



## REQUEST FOR QUOTATION (RFQ)

UNDP, 13, Avenue Ahmed Balafrej, Souissi Rabat	DATE: November 3, 2019
	REFERENCE: : 56-2019

Dear Sir / Madam:

We kindly request you to submit your quotation for **English Language courses**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before [indicate the deadline for submission] and via (choose appropriate box) ☐ e-mail, ☒ courier mail or ☒ facsimile to the address below:

**United Nations Development Programme**  
**13, Avenue Ahmed Balafrej**  
**Souissi Rabat**  
**Tél : 212 537 633 090 - Fax : 212 537 633 089**

Services généraux  
***Procurement.morocco@undp.org***

Quotations submitted by email must be limited to a maximum of 10MB, virus-free and no more than [indicate number] email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s: *[check the condition that applies to this RFQ, delete the entire row if condition is not applicable to the goods being procured]*

Delivery Terms [INCOTERMS 2010] (Pls. link this to price schedule)	<input type="checkbox"/> FCA <input type="checkbox"/> CPT <input type="checkbox"/> CIP <input type="checkbox"/> DAP <input type="checkbox"/> Other [pls. specify]	
Customs clearance <sup>1</sup> , if needed, shall be done by:	<input type="checkbox"/> UNDP <input type="checkbox"/> Supplier/Offeror <input type="checkbox"/> Freight Forwarder	
Exact Address/es of Delivery Location/s (identify all, if multiple)	UNDP,13,Avenue Ahmed Balafrej,Souissi,Rabat	
UNDP Preferred Freight Forwarder, if any <sup>2</sup>	Click here to enter text.	
Distribution of shipping documents (if using freight forwarder)	Click here to enter text.	
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	<input type="checkbox"/> [indicate number] days from the issuance of the Purchase Order (PO) <input checked="" type="checkbox"/> As per Delivery Schedule attached [if delivery will be staggered] Time : [pls. indicate] Time Zone of Reference : GMT+1	
Delivery Schedule	<input type="checkbox"/> Required <input type="checkbox"/> Not Required	
Packing Requirements		
Mode of Transport	<input type="checkbox"/> AIR <input type="checkbox"/> SEA	<input type="checkbox"/> LAND <input type="checkbox"/> OTHER [pls. specify]
Preferred Currency of Quotation <sup>3</sup>	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency : Moroccan Dirham	
Value Added Tax on Price Quotation <sup>4</sup>	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes	

<sup>1</sup> Must be linked to INCO Terms chosen.

<sup>2</sup> Depends on INCO Terms. The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.

<sup>3</sup> Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

<sup>4</sup> This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

After-sales services required	<input type="checkbox"/> Warranty on Parts and Labor for minimum period of <a href="#">Click to type</a> <input type="checkbox"/> Technical Support <input type="checkbox"/> Provision of Service Unit when pulled out for maintenance/ repair <input type="checkbox"/> Others <a href="#">[pls. specify]</a>
Deadline for the Submission of Quotation	COB, <i>Saturday, November 30, 2019 and 16h00 Rabat Time</i>
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others <a href="#">[pls. specify, including dialects, if needed]</a>
Documents to be submitted <sup>5</sup>	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input type="checkbox"/> A statement whether any import or export licenses are required in respect of the goods to be purchased including any restrictions on the country of origin, use/dual use nature of goods or services, including and disposition to end users; <input type="checkbox"/> Confirmation that licenses of this nature have been obtained in the past and an expectation of obtaining all the necessary licenses should the quotation be selected; <input type="checkbox"/> Quality Certificates (ISO, etc.); <input checked="" type="checkbox"/> Latest Business Registration Certificate ; <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; <input type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer); <input type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied ; <input type="checkbox"/> Complete documentation, information and declaration of any goods classified or may be classified as "Dangerous Goods". <input checked="" type="checkbox"/> Patent Registration Certificates (if any of technologies submitted in the quotation is patented by the Supplier); <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input type="checkbox"/> Others <a href="#">[pls. specify as many as required]</a>
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days  <p>In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.</p>

<sup>5</sup> First 2 items in this list are mandatory for the supply of imported goods

Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>
Payment Terms <sup>6</sup>	<input checked="" type="checkbox"/> 100% upon complete delivery of goods <input type="checkbox"/> Others <i>[pls. specify]</i>
Liquidated Damages	<input type="checkbox"/> Will not be imposed <input type="checkbox"/> Will be imposed under the following conditions : Percentage of contract price per day of delay : _____ Max. no. of days of delay : _____ After which UNDP may terminate the contract.
Evaluation Criteria <i>[check as many as applicable]</i>	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price <sup>7</sup> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions <i>[this is a mandatory criteria and cannot be deleted regardless of the nature of services required]</i> <input checked="" type="checkbox"/> Earliest Delivery / Shortest Lead Time <sup>8</sup> <input type="checkbox"/> Others <i>[pls. specify]</i>
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier <input type="checkbox"/> One or more Supplier, depending on the following factors: <i>[Clarify fully how and why will this be achieved. <u>Please do not choose this option without indicating the parameters for awarding to multiple Suppliers</u>]</i>
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement <sup>9</sup> and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type/s of Contract <i>[pls. specify]</i>
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)

<sup>6</sup> UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.

<sup>7</sup> UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

<sup>8</sup> This shall be used for time-critical and/or exigent requirements (e.g., post-crisis emergencies, elections, etc.).

<sup>9</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)  Applicable Terms and Conditions are available at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Special conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed <input type="checkbox"/> Others <i>[pls. specify]</i>
Conditions for Release of Payment	Passing Inspection <i>[specify method, if possible]</i> Complete Installation <input type="checkbox"/> Passing all Testing <i>[specify standard, if possible]</i> <input type="checkbox"/> Completion of Training on Operation and Maintenance <i>[specify no. of trainees, and location of training, if possible]</i> <input checked="" type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements <input type="checkbox"/> Others <i>[pls. specify]</i>
Annexes to this RFQ <sup>10</sup>	<input checked="" type="checkbox"/> Specifications of the Goods Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> <input type="checkbox"/> Others <i>[pls. specify, if any]</i>  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only) <sup>11</sup>	UNDP, Rabat: Services Généraux Adresse : <u>13 Avenue Ahmed Balafrej, Souissi, Rabat, Maroc</u> N° de fax : +212 537 63 30 89 Adresse de courrier électronique : <a href="mailto:Procurement.Morocco@undp.org">Procurement.Morocco@undp.org</a> <i>[Enter Designation]</i> <i>Procurement.morocco@undp.org</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

<sup>10</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>11</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

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

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

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

**Sincerely yours,**  
*Mohamed Cheddad*  
*Operations Manager*  
November 1, 2019

## Annex 1

### Technical Specifications

#### 1. BACKGROUND

Language and communication skills of the staff are critical for the success of the UNDP in its mandated duties. It is therefore a priority to strengthen the general communication and English language skills of all staff. UNDP is seeking to contract a teacher with extensive and proven experience in teaching English to professionals.

#### 2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

The language training will be offered to the current staff. It is envisaged that the staff be divided into two groups based on their current English proficiency level. The first group will benefit from a basic English language course tailored to their level and needs while the second group will attend targeted lessons in professional English with strong emphasis on writing and presentation skills. The expected number of trainees is 5-6 for each group. In the initial phase of this assignment, it is expected that the teacher conduct an individual assessment to determine the level of each staff member and separate the two groups and take full responsibility for:

- Developing a tailored training course for each group;
- Planning and conducting two lessons weekly for the first group through basic English language and communication lessons;
- Planning and conducting two lessons weekly for the second group focusing on professional English, writing and presentation skills;
- Evaluating the progress of individual staff on a quarterly basis to measure progress, identify barriers to learning and recommend action to overcome barriers;
- Identify appropriate learning software for both groups and mentor staff in its use;
- Identify useful online resources and courses for each group and mentor staff in their use;
- Identify and purchase course material and literature;
- Consistently keep a record of participation of individual staff members in the case of repetitive staff absence;
- Ensure that the lessons are planned and delivered in a highly participative and interactive manner and responsive to the request and suggestions of the students;
- Integrate new staff members that are recruited during the assignment ;
- Organize English proficiency tests at the beginning and end of the course and verify satisfactory achievement of the trainees;
- Other related tasks based on need and agreement;

##### D. Expected Outputs

- a) English level assessment of each staff;
- b) Course program for two groups;
- c) Learning software and course literature identified and purchased;
- d) Six lessons delivered per week: three lessons per week for group 1 and three lessons per week for group 2.
- e) Quarterly individual evaluation reports for each trainee with recommendations

##### E. Institutional Arrangement

- a) The course program is to be developed in close coordination and consultation with the UNDP Administration;

- b) The lessons are to be delivered in UNDP office and per below set schedule. The teacher is expected to be flexible and when needed deliver the lessons on a different day or time to adjust to the operational needs and priorities of UNDP Office.
- c) The teacher is responsible for making all logistical arrangements for delivery of the lessons and in close coordination with UNDP;
- d) The teacher is responsible to purchase all relevant course materials

### 3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

#### I. Academic Qualifications:

- Master's degree in English literatures
- studies minimum 5 years of professional experience in teaching English;
- Flexibility and ability to adjust to change circumstances and needs.

#### II. Years of experience:

- Minimum 5 years of professional experience in teaching English;

#### III. Competencies:

Analytical skills, communications abilities, teamwork ...

- Excellent written and spoken English language skills a requirement and English as native language a strong asset;
- Strong professional communication and inter-personal skills and able to transfer knowledge to UNDP;
- The eligible candidate is independent, committed and reliable;

### 4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested suppliers are invited to submit their technical and financial proposals for this assignment. The technical proposal shall include:

- a) The CV of the candidate;
- b) A proposed methodology for how the course program will be developed, how the lessons will be planned and delivered and how software and course material will be purchased and used;
- c) A work plan illustrating all steps that the candidate will take to carry out the course
- d) Certification or documentation indicating applicant's English teaching skills;
- e) Any other information that the Consultant finds relevant.

### 5. FINANCIAL PROPOSAL

#### • **Contracts based on Hourly fee**

The financial proposal will specify the hourly fee, travel expenses and per diems quoted in separate line items, and payments are made to the supplier based on the number of hours worked.

### 6. EVALUATION

Quotations will be evaluated based on the following methodologies:

#### I. Cumulative analysis

*When using this weighted scoring method, the award of the contract should be made to the supplier whose offer has been evaluated and determined as:*

- a) responsive/compliant/acceptable, and*
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.*

*\* Technical Criteria weight; 70%*

*\* Financial Criteria weight; 30%*



*Only candidates obtaining a minimum of 70 point would be considered for the Financial Evaluation*

<b>Criteria</b>	<b>Weight</b>	<b>Max. Point</b>
<u>Technical</u>		
• Criteria A		
• Criteria B		
• Criteria C		
• Criteria [...]		
<u>Financial</u>		

## Annex 2

### FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>12</sup>

*(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>13</sup>)*

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No.RFQ- 56-2019

**TABLE 1 : Offer to Supply Goods Compliant with Technical Specifications and Requirements**

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price	Total Price per Item
	<b>Total Prices of Goods<sup>14</sup></b>				
	Add : Cost of Transportation				
	Add : Cost of Insurance				
	Add : Other Charges (pls. specify)				
	<b>Total Final and All-Inclusive Price Quotation</b>				

**TABLE 2 : Offer to Comply with Other Conditions and Related Requirements**

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time			
Validity of Quotation			

<sup>12</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>13</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

<sup>14</sup> Pricing of goods should be consistent with the INCO Terms indicated in the RFQ

All Provisions of the UNDP General Terms and Conditions			
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All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

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