



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: February 7, 2020
	REFERENCE: UNDP-RFP-2020-039

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Developing Operationalizing a functional Grievance Redressal Mechanism "GRM" approach for DFID-funded Khyber Pakhtunkhwa Merged Districts (KPMs) Support Programme**. Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Your proposal should be submitted through e-Tendering online system by or before the deadline of **Monday 24th Feb 2020 12:30 PM PST OR 2:30 AM EST** indicated in <https://etendering.partneragencies.org>.

Detailed instructions on how to submit, modify or cancel a bid in the e-Tendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

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

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" button no later than **Tuesday 18th Feb 2020**. If that is not the case, UNDP would appreciate your indicating the reason, for our records. Clicking the Acceptance button **will enable you to receive updates/notifications, but it will not restrict you from submitting the bid till the deadline**.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it is submitted through the e-Tendering system on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If there is requirement of any clarification related to this RFP, kindly send queries to pakistan.procurement.info@undp.org.

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 4.

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Ignacio Artaza
Resident Representative a.i



Description of Requirements

Context of the Requirement	Hiring of the firm for Developing and Operationalizing a functional Grievance Redressal Mechanism "GRM" approach for DFID-funded Khyber Pakhtunkhwa Merged Districts (KPMDs) Support Programme
Brief Description of the Required Services ¹	<p>1. Background</p> <p>The Khyber Pakhtunkhwa Merged Districts (KPMD) support Programme (2018-2024) funded by DFID, operates in 5 NMDs (Khyber, Orakzai, Kurram, South and North Waziristan) and aims to: Help communities and returnees become more resilient especially by restoring livelihoods Supporting improvement of, and access to, health and education services Support the local and provincial governments to become more effective, accountable and responsive And support the improvement of an enabling environment for inclusive economic growth</p> <p>The programme is currently in phase I (2 years ending October 2020) and adapts based on its delivery experience, learning and evolving community needs and government's reform priorities.</p> <p>The UN Resident Coordinator's Office has identified the need for national expert/s (firm) on GRM to develop a set of arrangements that enable local communities to raise grievances with the UN and DFID and seek redress when they perceive a negative impact arising from the activities of the programme.</p> <p>Scope of Work:</p> <p>DFID/UNRCO have agreed that a programme specific Grievance Redress Mechanism (GRM) should develop a set of arrangements that enable local communities to raise grievances with the UN and DFID and seek redress when they perceive a negative impact arising from the activities of the programme. It is a key way to mitigate, manage, and resolve potential or realized negative impacts, and contribute to positive relations especially between government and communities. It recognizes that UN agencies can make efficiency/effectiveness gains by adopting a harmonized, cross agency approach to grievance redress.</p> <p>DFID and the UN are committed to applying the following principles in relation to GRM which include:</p> <p>Act with integrity, be transparent and accountable;</p> <p>Governance of Programme standards in an effort to implement a conflict-sensitive intervention based on principles of 'Do No Harm' and 'Leave No One Behind; and</p> <p>Adoption of a rights-based GRM design for resolution of complaints.</p> <p>Expected key outputs/deliverables/mandatory requirements:</p> <p>A- Non-Technical:</p> <p>The key expectations are outlined below:</p>

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

- a) Build support for the KPMD GRM tool within the UN system to ensure its effectiveness;
- b) Conduct consultation meetings to review existing GRM tools used by the four partner agencies to identify best practices and gather system requirements.
- c) Build the field team's capacity across the board (RCO and UN Agencies) in managing the GRM tools.
- d) To coordinate and develop consensus on decisions around GRM within the GRM working group.
- e) Develop a GRM specific communication strategy jointly with the UN team.
- f) Develop capacity building tools, guidelines, training manuals and training reports.
- g) Submit reports against each deliverable.
- h) Provide feedback and advise (through calls and emails) on how to operationalize the GRM successfully;
- i) Coordinate with the communications team to develop context specific IEC (Information, Education and Communication) material for stakeholders.

B- Technical:

The key expectations are outlined below:

- a) Conduct technical meetings to identify user requirements from relevant stakeholders and develop Software Requirement Specification (SRS) document.
- b) Develop software for online GRM tool based on SRS document.
- c) Implement Beta Version of the online GRM tool.
- d) Fix bugs/ issues/ changes in the Beta Version;
- e) Implement Final Version of the online GRM tool;
- f) Provide need- based technical support for a minimum of four months after the operationalization of a technology solution.

List and Description of Expected Outputs to be Delivered

Deliverables

	Deliverables	Timelines	% Payment	Review & Approval
1	<i>Inception report and Presentation Findings</i>	3 rd week from the start of the contract	35%	Review by Programme Advisor and approval by Programme Manager – KPMD Support Programme
2	Complaint Forms, Data Sharing Protocols and FAQs	5 th week from the start of the contract	35%	
3	System go live on Production Environment	6-weeks from the start of the contract	20%	

	4	Post operational system support required after competition of 6 months of contract duration.	4 months	10%		
Person to Supervise the Work/Performance of the Service Provider	Project Officer for KP Merged district support programme. RC Office					
Frequency of Reporting	[As per deliverables mentioned in the Detailed TORs]					
Progress Reporting Requirements	The firm / company shall submit proper Reports of progress and may be asked for presentation on their progress.					
Location of work	<input checked="" type="checkbox"/> Islamabad, with need-based travel to Peshawar					
Expected duration of work	10 months (6 months for actual delivery and 4 months for operational support) (effective from the date of signing the contract).					
Target start date	15 th March 2020					
Latest completion date	15 th Jan 2021					
Travels Expected	Islamabad, with need-based travel to Peshawar					
Special Security Requirements	Note: UNDP will not be liable to provide the security to the selected firm and it is the responsibility of the selected firm to arrange the security of its employees.					
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> All project related costs will be borne by the Contracting firm, but Domain Registration and Hosting costs will be borne by RC Office.					
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required					
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required					
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency [PAK RUPEES]					
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (the invoice submitted should indicate the price and tax portion separately).					

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

	Further, United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.																	
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.																	
Partial Quotes	<input checked="" type="checkbox"/> Not permitted																	
Payment Terms	<p>Deliverables</p> <table border="1"> <thead> <tr> <th>Deliverables</th><th>% Payment</th><th>Timeline</th><th>Conditions for Payment Release</th></tr> </thead> <tbody> <tr> <td><i>Inception report and Presentation Findings</i></td><td>20%</td><td>30th April, 2019</td><td rowspan="4"> Within Thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. </td></tr> <tr> <td>Complaint Forms, Data Sharing Protocols and FAQs</td><td>30%</td><td>10th May, 2019</td></tr> <tr> <td>System go live on Production Environment</td><td>10%</td><td>20th May, 2019</td></tr> <tr> <td>Post operational system support required after competition of 6 months of contract duration.</td><td>15%</td><td>30th Sept, 2019</td></tr> </tbody> </table>	Deliverables	% Payment	Timeline	Conditions for Payment Release	<i>Inception report and Presentation Findings</i>	20%	30 th April, 2019	Within Thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs ; and b) Receipt of invoice from the Service Provider.	Complaint Forms, Data Sharing Protocols and FAQs	30%	10 th May, 2019	System go live on Production Environment	10%	20 th May, 2019	Post operational system support required after competition of 6 months of contract duration.	15%	30 th Sept, 2019
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<i>Head of RC Office</i>																	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Professional Services																	
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) Where the minimum passing score of technical proposal is 70%.																	



	<input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.																								
Criteria for the Assessment of Proposal	<p>Technical Proposal (70%)</p> <p><input checked="" type="checkbox"/> Expertise of the Firm 20% with 140 Marks out of 700</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 60% with 420 marks out of 700</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 20% with 140 marks out of 700</p> <p>Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. (Financial Score= (Lowest Offer/Offer to be evaluated*300))</p> <table border="1"> <thead> <tr> <th>Summary</th><th>Weight</th><th>Points Obtainable</th></tr> </thead> <tbody> <tr> <td>Expertise of firm/organization/institute</td><td>20%</td><td>140</td></tr> <tr> <td>Technical Proposal</td><td>60%</td><td>420</td></tr> <tr> <td>Personnel</td><td>20%</td><td>140</td></tr> <tr> <td>TOTAL Technical</td><td></td><td>700</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Form 1 Technical Proposal Evaluation</th><th>Points obtainable</th></tr> </thead> <tbody> <tr> <td colspan="3">Expertise of the Firm/Organization</td></tr> <tr> <td>1.1</td><td> Past work and relevance to this assignment a) Firm should have 7 years of experience of similar programme (s)/project(s) in national context(10 marks) b) Evidence of on similar projects undertaken in last 4 years evidence of atleast 2 projects is required(20 marks) c) Experience of organizing and capacity building of organizational staff through structured approaches and training programmes – please provide 2 contracts/reports of similar work undertaken (25 Marks) </td><td>55</td></tr> </tbody> </table>	Summary	Weight	Points Obtainable	Expertise of firm/organization/institute	20%	140	Technical Proposal	60%	420	Personnel	20%	140	TOTAL Technical		700	Form 1 Technical Proposal Evaluation		Points obtainable	Expertise of the Firm/Organization			1.1	Past work and relevance to this assignment a) Firm should have 7 years of experience of similar programme (s)/project(s) in national context(10 marks) b) Evidence of on similar projects undertaken in last 4 years evidence of atleast 2 projects is required(20 marks) c) Experience of organizing and capacity building of organizational staff through structured approaches and training programmes – please provide 2 contracts/reports of similar work undertaken (25 Marks)	55
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1.2	<ul style="list-style-type: none"> Demonstrated 3 years of experience in working pre/post conflict environment at grassroot level. Share sample reports/contracts etc as proof.(30 marks) <p>3 years and above experience: 30 Marks Above 2 Years' and less then 3 years' experience: 15 Marks</p>	30
	<ul style="list-style-type: none"> Ability to work effectively in multidisciplinary/multicultural teams with sensitivity and respect for diversity. Share policy documents as evidence (20 marks) 	20
1.3	<ul style="list-style-type: none"> Experience of providing similar services to multilateral and bilateral donors, and UN agencies (5 marks) Proof of presence/recent work at national and provincial level (specifically in Newly Merged Districts of KP) (10 marks) 	15
1.4	<ul style="list-style-type: none"> Evidence of Financial stability. Quick Ratio should be 1 or more than 01. Statements of Last two years Audited Accounts (2017-2018 & 2018-19 to be submitted (10 points for each year). 	20
Total		140

Form # 2		
Technical Proposal Evaluation		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	<p>Is the proposal well defined and corresponds to the Terms of Reference? (Clear and concise approach)</p> <p>a) Proposed strategy to complete the assignment (100) b) Reflecting approach for each deliverable (70) c) How to ensure sufficient representation of all targeted stakeholders (30)</p>	200
2.2	<p>Work plan: Clarity of presentation & sequencing of activity are logical, timely and technically realistic. Does it promise efficient implementation of the proposed tasks and demonstrates flexibility to adapt to local context?</p> <p>a) How will the firm ensure deliverables will be completed on time – is a work plan given? (60) b) Is step by step detailed approach provided? (50) c) Risk assessment and mitigation strategies during the course of assignment (25)</p>	135

2.3	Project Monitoring: Has the bidder indicated a monitoring plan to effectively monitor the project activities and also reflected the resources / services to carry out monitoring? e.g. Monitoring strategy	85
		420

Technical Proposal Evaluation Form 3	Points Obtainable
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Key Personnel Profiles: (Names and CVs of the individuals who will be involved in completing the services)

3.1	<p>Team Leader- <i>suitability, experience, competence</i> Team Leader/Project Manager- <i>to lead the project team and ensure the overall compliance with the overall approach and the standard practices.</i></p> <ol style="list-style-type: none"> 1- Minimum Master's degree in social sciences, public policy, and/or any other related field (10 marks). 2- Experience of 10 years in implementing advocacy, capacity building and engagement experience with UN Agencies, Donors and Community stakeholders (15 marks). <i>8 Years' and above experience: 10 Marks</i> <i>6-7 Years: 5 Marks</i> 3- General Experience of developing policies and SOPs on grievance redressal and working with UN agencies and donors at national and KP level. Please share project details to justify your experience. (15 marks). 	40
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	3.2	<p>Programme Officer: <i>to take care of programme activities to ensure timelines are met and deliverables are completed on time:</i></p> <ol style="list-style-type: none"> 1- Minimum Master's degree in social sciences, public policy, and/or any other related field (05 marks). 2- Experience of 05 years in implementing advocacy, capacity building and engagement experience with UN Agencies, Donors and Community stakeholders (15 marks). <p><i>4 Years' and above experience: 10 Marks</i></p> <p><i>3-4 Years: 5 Marks</i></p>	20	
	3.3	<p>Communications Officer- <i>to ensure the visibility of GRM and develop a GRM specific communication strategy jointly with the UN team to prepare context specific IEC (Information, Education and Communication) material for the community.</i></p> <ol style="list-style-type: none"> 1- Minimum Bachelor's degree in journalism, social sciences and/or any other related field (10 Marks) 2- Demonstrated experience of 3 years' in managing communications for high visibility programmes (10 marks) <p><i>3 Years 'and above experience: 10 Marks</i></p> <p><i>2 Years: 5 Marks</i></p> <p>Experience of working with mainstream media or working with communities (5 marks).</p>	25	

	3.3	<p>Technical experts for GRM system development – suitability, experience, competence:</p> <ul style="list-style-type: none"> • Minimum bachelor's degree in computer sciences, or a related field (10 marks). • The software development expert should have at least 10 years of experience in software development, implementation, maintaining databases, running queries, creating reports and prior experience of providing necessary trainings (20 marks). • Must have a strong programming background authoring well written, well documented, modular and clean code (20 marks). • Must be able to write thorough and concise functional and design specifications as well as easily readable end user documentation (5 marks). 	55	
			140	
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider			
Annexes to this RFP	<input checked="" type="checkbox"/> Description of requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 4) <input checked="" type="checkbox"/> Detailed TOR [Annex-5]			
Contact Person for Inquiries (Written inquiries only)	<p><i>pakistan.procurement.info@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>			

Minimum Eligibility Criteria	<ol style="list-style-type: none"> 1. Technical and financial proposals should be submitted in separate PDF files and financial proposal is password protected. 2. Firm is legally registered entity. Firm's valid registration with Income Tax/Sales Tax Department. (Sole proprietors are not eligible to apply). 3. Profile of the company/firm along with details of employee, CVs of key professionals and available facilities/expertise. 4. Provide two samples of similar work developed in the past ideally including the impact/results of those assignments. 5. Three satisfactory performance certificates for Projects completed in last Four Years along with duration of each assignment 6. Proof of financial stability such as Audited Financial Statements along with the auditor's report for the last two years (2017- 2018 & 2018-19) along with Bank statements/certificates indicating financial standing. Quick Ratio should be 1 or more than 01. 7. An affidavit on stamp paper that the company/firm has never been blacklisted by any institution / department / agency and that it has not been involved in litigation with any of its clients. 8. Copy of Certificate of Registration of the Business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation. 9. Submit all other documents as requested in the evaluation criteria Form 1,2, and 3.
Deadline for Submission	<p>Monday 24th March 2020 (12:30 PM Pakistan standard Time or 2:30 AM EST)</p> <p>Please note:</p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue in submitting your bid at the last minute, UNDP may not be able to assist.

Electronic submission (eTendering) requirements	<ul style="list-style-type: none"> • Technical and financial proposals should be submitted in separate PDF files • 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 financial proposal must not be provided to UNDP until requested by UNDP (see notes below)
	<p>Important Notes for financial proposal:</p> <ul style="list-style-type: none"> • The proposer is required to prepare and submit the financial proposal in a password protected PDF file separate from the rest of the proposal submission as indicated in the instructions to proposers. • Password for financial proposal must not be provided to UNDP until it is formally requested by UNDP focal point indicated below: seemab.rashid@undp.org • While entering financial proposal in the e-tendering system, always mention your bid price as PKR 1. Please do not mention the value of your financial proposal in the e-tendering system. It should only be mentioned in the password protected file/ attachment of financial proposal. The proposals of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.
Pre-proposal conference	<p>Time 11:00 AM Day: Monday, 17th Feb 2020</p> <p>Venue for Islamabad: 7th Floor, Serena Business Complex Islamabad</p> <p>Interested parties who wish to attend the preproposal conference are kindly requested to send the Name, CNIC Number and Company Name to following personnel by and before Friday 14th Feb 2020 12:30 PM PST, in order to obtain necessary security clearance.</p> <p>For attending in Islamabad: Seemab Rashid at seemab.rashid@undp.org</p>

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.
- g) Include all the documents mentioned in the **Minimum Eligibility Criteria** mentioned in Annex 1.

B. Proposed Methodology for the Completion of Services

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

C. **Qualifications of Key Personnel**

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

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

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

[Designation]

[Date]



Annex 3**FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL**

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

A. Cost Breakdown per Deliverable*

	Deliverables	Timelines	% Payment	Price (Lump Sum, All Inclusive)in
1	<i>Inception report and Presentation Findings</i>	3 rd week from the start of the contract	35%	
2	Complaint Forms, Data Sharing Protocols and FAQs	5 th week from the start of the contract	35%	
3	System go live on Production Environment	6-weeks from the start of the contract	20%	
4	Post operational system support required after competition of 6 months of contract duration.	4 months	10%	
Grand Total				

CN

B. Cost Breakdown by Cost Component:

	Description	Unit Type	Unit	Unit Price	Total Price (PKR)
A	HR/Operations Cost				
A.1	Programme Manager/Coordinator/Team Leader	month	3		
A-2	Programme Officer	month	3		
A-3	Communications Officer	month	3		
A-4	Software Developer	month	3		
A-5	Travel and other operational costs	month	3		
	Sub-Total (A)				
B	Activities/events Cost				
1	Consultation meetings to review existing GRM tools used by the four partner agencies to identify best practices and apply the same on the potential KPMD GRM system to ensure the system is robust and responsive	Dialogues	12		
2	Provide training/build capacity to the field team in managing the Grievance Redressal Mechanism and GRM tools in all partner agencies	Trainings/events	12		
3	Coordinate with GRM working group and develop consensus within the group regarding different GRM aspects	meetings	8		
4	GRM specific communication strategy jointly with the UN team	Communications Strategy Document	1		
5	Develop tools, guidelines, training manuals and training reports	report	1		
6	Back end support and advise (through calls and emails) on how to operationalize the GRM successfully	focal person	1		
7	Support in development of develop context specific IEC (Information, Education and Communication) material for the community	Flyers/Banners	1		

8	(a) Software development for online GRM tool based on SRS document (b) Implementation of Beta Version of the online GRM tool; (c) Fixing of the bugs/ issues/ changes in the Beta Version; (d) Implementation of Final Version of the online GRM tool; (e) Provide technical support for the developed online GRM tool for at least six month the development of a technology solution that reflects the GRM implementation plan	Software Development	1		
Sub-Total (B)					
Grand Total (A+B)					

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

Note:

Please mention the currency of your proposal.

General Terms and Conditions for Services
Separately attached

TERMS OF REFERENCE

I. POSITION INFORMATION	
Title of services	Hiring of the firm for Developing and Operationalizing a functional Grievance Redressal Mechanism "GRM" approach for DFID-funded Khyber Pakhtunkhwa Merged Districts (KPMDs) Support Programme
Location of Work	Islamabad, with need-based travel to Peshawar
Project	UN-DFID KP Merged Districts Support Programme
Type of Contract	Professional Services contract
Duration of the contract	10 months (6 months for actual delivery and 4 months for operational support) (effective from the date of signing the contract).
Justification	<p>The Khyber Pakhtunkhwa Merged Districts (KPMD) Support Programme is a joint programme that aims to support the residents of ex-FATA and the Government of KP to sustain the returnees displaced by the military operation in the area. In close collaboration with the Government of KP, the programme works to provide basic services and livelihood to the residents and to support the administrative merger of FATA with KP province. The programme focuses on 5 newly merged districts (less Bajaur and Mohmand). It is being funded by the Department for International Development (DfID), coordinated by United Nations Resident Coordinator's Office (UNRCO) and implemented by four UN agencies namely FAO, UNICEF, UNDP and UNWOMEN.</p> <p>The KPMD programme operates in a post-conflict setting which is highly fragile. With a population of five million, the area has been negatively affected by decades of poverty, conflict and under-development. Given the sensitive environment that the programme operates in, it is pertinent to ensure delivery in the most transparent and efficient manner, while keeping the voices/concerns of residents at the heart of the programme.</p> <p>Phase-I of the KPMD support programme commenced in October 2018 and is expected to end in October 2020, with a possibility of extension up to 2022. To promote transparency and to address the questions and needs of communities, the programme envisaged the "development and roll-out of RCO-led KPMD specific GRM". Consequently, the RC office in close collaboration with the UN Agencies developed an in-house GRM, however the current system could be strengthened further to become more responsive, robust and efficient.</p> <p>In view of the above, a national expert firm conversant with the contextual environment of NMD's is required for the subject task. Additionally, considering that the programme is almost half way through, it is recommended that services of a national firm with relevant work experience be hired in minimum possible time to improve, strengthen and roll-out a fully functional GRM.</p>
II. RESPONSIBILITIES	
2. Background	
<p>The Khyber Pakhtunkhwa Merged Districts (KPMD) support Programme (2018-2024) funded by DFID, operates in 5 NMDs (Khyber, Orakzai, Kurram, South and North Waziristan) and aims to:</p> <ul style="list-style-type: none"> • Help communities and returnees become more resilient especially by restoring livelihoods • Supporting improvement of, and access to, health and education services • Support the local and provincial governments to become more effective, accountable and responsive • And support the improvement of an enabling environment for inclusive economic growth 	

The programme is currently in phase I (2 years ending October 2020) and adapts based on its delivery experience, learning and evolving community needs and government's reform priorities.

The UN Resident Coordinator's Office has identified the need for national expert/s (firm) on GRM to develop a set of arrangements that enable local communities to raise grievances with the UN and DFID and seek redress when they perceive a negative impact arising from the activities of the programme.

Scope of Work:

DFID/UNRCO have agreed that a programme specific Grievance Redress Mechanism (GRM) should develop a set of arrangements that enable local communities to raise grievances with the UN and DFID and seek redress when they perceive a negative impact arising from the activities of the programme. It is a key way to mitigate, manage, and resolve potential or realized negative impacts, and contribute to positive relations especially between government and communities. It recognizes that UN agencies can make efficiency/effectiveness gains by adopting a harmonized, cross agency approach to grievance redress.

DFID and the UN are committed to applying the following principles in relation to GRM which include:

Act with integrity, be transparent and accountable;

Governance of Programme standards in an effort to implement a conflict-sensitive intervention based on principles of 'Do No Harm' and 'Leave No One Behind; and

Adoption of a rights-based GRM design for resolution of complaints.

Expected key outputs/deliverables/mandatory requirements:

B- Non-Technical:

The key expectations are outlined below:

- j) Build support for the KPMD GRM tool within the UN system to ensure its effectiveness;
- k) Conduct consultation meetings to review existing GRM tools used by the four partner agencies to identify best practices and gather system requirements.
- l) Build the field team's capacity across the board (RCO and UN Agencies) in managing the GRM tools.
- m) To coordinate and develop consensus on decisions around GRM within the GRM working group.
- n) Develop a GRM specific communication strategy jointly with the UN team.
- o) Develop capacity building tools, guidelines, training manuals and training reports.
- p) Submit reports against each deliverable.
- q) Provide feedback and advise (through calls and emails) on how to operationalize the GRM successfully;
- r) Coordinate with the communications team to develop context specific IEC (Information, Education and Communication) material for stakeholders.

C- Technical:

The key expectations are outlined below:

- g) Conduct technical meetings to identify user requirements from relevant stakeholders and develop Software Requirement Specification (SRS) document.

- h) Develop software for online GRM tool based on SRS document.
- i) Implement Beta Version of the online GRM tool.
- j) Fix bugs/ issues/ changes in the Beta Version;
- k) Implement Final Version of the online GRM tool;
- l) Provide need- based technical support for a minimum of four months after the operationalization of a technology solution.

	Deliverables	Timelines	% Payment	Review & Approval
1	<i>Inception report and Presentation Findings</i>	3 rd week from the start of the contract	35%	Review by Programme Advisor and approval by Programme Manager – KPMD Support Programme
2	Complaint Forms, Data Sharing Protocols and FAQs	5 th week from the start of the contract	35%	
3	System go live on Production Environment	6-weeks from the start of the contract	20%	
4	Post operational system support required after competition of 6 months of contract duration.	4 months	10%	

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