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REQUEST FOR PROPOSAL

**Enhance access to prosthetic services for persons with
disabilities from Dara'a and Quneitra Governorates**

RFP No.: UNDP-SYR-RFP-005-20

Project: PWDs

Country: Syrian Arab Republic

Issued on: 15 January 2020

Contents

SECTION 1. LETTER OF INVITATION.....	4
SECTION 2. INSTRUCTION TO BIDDERS	5
A. GENERAL PROVISIONS	5
1. Introduction	5
2. Fraud & Corruption, Gifts and Hospitality.....	5
3. Eligibility.....	5
4. Conflict of Interests.....	6
B. PREPARATION OF PROPOSALS	6
5. General Considerations.....	6
6. Cost of Preparation of Proposal.....	7
7. Language	7
8. Documents Comprising the Proposal.....	7
9. Documents Establishing the Eligibility and Qualifications of the Bidder.....	7
10. Technical Proposal Format and Content	7
11. Financial Proposals	7
12. Proposal Security	8
13. Currencies	8
14. Joint Venture, Consortium or Association	8
15. Only One Proposal	9
16. Proposal Validity Period.....	10
17. Extension of Proposal Validity Period	10
18. Clarification of Proposal.....	10
19. Amendment of Proposals	10
20. Alternative Proposals.....	10
21. Pre-Bid Conference	11
C. SUBMISSION AND OPENING OF PROPOSALS	11
22. Submission	11
23. Deadline for Submission of Proposals and Late Proposals.....	12
24. Withdrawal, Substitution, and Modification of Proposals	13
25. Proposal Opening.....	13
D. EVALUATION OF PROPOSALS	13
26. Confidentiality.....	13
27. Evaluation of Proposals.....	13
28. Preliminary Examination	14
29. Evaluation of Eligibility and Qualification	14
30. Evaluation of Technical and Financial Proposals.....	14
31. Due Diligence	15
32. Clarification of Proposals	15
33. Responsiveness of Proposal	16
34. Nonconformities, Reparable Errors and Omissions	16
E. AWARD OF CONTRACT.....	16
35. Right to Accept, Reject, Any or All Proposals.....	16
36. Award Criteria	17
37. Debriefing	17
38. Right to Vary Requirements at the Time of Award	17
39. Contract Signature	17
40. Contract Type and General Terms and Conditions	17
41. Performance Security	17
42. Bank Guarantee for Advanced Payment.....	17

43. Liquidated Damages	18
44. Payment Provisions.....	18
45. Vendor Protest.....	18
46. Other Provisions	18
SECTION 3. BID DATA SHEET	19
SECTION 4. EVALUATION CRITERIA	22
SECTION 5. TERMS OF REFERENCE	28
SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST	28
FORM A: TECHNICAL PROPOSAL SUBMISSION FORM	50
FORM B: BIDDER INFORMATION FORM.....	52
FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM	54
FORM D: QUALIFICATION FORM	56
FORM E: FORMAT OF TECHNICAL PROPOSAL	59
FORM F: FINANCIAL PROPOSAL SUBMISSION FORM.....	62
FORM G: FINANCIAL PROPOSAL FORM	63
FORM H: FORM OF PROPOSAL SECURITY	ERROR! BOOKMARK NOT DEFINED.

Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - o Form A: Technical Proposal Submission Form
 - o Form B: Bidder Information Form
 - o Form C: Joint Venture/Consortium/Association Information Form
 - o Form D: Qualification Form
 - o Form E: Format of Technical Proposal
 - o Form F: Financial Proposal Submission Form
 - o Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

This tender is available only on the e-tendering system; you may utilize the "Accept Invitation" function in e-Tendering system: <https://etendering.partneragencies.org>

This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Walid Okla

Title: Procurement Associate

Date: **January 15, 2020**

Approved by:



Name: Hanan Al-Ali

Title: Head of Procurement Unit

Date: **January 15, 2020**

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p>

	3.2	It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.
4. Conflict of Interests	4.1	<p>Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.
	4.2	In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.
	4.3	<p>Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p>
	4.4	The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.
B. PREPARATION OF PROPOSALS		
5. General Considerations	5.1	In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
	5.2	The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the

	Bidder must notify the UNDP
6. Cost of Preparation of Proposal	6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
7. Language	7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
8. Documents Comprising the Proposal	8.1 The Proposal shall comprise of the following documents: <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10. Technical Proposal Format and Content	10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP. 10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive. 10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP 10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
11. Financial Proposals	11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs. 11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price. 11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.

12. Proposal Security	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
13. Currencies	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
14. Joint Venture, Consortium or Association	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the</p>

	<p>prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
15. Only One Proposal	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or

	<p>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</p>
16. Proposal Validity Period	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Proposal Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
18. Clarification of Proposal	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
19. Amendment of Proposals	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
20. Alternative Proposals	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal</p>

	<p>ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail. b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS

Proposals and Late Proposals	<p>date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
24. Withdrawal, Substitution, and Modification of Proposals	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. Proposal Opening	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <p>a) Preliminary Examination</p>

	<ul style="list-style-type: none"> b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
28. Preliminary Examination	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical and Financial Proposals	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not</p>

	<p>responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
31. Due Diligence	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered,</p>

	<p>or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
33. Responsiveness of Proposal	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Repairable Errors and Omissions	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) 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 UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected; b) 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; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All	<p>35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to</p>

Proposals	inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36.Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37.Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38.Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary 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.
39.Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40.Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41.Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42.Bank Guarantee for Advanced Payment	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default

43. Liquidated Damages	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
44. Payment Provisions	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
45. Vendor Protest	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will not be conducted
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Required in the amount of 10% of the contract value for one year to cover the warranty of the prosthetic devices
10	18	Currency of Proposal	United States Dollar However, for local suppliers' payments will be in Syrian Pounds at the prevailing UN exchange rate at the date of the invoice. Reference date for determining UN operational Exchange Rate: The date of deadline of bid submission.

11	31	Deadline for submitting requests for clarifications/ questions	5 working days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Walid Okla Address: UNDP Syria Co, Mazzeh, Ghazzawi Street, Building No. 8 E-mail address: walid.okla@undp.org and syria.procurement@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website: https://etendering.partneragencies.org
14	23	Deadline for Submission	30 Jan. 2020, at 03:00 PM Damascus Local Time For eTendering submission- as indicated in eTendering system. Note that system time zone is in EST/EDT (08:00 AM New York time zone).
14	22	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> e-Tendering
15	22	Proposal Submission Address	e-tendering system: https://etendering.partneragencies.org
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Official Address for e-submission: https://etendering.partneragencies.org ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for technical proposal <u>must</u> not be provided to UNDP until the date as indicated in No. 14 (<i>for email submission only</i>) ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 5 MB

17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>February 20, 2020</i>
19		Maximum expected duration of contract	10 months
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23		Other Information Related to the RFP	<i>Refer to Section 5 – Terms of Reference (ToR)</i>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	At least 5 years' experience in prosthetic services.	Form D: Qualification Form
	2 Contracts of similar value, nature and complexity implemented over the last 5 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Quick Ratio > 1, for one of the last 3 years <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Other Entity				
				A	B	C	D	E
1.	Expertise of Firm / Organization submitting Proposal	30%	300					
2.	Proposed Work Plan and Approach	40%	400					
3.	Personnel	30%	300					
Total			1000					

Technical Proposal Evaluation Form 1	Points obtainable	Company / Other Entity				
		A	B	C	D	E
Expertise of firm / organization submitting proposal						
<u>Required documents:</u> Performance evaluation with satisfactory record from sponsor of previous workshops or technical reports from these workshops; materials and samples from previous activities; Copy of previous contract or letter of recommendation						
1.1	At least 5 years’ experience in prosthetic services.	100				
1.2	Two similar experience working on similar project for organizations and/or agency (50 points for each experience)	100				
1.3	Statement of offeror financial capacity to carry on work	100				
		300				

Technical Proposal Evaluation Form 2	Points Obtainable	Company / Other Entity				
		A	B	C	D	E
Proposed Work Plan and Approach						

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	Is the scope of the overall proposal well defined and does it correspond to the different parts of the TOR? (50 Point) Are the proposed rehabilitation stages clear and in sufficient detail? (50 points)	100					
2.2	Is there a clean action plan with clear timeframe? (50 points) Is the sequence of activities planning, and allocation of resources (both human and financial) logical realistic and ensures timely delivery? (50 points)	100					
2.3	Is there good capture of the complementary services around prosthetics (physiotherapy, Psychosocial support, and case management with good allocation of resources and clear plan)	100					
2.4	Are there good consideration to protection and gender issues	100					
		400					

Technical Proposal Evaluation Form 3			Points Obtainable	Company / Other Entity				
				A	B	C	D	E
Personnel								
3.1	Team manager Academic qualifications At least 5 years of experience in similar role Language skills (EN).	10 20 10	40					
3.2	Physician Medical doctor Doctor Specialist in Physical Medicine and Rehabilitation At least 5 years of experience in working in clinical setting dealing with persons with amputation	10 20 10	40					
3.3	Prosthetic technicians (3) Diploma in P&O At least 5 years' work-related experience Three staff with at least one female technicians with the same qualifications	10 10 20	40					
3.4	Physiotherapist (2) Diploma in Physiotherapy At least 5 years' work experience Proven experience working in amputation rehabilitation Two PTs with at least one female with the same qualifications	10 10 10 20	50					

Technical Proposal Evaluation Form 3			Points Obtainable	Company / Other Entity				
				A	B	C	D	E
Personnel								
3.5	PSS specialist Academic qualifications in related field At least 3 years' work experience Experience in working with persons with disabilities	10 10 20	40					
3.6	Data manager Academic degree in related fields Proven experience working in data and information management Excellent advanced skills in Excel	10 20 10	40					
3.7	Case manager At least Bachelor's degree Proven previous training on case management from reliable institution and/or organization Proven experience in working on case management for PWDs	10 20 20	50					
	F. Total Part 3		300					

Section 5. Terms of Reference

Term of reference (TOR)

Project Name: Enhance access to prosthetic services for persons with disabilities from Dara'a and Quneitra governorates.

1-Background

Previous reports estimated that roughly 45 percent of the injured population, due to the crisis, develop permanent disabilities of whom 15% undergo amputation. In the areas with risk of explosive hazards, it is expected to encounter a higher rate of people living with amputation as it is reported that 50% of victims suffered a limb amputation. For example, in the southern areas, there is a lack of information on the presence of any services and no official nor reliable data on the number and types of injuries. Anecdotaly, the directorate of social affairs in Dara'a reported 400 persons are living with amputation. While amputation is a devastating injury affecting not only the body function but also the mental health of its victim, the physical rehabilitation program is rather simple and straightforward, where significant improvement can be achieved by the provision of prosthetic services leveraging the person to a level of full autonomy and independence.

Under its program to support the resilience of PWDs towards socio-economic inclusion, UNDP has been contributing to support in filling in the gaps of lack of services. Building on this experience and in-house technical capacities, and to expand the support to underserved areas, UNDP is planning to support the provision of comprehensive prosthetic services to people in need in the southern areas of Dara'a and Quneitra.

2-Objectives:

The main objective:

Enhance the resilience of persons with disabilities by providing emergency support of prosthetic services for people in need in the Dara'a and Quneitra governorates

Project Outputs:

- Support the autonomy of PWDs and manage the psychological and social problems resulting from amputation among the project's target group.
- Raise awareness in the southern region by coaching amputees and their families to support the inclusion of the person with disability to his/her social life.
- Obtain an assessment of the status of amputation cases and needs in the southern region (Daraa/Quneitra).

The project is divided into the following phases:

1. Survey and evaluation: collect preliminary data on amputation cases in the region, which will result in a list of beneficiaries--according to the project's targeting criteria--including the rehabilitation plan.
2. Service delivery and rehabilitation of beneficiaries: benefitting 120 beneficiaries from PWDs
3. Evaluation and follow-up of beneficiaries after service delivery: evaluation of the level of service provided and the effectiveness of the project.

3-SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

The service provider shall provide the highest quality of the services listed below. Also, it should adhere to the standards and timeframe of, and fully coordinate with the UNDP Syria Economic Development and Livelihood team / Disability Inclusion and Social Protection Unit throughout all the phases of the project.

Prior to the launch of the project, a project steering committee is formed; it comprises representatives of UNDP and national partners as well as a representative of the local community and the service provider.

The service provider shall submit a detailed work plan within the first week after signing the contract including a timeframe plan indicating the activities, services and tasks to be performed according to the following conditions:

1. Survey and Evaluation Phase:

1.1. Survey: (2 weeks)

In coordination with the United Nations Development Program (UNDP), the service provider conducts the survey in partnership with the Health Directorate and the Directorate of Social Affairs and in coordination with the local administration units of the municipalities and Mukhtars in the targeted areas to attract the largest number of cases after obtaining the necessary approvals.

A clear and simplified form should be used at this stage to collect and schedule basic data (and if necessary, conduct a telephone interview to collect and complete the initial data) and analyze it quickly to identify the cases listed according to the initial targeting criteria as follows:

- Lower limb amputation
- Resident in Daraa and/or Quneitra governorate(s) with a focus on the project's target areas.

Note 1: It is essential and very important during this stage not to make any promises about any service.

The project steering committee analyzes and audits the data and selects the list of candidates for evaluation based on the following criteria:

- Conform to initial standards
- The candidates should be from the targeted areas within the project with the same numerical and gender distribution as shown in the table below

Output of this phase is:

The preliminary list to be evaluated in the evaluation phase.

Note 2: It is useful to identify more persons than the targeted sample (120 cases) if possible, hence to be used if needed to prioritize in the evaluation phase.

Table of Cases listing Gender and Displacement Situation across the Community

Governorate	Area	District	Community	adult		child		total	
				man	woman	boy	girl		
Dara'a	Dara'a	AsSanamayn	AsSanamayn	8	4	1	1	14	IDP*
				2	1	1	0	4	
		Ashajara	Abdein	2	1	1	0	4	
			Alkuyeh	2	1	0	1	4	
			Arda	2	1	0	0	3	
			Ashajara	1	1	0	0	2	
		Busra	Busra	5	1	2	0	8	
		Mzeireeb	Tafass	4	2	1	1	8	
		Dara'a	Nassib	2	1	1	0	4	
			Dara'a	20	9	2	2	33	
				6	3	1	1	11	IDP
	Izzra'	Nawa	Nawa	2	1	1	0	4	
	Dara'a Total			56	26	11	6	99	
Quneitra	Quneitra	Quneitra	Quneitra	12	3	2	1	18	Displaced
				2	1	0	0	3	
	Quneitra total			14	4	2	1	21	
Total no of beneficiaries				70	30	13	7	120	

*IDP: internally displaced population

1.2 Evaluation: (4 weeks):

Carried out by the field team formed by the service provider and in full coordination with the program team and via personal interviews as much as possible.

The data collected at this stage will help determine the level of socio-economic vulnerability such as:

- Status of the family (number of individuals, especially children and women, deaths within the family, especially the head of household, other persons within the family with disabilities).
- Economic situation (housing, income, number of people employed).
- The case of the particular candidate (social and economic).

In addition to gathering other necessary data--on the following criteria--that will contribute to the process of selecting beneficiaries:

- The person should not have used an artificial limb/prosthesis before, or if he/she has one it must be a prosthesis that needs significant maintenance (as determined by a specialist report) and it must have been in use for more than a year and the person cannot travel to have it repaired.
- He/she should be physically and mentally able to use the artificial limb/prosthesis and there should be no other obstacle to stop him/her from so doing.
- In case the service is not available in the targeted areas, the beneficiary will accept to travel to Damascus to receive the service (note that the costs will be covered by the project).
- Commit to abide by the dates of consultations, rehabilitation sessions and follow-up.

It is required to design a specific form for the above purpose and to train the team that will complete the form.

The process of gathering data is provided by the service provider staff in the presence of a representative of the program monitoring team.

Output of this phase:

- A comprehensive form of all the data to be collected is validated by the program
- Comprehensive tabulation of all the data resulting from the evaluation process in an Excel file so that it can automatically calculate and evaluate candidates and set priorities.
- A list of candidates that is as close as possible to the number and gender proposed in the table above, one that includes the candidates' data and their order of priority of access to the service, including cases on the waiting list.

These tables and lists will be audited by the project steering committee to validate the selection process and give instructions to commence the rehabilitation service that begins with clinical evaluation.

Delivery Timeframe for phase 1

Output	Expected Completion Timeframe
Detailed work plan	Week 1
Survey outcome report	Week 3
Evaluation form	Week 3
Evaluation outcome report and final list of candidates	Week 7

2-Rehabilitation service phase:

2.1 Clinical Evaluation:

After the approval of the final list of beneficiaries, the service provider shall perform the following tasks:

- Organize individual files for each beneficiary with comprehensive data on the economic, social and health situation to be filled out during the clinical and psychological assessment and case management sessions and serve as follow-up.
- In coordination with the Program Office, the technical team conducts a clinical evaluation of the prosthetic service for the selected cases. The clinical evaluation process must meet the following conditions, whether by inviting the beneficiary (with a companion if necessary) to the service center or via a home visit:

- ✓ The evaluation process should be carried out in a decent, safe and suitable place for the beneficiary and shall have all necessary equipment.
- ✓ Gender standards should be taken into consideration in the clinical examination process, especially for the Prosthesis technicians.
- ✓ The assessment team should include at least the following:
 - Specialist Doctor in Physiotherapy and Rehabilitation
 - Prosthesis Technician

Output of this phase:

Obtain a comprehensive report for each individual case that details diagnosis and detailed rehabilitation plan and timeline for the progress of work. The report should include detailed information about:

- Clinical status
- Treatments provided or recommended
- Physiotherapy plan before the prosthesis
- Type of prosthesis described and details of its components
- Physical and Rehabilitation Therapy Plan
- Psychological support plan
- Action Plan for Case Manager

2.2 Rehabilitation service: For more information on rehabilitation services conditions, please refer to Appendix 1.

The service provider shall rehabilitate the amputation cases within the standard criteria for this type of service which include:

- Physiotherapy and rehabilitation (before and after the prosthesis)
- Temporary Prosthesis
- Final Prosthesis
- Psychological support and care
- Walking training

Assuming that service provider is not available within the targeted areas, it is recommended to provide the service within a standard service center in Damascus and to provide comprehensive logistical support to the beneficiary (see details below).

The Standard Service Center shall fulfill the following criteria:

- The place should be adequate and ensures the dignity and comfort of the beneficiary.
- It must be officially licensed—as a Center for Prosthetics—and meet all the criteria referred to in its license.
- Must include separate waiting, examination and training rooms that adhere to gender standards.

Minimum Standards Required for Service Provider Staff:

The Project Manager shall be the direct point of contact with the program and the one who is responsible for reviewing and certifying reports.

Technical Team:

- Doctor Specialist in Physical Medicine and Rehabilitation

- Prosthesis technician: no less than 3 technicians, including at least one female technician
- Physiotherapist: at least two therapists, including at least one female
- Psychotherapist
- Case manager
- Receptionist
- Data entry and analysis staff

Minimum Standards for Prosthesis:

- Prostheses for below and above the knee amputees
- The prosthesis should be strong so that the metal, foot and knee joints (if amputation through or above the knee) are of quality compatible with the European standards (CE).
- Components can be re-aligned
- Prosthesis shall be composed of:
 - Artificial foot-ankle (fixed, single-axis, multi-axes) and the metal joints that go with it. The prosthesis is selected by the patient assessment committee, according to the criteria used for selecting components for patients.
 - Metal axis
 - Axis joint
 - Artificial knee for through or above the knee amputation cases (knee with quadruple axes or knee that adapts to patients' weight). The prosthesis is selected by the patient assessment committee, according to the criteria used for selecting components for patients.
 - Hard pylon that has at least two layers of carbon fiber on the weight loading points to ensure durability.
 - A flexible inner socket for transtibial amputation (gel pouch with lock or gel pouch with sleeve suspension - sponge cone) is selected by the patient evaluation committee according to used selection criteria and with the patient's consent.
 - Flexible inner liner for trans-femoral amputation (silicon or polypropylene liner or without). The prosthesis is selected by the patient assessment committee, according to the criteria used for selecting components for patients.
 - The suspension system should be patient-friendly and of high quality.
 - The prosthesis should be easy to wear and remove.
 - Must have little need for maintenance.
 - The prosthesis should be suitable for patients in terms of size, design and components.

The materials and parts used shall be of high quality and holding the quality certificate for the European standards (CE).

The following points should be taken into consideration when selecting the type and components of the prosthesis in question:

- The environment in which the beneficiary lives.
- The physical status of the residual limb.
- The desired function of the prosthesis.
- Beneficiary's profession.
- Mental and physical ability of beneficiary.

Logistics:

Transporting beneficiaries:

Based on the initial evaluation of the program that there is no service provider within the targeted areas, the project is designed so that the service provider must provide and cover transportation to beneficiaries and their companions from their home to the service center using private or collective means of transport (car or bus when several patients/beneficiaries are involved). The service provider should ensure that means of transport/buses are accessible for persons with amputations. The service provider shall establish a comprehensive plan for the beneficiaries' movement to and back from the service center so as to ensure a minimum number of trips without affecting the quality of service. The average number of expected visits is 7 trips per beneficiary to cover all services (rehabilitation, psychological support and case management).

Accommodation:

The service provider must secure and cover hotel accommodation for the beneficiary (a hotel no less than 3 stars). Also, there should be a careful planning of the movement of beneficiaries so that their hotel stay remains minimal without affecting the quality of service. The average number of days needed is 5 nights per person.

The service provider shall provide a detailed logistic and financial report including transportation and accommodation bills.

Output of this phase:

Providing comprehensive rehabilitation service according to the above conditions for 120 beneficiaries.

The terms for accepting the service are:

- The success of the comprehensive rehabilitation program according to the rehabilitation plan set up and approved by the program for each case and this includes:
 1. High quality prosthesis
 2. The patient is able to use the prosthesis in complete comfort and arrives at the maximum level of functionality possible for his/her case.
- The satisfaction of the beneficiary documented by a satisfaction assessment tool for each beneficiary.

2.3 Treatment and Psychosocial Support Service:

The service provider must provide, via the staff at the center, a detailed work plan for the work of the psychological support team and to include this support in the package of services as required by the needs of each individual. Also, all the means and equipment necessary to implement this service must be provided at the highest level.

The service is expected to include the following elements:

- Preliminary psychological evaluation by a specialist
- Develop a plan for psychosocial support interventions and/or referral to specialized services if required
- Follow-up reports supported by evidence on the evolution of the situation or recommendations
- Different psychological support approaches (individual sessions, group sessions, peer support, etc.)

2.4 Case Management Service:

The case manager monitors cases individually to obtain the necessary data that facilitates the carrying out of the tasks required of this service.

These must include:

- In-depth study and assessment of the situation at the individual, family and surrounding environment level to determine the most profound needs, resources, interests and hobbies as well as opportunities for intervention
- Develop a plan with achievable interim objectives both through direct intervention during the project period and through networking and giving advice afterwards
- Support and follow up the situation to achieve the highest degree of independence and health
- Follow the development of the situation in response to service

Delivery Table for phase 2

Output	Expected Completion Date
Rehabilitation and Service Plan	Starting from week 8
Service delivery reports	From week 9 to week 25

Evaluation and follow-up of beneficiaries after rehabilitation:

The service provider's tasks include monitoring the situation and providing the necessary maintenance in case of any malfunction of the prosthesis resulting from poor manufacture for 4 months from providing the prosthesis or when the prosthesis is not suitable to the beneficiary. The program will carry out random visits of cases in their place of residence as part of the follow-up or evaluation mechanism.

Delivery Table for phase 3:

Output	Expected Completion Period
Results of evaluation report and final list of candidates	Week 25 to week 41

Other duties and tasks:

The service provider should always refer to the technical expert appointed by the program in case of uncertainty about any information affecting the technical aspect of the service provided and the financial value thereof.

The service provider should verify any other similar services received by the patient and present them to the program to avoid overlapping.

The service provider should practice the highest degree of professionalism and care by directing all staff to deal well with the expectations of the beneficiaries and those of their families, especially during the survey phase and later in the event of additional requests by the beneficiaries.

The service provider should consider gender and social protection standards and plan for them at all stages of the project.

The service provider should ensure the dedication of the beneficiaries via procedures that demonstrates their commitment to the services, including psychological support and case management. Lack of awareness of the importance of these related services might be the reason why they are ignored by the beneficiaries and/or their families.

The service provider must inform the program should there be a need to modify the components of the prosthesis or the treatment plan. This can be done via an individual report listing the reason for the modification. Written approval should be obtained before execution.

Provide invoices and receipts for transportation and accommodation services.

It is possible and advisable to overlap service delivery phases so that clinical evaluation and service delivery are initiated in tandem. Reports are to be submitted periodically whenever a consignment is ready.

Annex 1: Technical Conditions for Rehabilitation Services

Physiotherapy therapy (at least 6 sessions per case):

Before installing the temporary/interim prosthesis:

- Rehabilitation of residual limb.
- Strengthening muscles
- Demonstrating the application of compression and correct postures.
- Training beneficiary and accompanying him/her

Training in walking along with motor coordination, in addition to reviewing the physiotherapy program

Psychological support (no less than 6 sessions per case): individual or group sessions so as to heal the psychological trauma resulting from the amputation process and the inability to walk independently as well to further integration back into society.

Temporary/interim prosthesis: in the case when the patient has never used a prosthesis before. The interim prosthesis should fulfill the following:

A polypropylene socket with skin-like cover, given to the beneficiary for a period of no less than one month in order to practice walking and for the residual limb to take its final form.

The residual limb takes on its final form and the patient learns how to use the prosthesis and walk again.

The patient who does not need a temporary/interim prosthesis can move on to the definitive one with the skin-like cover. This should be referred to in the individual report and in the beneficiary's rehabilitation plan.

The definitive artificial limb with skin-like cover: this stage is reached only after the completion of the previous stages in full, or partial for those who have already used a prosthesis before. The prosthesis shall be made up of the component of the parts agreed upon in the rehabilitation plan and within the agreed criteria, so as to be durable and appropriate.

5- Evaluation and Follow up:

The project committee applies strict follow-up with continuous evaluation--during all phases--of the performance of the service provider through field visits to the treatment site and/or to the beneficiaries and via reports thereon. In the case when the set criteria was in any way infringed, the committee reserve the right for the appropriate intervention procedure.

The project committee, in cooperation with the service provider, evaluates the beneficiaries in terms of the quality of the prosthesis and the success of the rehabilitation plan, and to ensure that his/her case has been socially managed.

The Committee has the right to provide feedback to the service provider via a report.

The service provider shall follow up on the case according to the evaluation committee's remarks and submit the appropriate amendment. In case the prosthesis malfunctions as a result of poor manufacture or because it is ill adapted to the beneficiary--for 6 months from the provision of the prosthesis--the service provider shall be obliged to perform the necessary maintenance.

The Service Provider should have the following job Specialties among its staff:

Job Title	Minimum no	Work Experience
Project Manager	1	Medical background (Doctor or Medical Engineer) Can draft projects' technical and administrative reports Three-year experience (at least) in project management

		Fluent in English	
Doctor Specialist in Physical Medicine and Rehabilitation	1	Doctor Specialist in Physical Medicine and Rehabilitation At least 3 years of work experience	
Prosthetic Technician	4	Diploma in P&O At least 3 years' work-related experience	
Physiotherapist	2	Diploma in Physiotherapy At least 3 years' work experience (in physiotherapy)	
Psychotherapist	1	Bachelor's degree in Sociology/Psychology or related field Prior experience (no less than 2 years) in working for mobility challenged patients (amputees in particular). Have counseled amputees before.	
Social Case Manager	1	Case manager (social) Bachelor's degree in Sociology/Psychology or related field Previous training on social case management from reliable institution and/or organization Prior experience (no less than 2 years) in working on social case management for PWDs	

4-Reporting

All reports must be drafted in English

All reports should reach the UNDP Syria in two forms: electronic/soft copy and paper/hard copy.

The service provider is required to submit detailed narrative and financial progress reports as follows:

Inception report.

End of Stage (1)

End of Stage (2)

End of Stage (3)

The narrative progress report will include the extent of achievements of results/progress. It will also include a risk analysis, proposals for improvements, and lessons learned.

The financial reports will contain a comparison of planned budget with actual expenditures, explanation of differences between budget and expenditures, and cumulative expenditures.

5-Schedule of payments

20%	Upon receipt of the project launch report
30%	When delivering the survey results report
20%	Upon submission of the first report of the results of the physical assessment and beneficiary rehabilitation plan
10%	When delivering a report on servicing half of the beneficiaries
10%	When delivering a report on servicing the entire number of beneficiaries
10%	After the final report is delivered

6-Quality assurance:

UNDP keeps the rights of having its own staff attending project's activities.

UNDP technical officer will be the main member from UNDP side to ensure the quality of the services provided.

Regular and random site visits will be conducted by M&E staff to monitor the implementation process, progress, milestones/results, as well as beneficiary's perception and satisfaction including the following tasks:

Check the quality of the work including:

- Professionalism and dealing with beneficiaries

- Suitability and quality of logistical operation

- Consideration to social protection and gender criteria

- Environmental consideration

Collect feedback from beneficiaries on general management and interaction with the service provider team staff.

7-Evaluation:

The total obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form **1**: Expertise of Firm / Organization Submitting Proposal

Form **2**: Proposed Work Plan and Approach

Form **3**: Personnel

دفتر الشروط باللغة العربية

اسم المشروع: توفير خدمات الأطراف الاصطناعية والعلاج التأهيلي للأشخاص ذوي الإعاقة في محافظتي درعا والقنيطرة

1. خلفية المشروع

تشير التقارير أن ما يقارب من 45 في المائة من الأشخاص المصابين بأذية بسبب الأزمة بصابون بإعاقات دائمة، منهم 15% يخضعون للبتر. في المناطق المعرضة لخطر المتفجرات، من المتوقع أن تصادف نسبة أعلى من الأشخاص الذين يعانون من بتر الأطراف ، حيث تفيد التقارير بأن 50% من الأشخاص المتأذين يعانون من بتر الأطراف.

في المناطق الجنوبية ، هناك نقص في المعلومات حول وجود أي خدمات وعدم وجود بيانات رسمية أو موثوقة عن عدد وأنواع الإصابات. تشير المعلومات الأولية إلى وجود 400 شخص يعانون من البتر في محافظة درعا. بالإضافة إلى كون البتر إصابة مسببة للعجز والإمراضية تؤثر على وظيفة الجسم فهو أيضاً يؤثر على الصحة النفسية لصاحبه، بالمقابل فإن برنامج إعادة التأهيل البدني بسيط وواضح، حيث يمكن تحقيق تحسن كبير من خلال توفير خدمات الأطراف الاصطناعية وإعادة التأهيل التي تنقل الشخص إلى مستوى من الحكم الذاتي الكامل والاستقلال، ويبقى التحدي هو توفر النوعية الجيدة للخدمة والتكلفة العالية.

في إطار برنامجه لدعم قدرة الأشخاص ذوي الإعاقة على الاندماج الاجتماعي والاقتصادي، ساهم برنامج الأمم المتحدة الإنمائي في دعم سد الفجوات في نقص الخدمات التأهيلية. بناءً على هذه التجربة والكفاءات الفنية المتوفرة لدى البرنامج ، لتوسيع نطاق الدعم للمناطق ذات الحاجة الكبيرة وغير المخدومة، يخطط برنامج الأمم المتحدة الإنمائي لدعم خدمات الأطراف الاصطناعية الشاملة للمحتاجين في المناطق الجنوبية من درعا والقنيطرة

2. الأهداف

الهدف الرئيسي:

تعزيز صمود الأشخاص ذوي الإعاقة من خلال تقديم الدعم الطارئ لخدمة الأطراف الاصطناعية للأشخاص ذوي الحاجة في محافظتي درعا والقنيطرة

مخرجات المشروع:

1. دعم استقلالية الأشخاص ذوي البتر وتدبير المشاكل النفسية والاجتماعية الناتجة عن البتر لدى الفئة المستهدفة من المشروع.
2. رفع سوية الوعي بالمنطقة الجنوبية وذلك بتنقيف المبتورين وذويهم وإمكانية دعم عودة الشخص ذو البتر إلى حياته الاجتماعية قدر الامكان.
3. الحصول على تقييم لوضع حالات البتر والاحتياجات بالمنطقة الجنوبية (درعا / القنيطرة).

ينقسم المشروع إلى أربع مراحل:

1. مرحلة المسح والتقييم: والتي ستوفر المشروع بالمعلومات الأولية عن حالات البتر في المنطقة كما سينتج عنها لائحة بالمستفيدين حسب معايير استهداف المشروع متضمنة خطة التأهيل.
2. مرحلة تقديم الخدمة وإعادة تأهيل المستفيدين: تخديم 120 مستفيد
3. التقييم والمتابعة للمستفيدين بعد الحصول على الخدمة: تقييم مستوى الخدمة المقدمة ومدى فعالية المشروع

3. مجال العمل والمسؤوليات ووصف الأعمال المطلوبة:

يتوجب على مقدم الخدمة تقديم الخدمات المذكورة أدناه بأعلى نوعية والتزام بالمعايير والإطار الزمني وبالتنسيق الكامل خلال جميع الخطوات مع برنامج الأمم المتحدة الإنمائي في سورية قسم التعافي الاقتصادي ودعم سبل العيش وحده دعم الأشخاص ذوي الإعاقة. يسبق انطلاق أعمال المشروع تشكيل لجنة توجيهية للمشروع تضم ممثلين عن برنامج الأمم المتحدة الإنمائي والشركاء الوطنيين بالإضافة إلى ممثل عن المجتمع المحلي ومقدم الخدمة. يتوجب على مقدم الخدمة تقديم خطة عمل مفصلة خلال الأسبوع الأول بعد توقيع العقد تتضمن خطة زمنية توضح النشاطات، الخدمات و المهام الواجب تنفيذها حسب الشروط التالية:

1. مرحلة المسح والتقييم:

2.1. المسح: (أسبوعين)

بالتنسيق مع برنامج الأمم المتحدة الإنمائي، يقوم مقدم الخدمة بعملية المسح بالتشارك مع مديرية الصحة بالمنطقة ومديرية الشؤون الاجتماعية وبالتنسيق مع وحدات الإدارة المحلية من بلديات ومخاتير لجذب أكبر عدد من الحالات وذلك بعد الحصول على الموافقات اللازمة لذلك.

يجب استخدام استمارة واضحة ومبسطة في هذه المرحلة لجمع وجدولة البيانات الأساسية (وإذا تطلبت الحاجة، إجراء مقابلة هاتفية لجمع واستكمال المعلومات الأولية) وتحليلها بشكل سريع لتحديد الحالات المدرجة حسب معايير الاستهداف الأولي وهي على الشكل التالي:

- بتر طرف سفلي
- مقيم في محافظة درعا و/أو القنيطرة مع التركيز على المناطق المستهدفة بالمشروع
- ملاحظة 1: من الضروري والهام جدا أثناء التواصل في هذه المرحلة عدم إعطاء أي وعود حول أي خدمة.
- تقوم اللجنة التوجيهية للمشروع بتحليل البيانات وتدقيقها واختيار لائحة المرشحين للتقييم بناء على المعايير التالية:
- مطابقة المعايير الأولية
- كون المرشحين من المناطق المستهدفة ضمن المشروع وبنفس التوزع العددي والنوع الاجتماعي حسب ماهو مبين في الجدول أدناه

المخرج في هذه المرحلة هي القائمة الأولية التي سيتم تقييمها بالمرحلة الثانية.

ملاحظة 2: من المفيد تحديد عدد أكبر من الحالات عن العينة المستهدفة (120 حالة) إذا أمكن مما يساعد على المفاضلة ضمن المرحلة الثانية (مرحلة التقييم).

الجدول التالي يحدد الأعداد مع النوع الاجتماعي وحالة النزوح المستهدفة على مستوى التجمع السكاني (Community):

محافظة	منطقة	ناحية	تجمع سكاني	بالغ		طفل		المجموع الكلي
				ذكر	انثى	ذكر	انثى	
درعا	درعا	الصنمين	الصنمين	8	4	1	1	14
				2	1	1	0	4
		الشجرة	عابدين	2	1	1	0	4
			الكوية	2	1	0	1	4
			Arda	2	1	0	0	3
			الشجرة	1	1	0	0	2
		بصرى الشام	بصرى الشام	5	1	2	0	8
		مزيريب	طفس	4	2	1	1	8
		درعا	نصيب	2	1	1	0	4

			درعا	20	9	2	2	33	مهجريين
				6	3	1	1	11	
	ازرع	نوى	نوى	2	1	1	0	4	
	المجموع الكلي لدرعا			56	26	11	6	99	
القيطرة	القيطرة	القيطرة	قنيطرة	12	3	2	1	18	مهجريين
				2	1	0	0	3	
	المجموع الكلي للقيطرة			14	4	2	1	21	
عدد المتستفيدين الكلي				70	30	13	7	120	

3.1. التقييم: (4 أسابيع):

ويقوم بها الفريق الميداني المشكل من قبل مقدم الخدمة وبالتنسيق الكامل مع فريق البرنامج عن طريق المقابلات الشخصية قدر الامكان ويتم خلالها جمع معلومات أكثر دقة وتنوعا تساعد في عملية التقييم والانتقاء. المعلومات المفيدة جمعها في هذه المرحلة تدرج تحت تحديد مدى الهشاشة (Vulnerability) الاجتماعية والاقتصادية ومثال عليها:

- حالة الأسرة (عدد الأفراد وخاصة الأطفال والنساء، حالات الوفاة ضمن الأسرة وخاصة رب الأسرة، وجود أشخاص آخريين ضمن الأسرة من ذوي الإعاقة)
- الوضع الاقتصادي (السكن، الدخل، عدد الأشخاص العاملين)
- حالة الشخص المرشح بشكل خاص (الاجتماعية والاقتصادية)
- بالإضافة إلى جمع المعلومات اللازمة حول المعايير التالية التي ستساهم في عملية اختيار المستفيدين:
- ان لا يكون الشخص مستعمل لطرف اصطناعي من قبل، أو اذا كان مستخدم لطرف ولكن بحاجة إلى صيانة هامة (ويقرر ذلك من خلال تقرير أخصائي) فيجب ان يكون قد مضى على استعماله أكثر من سنة وان لا يكون الشخص قادر على السفر من اجل إصلاحه.
- ان يكون قادر على استعمال الطرف الاصطناعي من الناحية البدنية والذهنية وان لا يكون هناك أي عائق اخر.
- في حال عدم توفر الخدمة في المناطق المستهدفة ، ان يقبل المستفيد السفر لمدينة دمشق من اجل تلقي الخدمة (علما أن التكاليف ستكون جميعها مغطاة من قبل المشروع).
- ان يصرح بالالتزام بمواعيد المراجعات والجلسات والمتابعة.
- من المطلوب تصميم استمارة للغرض أعلاه وأن يتم تدريب الفريق الذي سيقوم بعملية ملء استمارة. يقوم بعملية جمع المعلومات كادر مقدم الخدمة مع تواجد ممثل عن فريق المتابعة من قبل البرنامج

المخرج من هذه المرحلة:

- استمارة شاملة لجميع المعلومات المراد جمعها مصادق عليها من نقبل البرنامج
 - جدولة شاملة لكافة معلومات الاستمارة الناتجة عن عملية التقييم ضمن ملف إكسل بحيث تمكن بشكل آلي من حساب وتقييم الأشخاص المرشحين وتحديد الأولويات
 - قائمة بالمرشحين تقارب قدر الامكان العدد والنوع الاجتماعي المقترح بالجدول أعلاه وتضم معلومات الأشخاص المرشحين وترتيبهم حسب أولوية الحصول على الخدمة، متضمنة الحالات على قائمة الانتظار.
- سيتم تدقيق هذه الجداول والقوائم من اللجنة التوجيهية للمشروع لمصادقة عملية الانتقاء وإعطاء الإيعاز بالبدء بتقديم الخدمة التأهيلية التي تبدأ بالتقييم السريري.

جدول التسليم للمرحلة الأولى:

المخرج	فترة الانجاز المتوقعة
خطة العمل المفصلة	الأسبوع الأول

تقرير نتائج عملية المسح	الأسبوع الثالث
استمارة التقييم	الأسبوع الثالث
تقرير نتائج عملية التقييم واللائحة النهائية للمرشحين	الأسبوع السابع

2-مرحلة الخدمة التأهيلية:

- 1.2: التقييم السريري:** بعد مصادقة اللائحة النهائية لأسماء المستفيدين يتوجب على الشركة المقدمة للخدمة القيام بالمهام التالية:
- 1.2. تنظيم أضياف فردية شاملة للمستفيدين تضم معلومات شاملة عن الحالة الاقتصادية والاجتماعية والصحية يتم تعبئتها خلال عملية التقييم السريري والنفسي وجلسات تدبير الحالة وتخدم عملية المتابعة
 - 1.3. بالتنسيق مع مكتب البرنامج يقوم الفريق الفني بإجراء التقييم السريري الخاص بخدمة الأطراف الاصطناعية للحالات المختارة . يجب أن تتوفر في عملية التقييم السريري الشروط التالية سواء تمت من خلال دعوة المستفيد (مع مرافق إذا لزم الأمر) إلى مركز الخدمة أو من خلال زيارة منزلية:
 - أن تتم عملية التقييم ضمن مكان لائق، آمن ومناسب للمستفيد وتتوفر فيه جميع التجهيزات اللازمة
 - أن تتم مراعاة المعايير الجندرية بعملية الفحص السريري خاصة لفني الأطراف
 - أن يتضمن فريق التقييم على الكوادر التالية على الأقل:
 - طبيب فيزيائي وإعادة تأهيل
 - فني أطراف
- المخرج من هذه المرحلة** هو الحصول على تقرير شامل لكل حالة يوضح الحالات والخطا التأهيلية المفصلة والخط الزمني لسير العمل. يجب أن يتضمن التقرير على معلومات مفصلة حول:
- الوضع السريري
 - العلاجات المقدمة أو المنصوح بها
 - خطة العلاج الفيزيائي ماقبل تقديم الطرف الاصطناعي
 - نوع الطرف الاصطناعي الموصوف وتفاصيل مكوناته
 - خطة العلاج الفيزيائي والتأهيلي مابعد تركيب وتقديم الطرف الاصطناعي
 - خطة الدعم النفسي
 - خطة عمل مدير الحالة
- 2.2: الخدمة التأهيلية:** لمزيد من المعلومات حول شروط الخدمة التأهيلية الرجاء الرجوع إلى الملحق رقم 1.
- تقوم الشركة المقدمة للخدمة بإعادة تأهيل الحالة ضمن المعايير القياسية لهذا النوع من الخدمات والتي تتضمن :
- العلاج الفيزيائي والتأهيلي (قبل وبعد الطرف)
 - طرف اصطناعي تجريبي مؤقت
 - طرف اصطناعي نهائي
 - علاج ودعم نفسي
 - تدريب على المشي
- على افتراض عدم توفر مقدم خدمة ضمن المناطق المستهدفة ينصح بتقديمها ضمن مركز خدمة قياسي ضمن دمشق مع تأمين الدعم اللوجستي الشامل للمستفيد (انظر تفاصيله لاحقا)
- على مركز الخدمة القياسي أن يتضمن البنود الأساسية التالية:
- أن يكون المكان لائق ويضمن كرامة وراحة المستفيد.
 - أن يكون حاصل على الترخيص الرسمي لمركز الأطراف الاصطناعية أو يتمتع بالبنود الواردة بالترخيص
 - أن يضم غرف انتظار وفحص وتدريب منعزلة وتحترم المعايير الجندرية
- المعايير الدنيا لكادر مقدم الخدمة:**
1. مدير مشروع: يكون نقطة التواصل المباشرة مع البرنامج والمسؤول عن مراجعة وتصديق التقارير
 2. الفريق الفني:
 - a. طبيب اختصاص طب فيزيائي و إعادة التأهيل
 - b. فني أطراف: لا يقل عن 3 فنيين بينهم فنية واحدة على الأقل
 - c. معالج فيزيائي: لا يقل عن معالجين بينهم معالجة واحدة على الأقل
 - d. معالج او معالجة نفسي
 - e. مدير/ة حالة

3. موظف/ة استقبال
4. موظف/ة لادخال وتحليل البيانات

المعايير الدنيا للطرف الاصطناعي:

1. أطراف اصطناعية سفلية تحت وفوق الركبة
 2. أن يكون الطرف الاصطناعي متين بحيث تكون الوصلات المعدنية والقدم والركبة (ان كان البتر من خلال او فوق الركبة) حاصل على شهادة الجودة الأوروبية CE.
 3. أن يكون قابل لإعادة ترصيف المكونات
 4. أن يكون الطرف مكون من:
 - قدم اصطناعية (ثابتة -وحيدة محور -متعددة المحاور) والوصلات المعدنية المناسبة لها/يتم اختيار احداها عن طريق لجنة تقييم المريض وذلك على حسب معايير اختيار المكونات للمرضى.
 - محور معدني
 - وصلة المحور المعدني
 - ركبة اصطناعية للمبتورين عبر الفخذ او عبر الركبة (ركبة رباعية المحاور أو الركبة التي تتأثر بوزن المريض) يتم اختيار احداها عن طريق لجنة تقييم المريض وذلك على حسب معايير اختيار المكونات للمرضى.
 - الحاوي القاسي يحتوي على طبقتين على الأقل من الياف الكربون على أماكن تحميل الوزن لضمان المتانة.
 - الحاوي الداخلي المرن للبتر عبر الظنوب (جراب جل مع قفل او جراب جل مع كم تعليق - مخروط اسفنجي) يتم اختيار احداها عن طريق لجنة تقييم المريض وذلك على حسب معايير اختيار المكونات للمرضى مع موافقة المريض.
 - الحاوي الداخلي المرن للبتر عبر الفخذ (جراب سيليكون أو ثير مولين أو من دون) يتم اختيار احداها عن طريق لجنة تقييم المريض وذلك على حسب معايير اختيار المكونات للمرضى.
 5. أن يكون نظام التعليق ملائم للمريض وبجودة عالية.
 6. أن يكون الطرف الاصطناعي سهل الارتداء والنزع.
 7. أن يكون قليل الحاجة للصيانة.
 8. أن يكون الطرف الاصطناعي ملائم للمريض من حيث: (مقاس الحاوي -التصميم-المكونات).
- يشترط بالمواد والقطع المستخدمة أن تكون من منشأ عالي الجودة وحاصلة على شهادة الجودة الأوروبية CE ويترتب على مقدم الخدمة تقديم لائحة بالمواد المستخدمة للموافقة عليها والتأكد من الجودة قبل البدء بالتصنيع. كما يجب الأخذ بعين الاعتبار النقاط التالية عند اختيار نوع ومكونات الطرف :
- البيئة التي يعيش فيها المستفيد.
 - الوضع الفيزيائي للجذمور.
 - الوظيفة المرجوة من الطرف.
 - مهنة المستفيد.
 - القدرة العقلية والفيزيائية.

الاجراءات اللوجستية:

- المواصلات للمستفيدين: بناء على تقييم البرنامج المبني الذي يدعم فكرة عدم وجود مقدم للخدمة ضمن المناطق المستهدفة تم تصميم المشروع بحيث يتوجب على مقدم الخدمة تأمين وتغطية المواصلات للمستفيدين ومرافقيهم من منزلهم إلى مركز تقديم الخدمة باستخدام وسائل مواصلات فردية أو جماعية خاصة (سيارة أو باص مخصص في حال جلب أكثر من حالة بنفس الوقت) . على مقدم الخدمة ضمان سهولة استخدام وسيلة المواصلات على الأشخاص ذوي البتر خاصة في حال استخدام الباص. يتوجب على مقدم الخدمة وضع خطة محكمة وشاملة لحركة المستفيدين لتنظيمها بالشكل الأفضل الذي يضمن تحديد عدد الرحلات إلى الحد الأدنى دون أن يؤثر ذلك على نوعية الخدمة. متوسط عدد الزيارات المتوقع هو 7 رحلات لكل مستفيد لتغطية كافة الخدمات (تأهيلية ، دعم نفسي، تدبير حالة)
- الإقامة: يتوجب على مقدم الخدمة تأمين وتغطية إقامة فندقية للمستفيد/ة ومرافق/ة ضمن فندق لا يقل عن 3 نجوم. أيضا يجب إجراء تخطيط محكم لحركة المستفيدين لتنظيم عملية الإقامة لتكون ضمن الحد الأدنى دون أن يؤثر ذلك على نوعية الخدمة. متوسط عدد الأيام اللازمة هو 5 ليالي لكل شخص.

على مقدم الخدمة تقديم تقرير مفصل لوجيستي ومالي متضمنا فواتير خدمتي المواصلات والإقامة.

المخرج من هذه المرحلة هو: تقديم الخدمة التأهيلية الشاملة حسب الشروط المذكورة أعلاه لـ 120 مستفيد. شروط قبول الخدمة هو:

- (a) نجاح برنامج التأهيل الشامل حسب الخطة التأهيلية الموضوعية والمصادق عليها من قبل البرنامج لكل حالة ويتضمن:
- الحصول على طرف اصطناعي مناسب وذو جودة عالية
 - المريض قادر على استخدام الطرف الاصطناعي براحة تامة محققا أقصى مستوى وظيفي كامن لديه باستخدام الطرف
- (b) رضا المستفيد/ة الموثق بتصريح شخصي منه/ها باستخدام أداة تقييم رضا المستفيد.

3.2: خدمة العلاج والدعم النفسي الاجتماعي:

من خلال الكادر المتواجد ضمن المركز، يتوجب على مقدم الخدمة تقديم خطة عمل مفصلة لعمل فريق الدعم النفسي وإدراجه ضمن باقة الخدمات حسب ما تطلبه كل حاجة وتوفير كافة الاحتياجات والتجهيزات اللازمة لتنفيذ هذه الخدمة على أعلى مستوى. يتوقع أن تتضمن الخدمة العناصر التالية:

1. تقييم نفسي أولي من قبل أخصائي
2. وضع خطة لمداخلات الدعم النفسي الاجتماعي و/أو الاحالة إلى خدمات تخصصية في حال تطلب الأمر
3. تقارير متابعة مدعمة بالدلائل حول تطور الحالة أو التوصيات
4. مقاربات الدعم النفسي المختلفة (جلسات فردية، جلسات جماعية، دعم أقران، إلخ...)

4.2: خدمة تدبير الحالة:

يقوم مدبر الحالة بمتابعة الحالات بشكل فردي للحصول على المعلومات اللازمة التي تفيد في تنفيذ المهام المرجوة من هذه الخدمة يجب أن يتضمن:

- دراسة وتقييم الحالة بعمق على المستوى الفردي، العائلي والمحيط لتحديد أعمق وأدق للاحتياجات، الموارد، الرغبة والهوايات وفرص التدخل
- وضع خطة مع أهداف مرحلية قابلة للتحقيق سواء عن طريق التدخل المباشر خلال فترة المشروع من خلال التشبيك والنصح و طويلة الأمد مبنية
- دعم الحالة ومتابعتها للوصول لأعلى درجة من الاستقلالية والصحة
- متابعة تطور الحالة استجابة للخدمة

جدول التسليم للمرحلة الثانية:

المخرج	فترة الانجاز المتوقعة
خطط التأهيل والخدمة	ابتداء من الأسبوع الثامن
تقارير تقديم الخدمة	ابتداء من الأسبوع التاسع ولغاية الأسبوع الخامس والعشرين

3. التقييم والمتابعة للمستفيدين بعد اجراءات إعادة التأهيل:

تتضمن مهام مقدم الخدمة متابعة الحالة وتقديم الصيانة اللازمة في حال وجود أي خلل بالطرف ناتج عن سوء التصنيع لمدة 4 أشهر من تقديم الطرف او سوء ملائمة الطرف للمستفيد. وسوف يقوم البرنامج بتنفيذ زيارات عشوائية للحالات بمكان اقامتهم كجزء من آلية المتابعة اولتقييم.

جدول التسليم للمرحلة الثالثة:

المخرج	فترة الانجاز المتوقعة
تقرير نتائج عملية التقييم واللائحة النهائية للمرشحين	ابتداء من الأسبوع الخامس والعشرين ولغاية الأسبوع الواحد والأربعين

مهام وواجبات أخرى:

- على مقدم الخدمة الرجوع دوماً إلى الخبير الفني المعين من قبل البرنامج في حال عدم التأكد من أي معلومة ما تؤثر على الناحية الفنية للخدمة المقدمة وعلى القيمة المالية
- على مقدم الخدمة التأكد بشكل جيد من الخدمات المماثلة الأخرى التي يتلاقها لأمريض وعرضها على البرنامج للتأكد من وجود حالة تداخل بالخدمات.
- على مقدم الخدمة ممارسة أعلى درجات الاحترافية بالعمل والحرص الشديد من خلال توجيه كافة الكوادر للتعامل الجيد مع التوقعات لدى المستفيدين وذويهم خاصة في مرحلة المسح ولاحقاً في حال ظهور طلبات إضافية من قبل المستفيدين.
- على مقدم الخدمة أخذ المعايير الجندرية والحماية الاجتماعية بعين الاعتبار والتخطيط لها على كافة مراحل المشروع.
- على مقدم الخدمة ضمان التزام المستفيدين من خلال إجراء يوضح من خلاله التزام المستفيدين بمتابعة الخدمة بما فيها الدعم النفسي وتدبير الحالة حيث من المتوقع عدم اهتمام المستفيدين نتيجة وجود حالات ضعف وعي حول أهمية هذه الخدمات المرافقة في حال وجود ضرورة على التعديل بمكونات الطرف أو بالخطوة العلاجية يجب إبلاغ البرنامج وذكر ذلك بالتقرير الفردي مع ذكر السبب والحصول على موافقة البرنامج الخطية قبل التنفيذ.
- يجب تأمين فواتير ووصول قبض لخدمات المواصلات والإقامة.
- من الممكن ومن المنصوح به تنفيذ تداخل لمرحلة تقديم الخدمة بحيث يتم التقييم السريري وبدء تقديم الخدمة بشكل متوازي. بحيث يتم رفع التقارير الجاهزة بشكل دوري عند جهوزية دفعة ما.

المحلق رقم 1: الشروط الفنية للخدمات التأهيلية:

1. العلاج الفيزيائي (لا يقل عن 6 جلسات لكل حالة):
 - a. قبل تركيب الطرف المؤقت، ويهدف:
 - i. تأهيل جذمور.
 - ii. تقوية العضلات
 - iii. تعليم تطبيق الرباط الضاغط والوضعية الصحيحة.
 - iv. تعليم المستفيد ومراقبه
 - b. تدريب على المشي مع التسمات الحركي. بالإضافة إلى مراجعة برنامج العلاج الفيزيائي
2. الدعم النفسي (لا يقل عن 6 جلسات لكل حالة): ويكون وفق جلسات فردية أو جماعية بهدف التخلص من المشاكل النفسية الناتجة عن عملية البتر وعدم المقدرة على المشي باستقلالية والدمج بالمجتمع.
3. الطرف الاصطناعي المؤقت: في حال كون المستفيد لم يسبق له ان استعمال الطرف الاصطناعي من قبل. ويشترط فيه:
 - a. حاوي من البلاستيك البولي بروبيلين ومن غير غلاف تجميلي، ويتم تطبيقه على المستفيد بفترة لا تقل عن شهر بهدف التدريب على المشي وكي يأخذ الجذمور شكله النهائي
 - b. أن يأخذ الجذمور الشكل النهائي وأن يتعلم المريض على استعمال الطرف والمشي مرة أخرى والحصول على نهاية
 - c. أما المريض الذي ليس بحاجة الى طرف مؤقت يمكن الانتقال الطرف النهائي مع الغلاف التجميلي، ويجب ان يكون ذلك مذكور بالتقرير الفردي وبخطة إعادة التأهيل للمستفيد.
4. الطرف الاصطناعي النهائي مع الغلاف التجميلي: ولا نقوم بهذه المرحلة الا بعد إتمام المراحل السابقة بشكل كامل، أو جزئي لمن سبق له انه استعمال طرف من قبل. ويكون الطرف مكون الأجزاء المتفق عليها بخطة إعادة التأهيل وضمن المعايير المتفق عليها مثل المتانة والملائمة.

5- التقييم والمتابعة:

- تقوم لجنة المشروع بتطبيق متابعة صارمة مع تقييم مستمر خلال جميع المراحل وأداء مقدم الخدمة من خلال زيارات ميدانية لموقع العلاج أو المستفيدين ورفع تقارير بذلك، وفي حال كان هناك أي تجاوز يستوجب التدخل يحق لها اتباع الاجراء المناسب.
- تقوم لجنة المشروع بالتعاون مع مقدم الخدمة بتقييم المستفيدين من ناحية جودة الطرف ومدى نجاح خطة إعادة التأهيل، والتأكد انه تم إدارة حالته اجتماعياً، كما يحق للجنة توجيه الملاحظات لمقدم الخدمة عن طريق تقرير.
- على مقدم الخدمة متابعة الحالة وفق ملاحظات لجنة التقييم وتقديم التعديل المناسب، وفي حال وجود أي خلل بالطرف ناتج عن سوء التصنيع المكونات أو سوء ملائمة الطرف للمستفيد لمدة 6 شهور من تقديم الطرف يجب على مقدم الخدمة الالتزام بالصيانة .

على الشركة المقدمة للخدمة ان يتوفر بكادرها الخبرات التالية حسب الوظيفة:

المسمى الوظيفي	العدد /على الأقل	الصفات والخبرات
مدير المشروع	1	-خلفية طبية (طبيب-مهندس طبي). -يتقن كتابة التقارير الفنية والإدارية للمشاريع. -خبرة ثلاث سنوات بإدارة المشاريع. - يتقن اللغة الإنجليزية.
طبيب باختصاص طب فيزيائي وإعادة التأهيل	1	-مجاز من كلية الطب باختصاص طب فيزيائي وإعادة التأهيل. -خبرة لا تقل عن ثلاث سنوات.
فني أطراف اصطناعية	4	-دبلوم أطراف اصطناعية. -خبرة لا تقل عن ثلاث سنوات
معالج فيزيائي	2	-دبلوم علاج فيزيائي على الأقل. -خبرة لا تقل عن ثلاث سنوات في العلاج الفيزيائي.
معالج نفسي	1	-شهادة بكالوريوس في علم الاجتماع، علم نفس أو أي قسم ذات علاقة. -خبرة لا تقل عن سنتين في العلاج النفسي مع الأشخاص ذوي التحديات الحركية (المبتورين بالخصوص). -قام بعلاج المبتورين من قبل.
-مدير حالة اجتماعي	1	-شهادة بكالوريوس في علم الاجتماع، علم نفس او أي قسم ذات علاقة. -حاصل على تدريب في إدارة الحالة الاجتماعية. -خبرة لا تقل عن سنتين في إدارة الحالة اجتماعيا مع الأشخاص ذوي الإعاقة.

5. التقارير

يجب أن تكون جميع التقارير باللغة الإنجليزية

يتم ارسال التقارير الكترونيا وورقيا الى مقر المكتب الإنمائي للأمم المتحدة.

يتعين على مقدم الخدمة تقديم تقارير مالية وسردية عن تطور المشروع على النحو التالي:

التقرير الأولي.

نهاية المرحلة (1)

نهاية المرحلة (2)

نهاية المرحلة (3)

سيتضمن التقرير المرحلي السردية شرح عن الإنجازات / التقدم. وسيشمل أيضًا تحليل المخاطر ومقترحات التحسين والدروس المستفادة.

ستتضمن التقارير المالية مقارنة بين الميزانية المخططة والنفقات الفعلية بالإضافة إلى بيان مفصل عن النفقات

6. جدول الدفعات

20%	عند استلام تقرير انطلاق المشروع
30%	عند تسليم تقرير نتائج المسح
20%	عند تسليم أول تقرير بنتائج التقييم الفيزيائي وخطة تأهيل المستفيدين
10%	عند تسليم تقرير عن تخديم نصف عدد المستفيدين
10%	عند تسليم تقرير عن تخديم كامل عدد المستفيدين
10%	بعد تسليم التقرير النهائي

4. التحقق من الجودة

يحتفظ برنامج الأمم المتحدة الإنمائي بحق حضور موظفيه لمراقبة أنشطة المشروع.

سيكون المسؤول الفني لبرنامج الأمم المتحدة الإنمائي العضو الرئيسي من جانب برنامج الأمم المتحدة الإنمائي لضمان جودة الخدمات المقدمة.

سيقوم موظفو الرصد والتقييم بزيارات منتظمة وعشوائية لرصد عملية التنفيذ والتقدم و النتائج ، وكذلك تقييم رضا المستفيد بالإضافة إلى المهام التالية:

التحقق من جودة العمل بما في ذلك:

o المهنية والاحترافية بالعمل وبالتعامل مع المستفيدين

o ملاءمة وجودة العملية اللوجستية

o النظر في تطبيق معايير الحماية الاجتماعية والمعايير الجندرية

o الاعتبارات البيئية

بالإضافة إلى جمع الملاحظات من المستفيدين مباشرة حول الخدمات المقدمة وطريقة تفاعل موظفي فريق مزود الخدمة.

Section 6: Returnable Bidding Forms / Checklist

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: Proposal Security Form	<input type="checkbox"/>
▪ [Add other forms as necessary]	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should not exceed fifteen (15) pages, including printed brochures if applicable. ▪ Certificate of Incorporation/ Business Registration. ▪ Trade name registration papers, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country

- Latest Audited Financial Statements (Income Statement and Balance Sheet) including Auditor's Report for the past (3 years).
- List and value of contracts performed with similar nature, plus client's contact details who may be contacted for further information on those contracts.
- Proposed Work Plan and Approach.
- List of qualified and specialized key personnel whose will be involved during the implanting of the contract.

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute:	

		Party awarded if resolved:	
--	--	----------------------------	--

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3

	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.

- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]

References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>
	Reference 1: [Insert] Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: [Insert Currency]

Note. The estimated need is covering 120 beneficiaries.

Stage	Core competencies	A Number of beneficiaries	B Unit cost per beneficiaries	Total A * B
Survey and Evaluation stage	Survey	120		
	Evaluation	120		
Rehabilitation service stage	Clinical Evaluation	120		
	Manufacturing & install of below the knee prosthesis	60		
	Manufacturing & install of above knee prosthesis	60		
	Treatment and Psychosocial Support Service	120		
	Evaluation and follow-up of beneficiaries after rehabilitation	120		
Logistics	Transporting of beneficiaries:	120		
	Accommodation	120		
Evaluation and Follow up	field visits and maintenance	120		
Other costs				
Total of Financial Proposal				