Madam:

We kindly request you to submit your **Proposal for Services on the Establishment and Management of the Helpline for Reporting Sexual Harassment**.

Your Proposal must be expressed in English, and valid for a minimum period of 90 days. Your offer, comprising of a Technical and Financial Proposal, in separate files, should be submitted in accordance with Section 2, through eTendering online system and by the deadline indicated in <https://etendering.partneragencies.org>.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

The Technical Proposal and Financial Proposal files **MUST BE COMPLETELY SEPARATE** and sent separately and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

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

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

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

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

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

Thank you and we look forward to receiving your Proposal.

Yours sincerely,

*Secil Avci* 07-May-2018

Secil Avci  
OIC, Central Procurement Unit  
BMS/Office of Sourcing and Operations  
United Nations Development Programme

## Description of Requirements

Context of the Requirement	<b>Establishment and Management of the Helpline for Reporting Sexual Harassment</b>
Implementing Partner of UNDP	Please refer to Annex I
Brief Description of the Required Services <sup>1</sup>	Please refer to Annex I
List and Description of Expected Outputs to be Delivered	<p>A key to eliminating sexual harassment is to create a safe space for personnel to seek advice when they face or witness others facing sexual harassment. Currently, allegations of sexual harassment can be reported to the Office of Audit and Investigation (OAI). Personnel may also discuss them informally with the Office of the Ombudsman. While these reporting mechanisms and processes are generally considered sound, UNDP recognizes that there is likely to be significant under reporting. To respond to this, UNDP is seeking to complement existing internal justice mechanisms with an independent and externally managed helpline for UNDP personnel to report sexual harassment:</p> <ul style="list-style-type: none"> <li>•Set up a 24-hours and worldwide accessible helpline that is confidential and secure.</li> <li>•Ensure multiple channels for staff to raise concerns and report sexual harassment (including anonymously), including free phone numbers, chat and web-based options for contact.</li> <li>•Conduct non-judgmental and confidential conversations with the complainant. Assess her/his immediate safety.</li> <li>•Provide guidance on possible resolution options (in line with the relevant UNDP policies, based on information/script to be provided by UNDP).</li> </ul>

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<ul style="list-style-type: none"> <li>•If agreed with the complainant, facilitate the transfer of the complaint to UNDP (based on the agreed SOPs), or a provider of staff counselling services.</li> <li>•Maintain records of all complaints and transfer of data, based on the agreed protocol, to the relevant office in UNDP.</li> <li>•Ensure that the helpline can receive complaints in English, French and Spanish, and with an option to use the services of a live interpreter in other languages.</li> <li>•Carry out a set of webinars with UNDP staff globally to present/launch the service.</li> <li>•Provide regular reports on cases received and work completed in accordance to agreed SOPs.</li> </ul>
Person to Supervise	Project Manager
Frequency of Reporting	Quarterly
Progress Reporting Requirements	Contractor may use remote communication means (e.g. Skype, Phone, email etc.) to meet the communication need of the project. The vendor will be expected to meet and interact, as relevant, with other departments, including the Office of Audit and Investigations, the Office of the Ombudsman, the Ethics Office, the Legal Office, the Office of Human Resources, and the Staff Council.
Location of work	At Contractor's location(s)
Expected duration of work	12 months
Target start date	June 1, 2018
Latest completion date	At the end of the 12 <sup>th</sup> month upon signing the contract. The helpline will be established as a pilot project for one year, after which it will be evaluated with regards to the use and quality of service, and overall impact.
Travels Expected	No travel required.
Special Security Requirements	N/A
Facilities to be Provided by UNDP	N/A
Implementation Schedule indicating breakdown and	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

timing of activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> Exclusive. Any applicable taxes should be clearly indicated in the financial proposal.
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not Permitted

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Payment Terms	Outputs	Percentage Of total payment <sup>3</sup>	Estimated timing	Condition for Payment Release
	1) Standard Operating Procedures (SOPs) for case reporting, referrals and communication with UNDP developed and agreed upon	10%	3 <sup>rd</sup> week after contract signature	Payments are made upon completion of satisfactory service, in line with agreed criteria
	2) Independent hotline launched and webinars with personnel to launch the helpline conducted	10%	Latest 5 <sup>th</sup> week after contract signature	
	3) Administration of the independent hotline, as per requirements and provision of four progress reports.  3.1 First progress report (end of third month) 3.2 Second progress report (end of sixth month) 3.3 Third progress report (end of ninth month) 3.4 Final report (12 <sup>TH</sup> month)	Total: 80%  <b>Breakdown:</b>  First report: 20%  Second report: 20%  Third report: 20%  Final report: 20%	This deliverable takes place latest from 5 <sup>th</sup> week to 12 <sup>th</sup> month after the contract signature. Payments will be split in 4 payments made upon completion of scheduled reports. The final payment will be made upon submission of the final report.	

<sup>3</sup> Irrespective of the price quoted by the proposer for each deliverable, UNDP will make the payment as per the percentages stated here in the table. For example, the contractor will be paid 10% of total contract amount upon completion and approval of the first deliverable. In regard to the fourth deliverable payments will be made upon completion and approval of each progress report (at rate of 20% each)

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non- acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (number of years and type of experience in managing a global helpline service related to sexual harassment or abuse) <b>30%</b></p> <p><input checked="" type="checkbox"/> Approach/methodology for service delivery in line with requirements outlined in the ToR. These requirements include: 1) 24-hour helpline; 2) helpline service available in multiple languages; 3) clear standards for guiding the conversation; 4) ability to provide guidance on resolution options in UNDP; 5) ability to collect information and record in accordance with UNDP reporting procedures. <b>50%</b></p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (Management Structure and Helpline Responder CVs) <b>20%</b></p> <p><i>Please refer to Annex I (Terms of Reference) for qualifications and Annex II for details and documentation requested.</i></p> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>The following formula will be used to evaluate financial proposal:  <math>p = y (\mu/z)</math>, where:  p=points for the financial proposal being evaluated;</p>

	<p>y=maximum number of points for the financial proposal;  <math>\mu</math>=price of the lowest priced proposal;  z = price of the proposal being evaluated.</p> <p><b>Recommended Presentation of Proposal</b></p> <ul style="list-style-type: none"> <li>- Company Background</li> <li>- Past project of similar work</li> <li>- Proposed Team member(s) and resumes</li> <li>- Methodology/Approach</li> <li>- Detail Timeline</li> <li>- Price/Quotation in a separate envelop</li> </ul> <p><i><b>Prove documents indicating that the proposer meets each and every one of the qualification requirements stipulated in item H of the ToR.</b></i></p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP <input type="checkbox"/> Other Type/s of Contract
Contract General Terms and Conditions <sup>4</sup>	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (services only, less than \$50,000)  Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> and the applicable Terms & Conditions for de minimi contract to be applied are available <a href="#">here</a> .

<sup>4</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.



Annexes to this RFP <sup>5</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex II) <input checked="" type="checkbox"/> Detailed TOR (Annex I)
Contact Person for Inquiries (Written inquiries only) <sup>6</sup>	<p><b><i>Ignacio Inestal</i></b>  <i>CPU</i>  <b><i>cpu.bids@undp.org</i></b></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

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<sup>5</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>6</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

## **ANNEX I**

### **Terms of Reference (TOR)**

#### **A. Project Title**

Establishment and Management of the Helpline for Reporting Sexual Harassment

#### **B. Project Description**

UNDP works in about 170 countries and territories, and deploys approximately 17,000 personnel. Its main mission is to help countries achieve sustainable development by eradicating poverty in all its forms and dimensions, accelerating structural transformations for sustainable development and building resilience to crises and shocks.

UNDP has zero tolerance for sexual harassment in the workplace. Such conduct is contrary to UNDP's policies, its Code of Ethics, the Charter of the United Nations, the Standards of Conduct for the International Civil Service, and the UN Staff Regulations and Rules, which provide that "any form of discrimination or harassment, including sexual or gender harassment, as well as physical or verbal abuse at the workplace or in connection with work, is prohibited."

UNDP senior management is committed to prevent and eradicate sexual harassment and SEA, through reviewing and strengthening UNDP's policies, fostering a culture of responsibility and awareness around the issue, ensuring staff have clear information about conduct that is not tolerated, and providing both UNDP personnel and the local populations with a safe space to report any such misconduct without fear of reprisal.

A key to eliminating sexual harassment is to create a safe space for personnel to seek advice when they face or witness others facing sexual harassment. Currently, allegations of sexual harassment can be reported to the Office of Audit and Investigation (OAI). Personnel may also discuss them informally with the Office of the Ombudsman, or seek confidential advice and guidance from the Ethics Office. While these reporting mechanisms and processes are generally considered sound, UNDP recognizes that there may be under reporting. To respond to this, UNDP is seeking to complement existing reporting and internal justice mechanisms with an independent and externally managed helpline for UNDP personnel to report sexual harassment.

### **C. Scope of Work**

In line with the objectives outlined above, the vendor will be expected to:

- Set up a 24-hours and worldwide accessible helpline that is confidential and secure. Ensure that the helpline can receive complaints in English, French and Spanish, and with an option to use the services of a live interpreter in other languages.
- Ensure multiple channels for staff to share concerns and report sexual harassment (including anonymously), including free international phone numbers, chat and web-based options for contact.
- Conduct non-judgmental and confidential conversations with the complainant. Assess her/his immediate safety.
- Provide guidance on possible resolution options (in line with the relevant UNDP policies, based on information/script to be provided by UNDP).
- If agreed with the complainant, facilitate the transfer of the complaint to UNDP (based on the agreed SOPs), or a provider of staff counselling services.
- Maintain records of all complaints and transfer of data, based on the agreed protocol, to the relevant office in UNDP.
- Carry out a set of webinars with UNDP personnel globally to present/launch the service.

### **D. Expected Outputs**

<b>Output</b>	<b>Timeline (from contract signing)</b>
a) Standard Operating Procedures (SOPs) for case reporting, referrals and communication with UNDP developed and agreed	3 <sup>rd</sup> week
b) Independent hotline launched and webinars with personnel to launch the helpline conducted	4 <sup>th</sup> to 5 <sup>th</sup> week
c) Administration of the independent hotline, as per requirements and provision of four regular progress reports:  Report No 1: 20% of total contract Report No 2: 20% of total contract Report No 3: 20% of total contract Report No 4: 20% of total contract	5 <sup>th</sup> week – 12 <sup>th</sup> month

#### **E. Institutional Arrangement**

The hotline will be independent of UNDP and will operate as such.

The Office of Human Resources (with guidance by interdepartmental Taskforce led by the Office of the Administrator) will act as the main counterpart of the hotline vendor. As such, OHR will provide a focal point to liaise with the vendor throughout the duration of the contract.

The vendor will be expected to meet and interact, as relevant, with other departments, including the Office of Audit and Investigations, the Office of the Ombudsman, the Ethics Office, the Legal Office, the Office of Human Resources, and the Staff Council.

#### **F. Duration of Work**

The helpline will be established as a pilot project for one year, after which it will be evaluated with regards to the use and quality of service, and overall impact.

The one-year period will commence on the date of the contract signing

#### **G. Duty Station**

Contractor's location(s)

#### **H. Qualifications of the Successful Contractor**

- Helpline service provider should have experience in maintaining a 24-hour hotline accessible worldwide.
- Helpline responders should have a minimum of 3-5 years of experience in providing a hotline service related to sexual harassment or abuse.
- Helpline responders should be certified professionals trained with regards to empathy, rapport building and dealing with distressed complainants.
- Helpline responders should have extensive experience of working with clients who are culturally and geographically diverse.
- Helpline responders should have a good command of English, French and Spanish. Knowledge of other languages is an asset.

## ANNEX II

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>7</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>8</sup>)*

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[insert: Location].

[insert: Date]

Dear Sir/Madam:

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

#### A. Qualifications of the Service Provider

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

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

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<sup>7</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>8</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**B. Proposed Methodology for the Completion of Services**

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

**C. Qualifications of Key Personnel**

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

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

**D. Cost Breakdown per Deliverable**

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1 - Standard Operating Procedures (SOPs) for case reporting, referrals and communication with UNDP developed and agreed upon	10%	
2	Deliverable 2 - Independent hotline launched and webinars with personnel to launch the helpline conducted	10%	
3	Deliverable 3 - Administration of the independent hotline, as per requirements and provision of four progress reports: <ul style="list-style-type: none"> <li>- Report No 1: 20% of total contract</li> <li>- Report No 2: 20% of total contract</li> <li>- Report No 3: 20% of total contract</li> <li>- Report No 4: 20% of total contract</li> </ul>	80%	
Total	USD	100%	

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

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