

|  |
| --- |
|  |

**REQUEST FOR PROPOSAL (RFP)**

**(For Low-Valued Services)**

|  |  |
| --- | --- |
| NAME & ADDRESS OF FIRM | DATE: August 28, 2019 |
| REFERENCE: MWI10/PROC/2019/015 |

Dear Sir / Madam:

We kindly request you to submit your Proposal for CMD staff training in SAGE Line 50.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Friday, September 13, 2019and via email, courier mail or fax to the address below:

**United Nations Development Programme**

***PO Box 30135***

 ***Mavuto Nkhoma***

Mavuto.nkhoma@undp.org

 Your Proposal must be expressed in the English language, and valid for a minimum period of 90 days

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.

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 attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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/business/protest-and-sanctions.html>

 **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 : <https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf>

**Thank you and we look forward to receiving your Proposal.**

**Sincerely yours,**

*Justin Singbo*

*Deputy Resident Representative ai*

8/28/2019

**Annex 1**

**Description of Requirements**

|  |  |
| --- | --- |
| Context of the Requirement | The Centre for Multiparty Democracy - Malawi (CMD - M) is a forum for dialogue for political parties that was created in 2003 but was officially registered and launched in 2005. The Centre is implementing output 3 of the Malawi Electoral Cycle Support (MECS) project by working with Political Parties to create a conducive environment for issues-based politics and inclusion of women and youth in decision making positions. The project is being funded by the UNDP-managed basket fund with support from EU, DFID, USAID, Norway, and Ireland. In April 2019 UNDP together with other CMD funding partners commissioned an Institutional Audit to review CMD’s internal controls and financial management of donor funds. The report has revealed gaps in the utilization of computerized accounting system for managing finances and the need for CMD to build financial management capacities within its staff. CMD already has a Sage 50 Enterprise Resource Planning software (ERP) that has not been fully utilized to the benefit of the organization. It is against this background that CMD through UNDP would like to procure the services of an approved/accredited local firm to train CMD staff in the operations of SAGE 50 for continued use and sustainable financial management practices that are in line with best international standards. UNDP is providing the necessary resources and due diligence in the procurement of this service through its support to CMD as outlined in the Malawi Electoral Cycle Support (MECS)project. |
| Implementing Partner of UNDP | Center for Multipatry Democarcy (CMD)  |
| Brief Description of the Required Services[[1]](#footnote-2) | Consultancy to train CMD staff in SAGE 50. |
| List and Description of Expected Outputs to be Delivered | Please find in the attached TOR (Annex-3) |
| Person to Supervise the Work/Performance of the Service Provider  | Chief Techinical Advisor  |
| Frequency of Reporting | Weekly reports  |
| Progress Reporting Requirements | Final report at the end of assignment  |
| Location of work | [x]  Exact Address CMD Offices, Area 11, Lilongwe. [ ]  At Contractor’s Location  |
| Expected duration of work  |  10 working days  |
| Target start date  | 23rd September, 2019  |
| Latest completion date | 4th October 2019  |
| Travels Expected  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Destination/s** | **Estimated Duration** | **Brief Description of Purpose of the Travel** | **Target Date/s** |
| N/A |  |  |  |
|  |  |  |  |
|  |  |  |  |

 |
| Special Security Requirements  | [ ]  Security Clearance from UN prior to travelling[ ]  Completion of UN’s Basic and Advanced Security Training [ ]  Comprehensive Travel Insurance[ ]  Others [pls. specify] |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | [x]  Office space and facilities[ ]  Land Transportation [ ]  Others [pls. specify] |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | [x]  Required[ ]  Not Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | [x]  Required[ ]  Not Required |
| Currency of Proposal | [x]  United States Dollars[ ]  Euro[ ]  Local Currency |
| Value Added Tax on Price Proposal[[2]](#footnote-3) | [x]  must be inclusive of VAT and other applicable indirect taxes[ ]  must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals (Counting for the last day of submission of quotes) | [ ]  60 days [x]  90 days [ ]  120 daysIn 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 | [x]  Not permitted[ ]  Permitted  |
| Payment Terms[[3]](#footnote-4) |

|  |  |  |  |
| --- | --- | --- | --- |
| Outputs | Percentage | Timing | Condition for Payment Release |
| Training Outline  | 20% | 2 days after contract award  | Within thirty (30) days from the date of meeting the following conditions:1. UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and
2. Receipt of invoice from the Service Provider.
 |
| Final training report  | 80%  | 5 days after compeletion of training  |
|  |  |  |
|  |  |  |
|  |  |  |

 |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Chief Techican Advisor- MECS project  |
| Type of Contract to be Signed | [ ]  Purchase Order[ ]  Institutional Contract[x]  Contract for Professional Services[ ]  Long-Term Agreement[[4]](#footnote-5) [ ]  Other Type of Contract  |
| Criteria for Contract Award | [ ]  Lowest Price Quote among technically responsive offers[x]  Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) [ ]  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  | **Technical Proposal (70%)**[ ]  Expertise of the Firm [indicate percentage][ ]  Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan [indicate percentage][ ]  Management Structure and Qualification of Key Personnel [indicate percentage]**Financial Proposal (30%)**To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP. |
| UNDP will award the contract to: | [x]  One and only one Service Provider[ ]  One or more Service Providers, depending on the following factors:  |
| Contract General Terms and Conditions[[5]](#footnote-6) | [ ]  General Terms and Conditions for contracts (goods and/or services)[ ]  General Terms and Conditions for de minimis contracts (services only, less than $50,000)Applicable Terms and Conditions are available at:<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>  |
| Annexes to this RFP[[6]](#footnote-7) | [x]  Form for Submission of Proposal (Annex 2)[x]  Detailed TOR (Annex 3)[ ]  Others[[7]](#footnote-8) [pls. specify] |
| Contact Person for Inquiries(Written inquiries only)[[8]](#footnote-9) | Mavuto Nkhoma Procurement Assistantmavuto.nkhoma@undp.org 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. |
| Other Information [pls. specify] |  |

**Annex 2 (a)**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[9]](#footnote-10)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[10]](#footnote-11))***

 [insert: *Location]*.

[insert: *Date]*

To: [*insert: Name and Address of UNDP focal point]*

Dear Sir/Madam:

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

1. **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 :*

1. *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
2. *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
3. *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
4. *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
5. *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
6. *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.*
7. **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.* |

1. **Qualifications of Key Personnel**

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

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

 *[Name and Signature of the Service Provider’s Authorized Person]*

*[Designation]*

*[Date]*

**Annex 2 (b)**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[11]](#footnote-12)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[12]](#footnote-13))***

 [insert: *Location]*.

[insert: *Date]*

To: [*insert: Name and Address of UNDP focal point]*

Dear Sir/Madam:

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

1. **Cost Breakdown per Deliverable\***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Deliverables*****[list them as referred to in the RFP]*** | **Percentage of Total Price *(Weight for payment)*** | **Price*****(Lump Sum, All Inclusive)*** |
| 1 | Deliverable 1 |   |  |
| 2 | Deliverable 2 |  |  |
| 3 | …. |  |  |
|  | Total  | 100% |  |

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description of Activity** | **Remuneration per Unit of Time** | **Total Period of Engagement** | **No. of Personnel** | **Total Rate**  |
| **I. Personnel Services**  |  |  |  |  |
|  1. Services from Home Office |  |  |  |  |
|  a. Expertise 1 |  |  |  |  |
|  b. Expertise 2 |  |  |  |  |
|  2. Services from Field Offices |  |  |  |  |
|  a . Expertise 1 |  |  |  |  |
|  b. Expertise 2  |  |  |  |  |
|  3. Services from Overseas |  |  |  |  |
|  a. Expertise 1 |  |  |  |  |
|  b. Expertise 2 |  |  |  |  |
| **II. Out of Pocket Expenses** |  |  |  |  |
|  1. Travel Costs |  |  |  |  |
|  2. Daily Allowance |  |  |  |  |
|  3. Communications |  |  |  |  |
|  4. Reproduction |  |  |  |  |
|  5. Equipment Lease |  |  |  |  |
|  6. Others |  |  |  |  |
| **III. Other Related Costs** |  |  |  |  |

*[Name and Signature of the Service Provider’s Authorized Person]*

*[Designation]*

*[Date]*

Annex-3

**TERMS OF REFERENCE**

**CONSULTANCY TO TRAIN CMD STAFF IN SAGE 50**

**Country:** Malawi

**Place of assignment:**  Lilongwe

**Description of the assignment:** Training of CMD staff in SAGE 50

**Project name:** Malawi Electoral Cycle Support Project (MECS)

**Period of assignment/services:** 10 days (a minimum of 4 hours per day)

1. **Background**

The Centre for Multiparty Democracy - Malawi (CMD - M) is a forum for dialogue for political parties that was created in 2003 but was officially registered and launched in 2005. The Centre is implementing output 3 of the Malawi Electoral Cycle Support (MECS) project by working with Political Parties to create a conducive environment for issues-based politics and inclusion of women and youth in decision making positions. The project is being funded by the UNDP-managed basket fund with support from EU, DFID, USAID, Norway, and Ireland.

In April 2019 UNDP together with other CMD funding partners commissioned an Institutional Audit to review CMD’s internal controls and financial management of donor funds. The report has revealed gaps in the utilization of computerized accounting system for managing finances and the need for CMD to build financial management capacities within its staff. CMD already has a Sage 50 Enterprise Resource Planning software (ERP) that has not been fully utilized to the benefit of the organization. It is against this background that CMD through UNDP would like to procure the services of an approved/accredited local firm to train CMD staff in the operations of SAGE 50 for continued use and sustainable financial management practices that are in line with best international standards. UNDP is providing the necessary resources and due diligence in the procurement of this service through its support to CMD as outlined in the Malawi Electoral Cycle Support (MECS)project.

1. **Objectives:**
* To assess the functionality of CMD’s SAGE 50
* Recommend any improvements in the control frameworks to the existing Sage 50 module
* To provide onsite training and impart technical skills and knowledge to CMD staff in sage50 finance software.

1. **Mode of delivery:**

The proposed training will be a hands-on exercise with CMD staff and the assignment is expected to take (10) working days with a minimum of four hours per day (first 2 days to be used for system assessments). The successful bidder is expected to carryout Sage 50 training of **5** CMD Management and Finance staff. The methodology of the training should be practical and able to demystify financial jargon and concepts for non-finance Managers. Non-finance Managers should be able to interpret financial statements but also understand performance metrics, read and use generated reports, and grasp other Managerial accounting issues. The training to be conducted at CMD premises in Lilongwe and it should involve practical examples to enhance hands-on learning. The training team to have a lead master trainer for SAGE.

The training methodology should emphasize a balanced approach between the technical elements of the ERP and the “soft” human aspects. While the technical side focuses on its implementation and maintenance, the human side is often neglected leading to the failure to implement. The methodology should strike a balance that allows for the successful implementation of technology that is embraced by the staff within CMD for sustainability and enhanced financial management.

1. **Deliverables**
* Training outline (inception report)- 20% of contract fee
* Final training report and recommendations – 80% of the contract fee
1. **Competencies, and Qualifications**

The successful bidder must be:

1. A reputable Malawian SAGE consultant with at least 3 years experience.
2. Demonstratable evidence of carrying out a similar training for at least 3 NGOs or other Institutions in Malawi.
3. **Institutional Arrangements**

The successful bidder shall report directly to the UNDP’s Chief Technical Advisor or Proramme Analyst for the MECS project and the CMD Executive Director.

1. **Method of Application**

Please submit the following documents:

Technical proposal (form attached in Annex 2a)

* Technical proposal of why you are most suitable for the assignment, and a methodology of how you will approach and complete the assignment.
* A Company Profile
* Company Registration Certificates.
* Personal CV or P11 of the Trainers, indicating all experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and three (3) professional references.

Financial proposal (form attached in Annex 2b)

* Financial Proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs.
* The financial proposal must be expressed as an all-inclusive lump sum amount including professional fee and other related cost, presented in the following template:
1. **Criteria for Selection of the Best Offer**

Offers received will be evaluated using a Combined Scoring method, where the qualifications and proposed methodology will be weighted 70%, and combined with the price offer, which will be weighted 30%.

Criteria to be used for rating the qualifications and methodology:

**Technical evaluation criteria (total 70 points):**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Weight** | **Max. Point** |
| **Technical** | **70** | **100** |
| **Criteria A:** A reputable Malawian SAGE consultant with at least 3 years experience. |  | 10 |
| **Criteria B:** Demonstratable experience in carrying out a similar training assignment in NGOs/other Institutions  |  | 30 |
| **Criteria C:** Sound competencies of the proposed trainer(s)  |  | 20 |
| **Criteria E:** Technical Proposal (approach and methodology) |  | 30 |
| **Criteria F:** Excellent communication skills  |  | 10 |
| **Financial** | **30** | **100** |

Only firms/consortium obtaining a minimum of 49 points in the Technical Evaluation will be considered for the Financial Evaluation.

**Financial evaluation (total 30 points):**

All technically qualified proposals will be scored out at 30 based on the formula provided below. The maximum points (30) will be assigned to the lowest financial proposal. All other proposals receive points according to the following formula:

            p = y (μ/z)

where:

* p = points for the financial proposal being evaluated
* y = maximum number of points for the financial proposal
* μ = price of the lowest priced proposal z = price of the proposal being evaluated.
1. *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.* [↑](#footnote-ref-2)
2. *VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.* [↑](#footnote-ref-3)
3. *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.* [↑](#footnote-ref-4)
4. *Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed $150,000.00.* [↑](#footnote-ref-5)
5. *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.*  [↑](#footnote-ref-6)
6. *Where the information is available in the web, a URL for the information may simply be provided.* [↑](#footnote-ref-7)
7. *A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.* [↑](#footnote-ref-8)
8. *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.* [↑](#footnote-ref-9)
9. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-10)
10. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-11)
11. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-12)
12. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-13)