



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 12, 2020
	REFERENCE: RFP-004-2020

Dear Sir / Madam:

We kindly request you to submit your Proposal for consultancy services to promote financial education and access to long term affordable finance in Mayukwayukwa and Meheba Resettlement Schemes.

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

Documents uploaded in the system as part of your proposal 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 proposal is submitted on or before the deadline indicated by UNDP in the eTendering system . Bids must be submitted in the online eTendering system in the following link: <https://etendering.partneragencies.org> ~~(Business Unit: ZMB10, Event ID 000000006249)~~ using your username and password. If you have not registered in the system before, you can register now by logging in using the following credentials:

username: event.guest
password: why2change

Kindly follow the registration steps as specified in the system user guide.

Please acknowledge receipt of this RFP by utilizing the "Accept Invitation" function in eTendering system. 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 Annex 1 as the focal point for queries on this RFP.

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

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

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

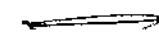
UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,


Procurement Unit
6/12/2020

Description of Requirements

Context of the Requirement	<p><i>Promoting Human Security Through Sustainable Resettlement in Zambia</i></p> <p>The Promoting Human Security Through Sustainable Resettlement Programme began in January 2017, as the successor to the Local Integration Programme (2014-2016) and is the primary vehicle for shifting from a humanitarian to a long-term development approach to enable the UN in Zambia to support the local integration of former refugees and Zambians.</p> <p>The overall goal of the programme is that, by 2021, communities living in the targeted resettlement schemes are cohesive, productive, sustainable and fully integrated into development at all levels. The overall goal of the programme is to address inter-related insecurities through supporting the national and local governments as duty-bearers to carry out their protection mandate and empowering the resettlement communities to claim their full rights as residents in Zambia, while promoting peaceful co-existence.</p> <p>The programme has three main outcomes:</p> <ol style="list-style-type: none"> 1. Government at national and sub-national level undertake inclusive and participatory planning and governance processes that incorporate the targeted resettlement schemes; 2. Communities in and around the targeted resettlement schemes have access to social services and sustainable economic opportunities; 3. Resettlement communities are tolerant, inclusive and integrated with the surrounding society, enabling people to live in freedom and dignity and to fully realize their human potential.
	<p>To address the second outcome of the programme on promoting sustainable economic opportunities and livelihoods, UNDP is seeking to promote financial education and access to long term affordable finance and to facilitate and support linkages with financial institutions to enable beneficiaries to access financial services. Currently access to financial services is very limited in both resettlement sites, especially Mayukwayukwa.</p>
Implementing Partner of UNDP	Department of Resettlement, Office of the Vice President

Brief Description of the Required Services ¹	<ol style="list-style-type: none"> 1. Conduct an assessment in both resettlement sites to determine: <ul style="list-style-type: none"> • Financial services needs amongst residents, community members, cooperatives, savings groups and others • Availability of financial services (digital and non-digital) in the sites • Options for expanding financial services 2. Develop a training plan to reach different groups and conduct trainings with identified groups. 3. Provide a tailored package of digital financial service options and support enrolment of community members, savings groups, cooperatives. 								
List and Description of Expected Outputs to be Delivered	<ol style="list-style-type: none"> 1. Inception report and workplan 2. Assessment report & training plan 3. Training of 200 individuals and 40 savings groups, cooperatives and submission of final training report <p>Package of digital financial service options provided and minimum of 100 individuals and 20 savings groups/cooperatives in each scheme enrolled.</p>								
Person to Supervise the Work/Performance of the Service Provider	<p>-OIC, Inclusive Growth & SDGs</p> <p>-Project Manager, Sustainable Resettlement Project</p>								
Frequency of Reporting	Monthly and at the end of each milestone								
Progress Reporting Requirements	<p>Submission of narrative progress reports for each milestone</p> <table border="1"> <thead> <tr> <th>Milestone</th><th>Timing</th></tr> </thead> <tbody> <tr> <td>Inception report & work plan</td><td>July 2020</td></tr> <tr> <td>Assessment report & training plan</td><td>July 2020</td></tr> <tr> <td>Training for identified groups & training report</td><td>August 2020</td></tr> </tbody> </table>	Milestone	Timing	Inception report & work plan	July 2020	Assessment report & training plan	July 2020	Training for identified groups & training report	August 2020
Milestone	Timing								
Inception report & work plan	July 2020								
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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.

	Provision of digital financial services package & enrollment of minimum of 200 individuals, 40 savings groups/cooperatives.	October 2020																	
Location of work	<input checked="" type="checkbox"/> Exact Address/es Meheba and Mayukwayukwa Resettlement Schemes <input type="checkbox"/> At Contractor's Location																		
Expected duration of work	3 months																		
Target start date	1 July 2020																		
Latest completion date	30 October 2020																		
Travels Expected	<table border="1"> <thead> <tr> <th>Destination/s</th><th>Estimated Duration</th><th>Brief Description of Purpose of the Travel</th><th>Target Date/s</th></tr> </thead> <tbody> <tr> <td>Meheba Resettlement Scheme</td><td>At the discretion of the service provider</td><td>To conduct assessment, trainings, service options</td><td>July – October 2020</td></tr> <tr> <td>Mayukwayukwa Resettlement Scheme</td><td>At the discretion of the service provider</td><td>To conduct assessment, trainings, service options</td><td>July – October 2020</td></tr> <tr> <td></td><td></td><td></td><td></td></tr> </tbody> </table>			Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s	Meheba Resettlement Scheme	At the discretion of the service provider	To conduct assessment, trainings, service options	July – October 2020	Mayukwayukwa Resettlement Scheme	At the discretion of the service provider	To conduct assessment, trainings, service options	July – October 2020				
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Special Security Requirements	<input checked="" type="checkbox"/> Security Clearance from UN prior to travelling <input checked="" type="checkbox"/> Completion of UN's BSafe Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>																		
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required																		
Names and curriculum vitae of individuals who	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required																		

will be involved in completing the services																									
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency																								
Value Added Tax on Price Proposal ²	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes																								
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.																								
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² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	OIC, Inclusive Growth & SDGs
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input 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	Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm 25% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 45%
	<input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30% Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors:
Contract General Terms and Conditions ⁵	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

	Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others ⁷ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁸	<i>Procurement Unit</i> <i>Procurement</i> <i>Procurement.zm@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.
Other Information [pls. specify]	None

Technical Evaluation Criteria:

SEQ.	CRITERIA	OBTAINABLE POINTS
SECTION 1. EXPERTISE OF THE FIRM		
1.1	A registered financial services company or institution in Zambia	20
1.2	At least 2 years' experience in provision of digital financial inclusion services to remote and rural areas.	50
1.3	General Organizational Capability which is likely to affect implementation - Financial stability	20
	- Loose consortium, holding company or one firm - Age/size of the firm - Strength of project management support - Project financing capacity - Project management controls	
1.4	Quality assurance procedures, warranty	25
1.5	Capability to provide digital savings, credit, and insurance products (at a minimum) to rural and remote locations.	25
1.6	Capacity to link informal savings groups/cooperatives to formal savings products	25

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

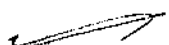
⁸ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

1.7	Evidence of the ability to conduct on-the-ground training for illiterate groups or groups with various language backgrounds on an array of topics related to financial literacy and financial services.	25
1.8	Experience working with various of partners (government authorities, individuals from diverse backgrounds, informal savings groups).	20
1.9	Experience (minimum 2 years) on similar projects	40
	Sub-total: bidder's qualification and experience	250
SECTION 2. PROPOSED METHODOLOGY, APPROACH AND IMPLEMENTATION PLAN		
2.1	To what degree does the Proposer understand the task?	50
2.2	Have the important aspects of the task been addressed in sufficient detail?	50
2.3	Is the proposal based on background information and data of the project sites and was this information input properly used in the preparation of the proposal?	45
2.4	Is the conceptual framework adopted appropriate for the task?	65
2.5	Is the scope of the task well defined and does it correspond to the TOR	100
2.6	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project indicating time frame?	140
	Sub-total Methodology	450
SECTION 3. MANAGEMENT STRUCTURE AND KEY PERSONNEL		
3.1	Project Manager/Lead	
3.11	Master's degree or equivalent in management, business management, financial administration or other related field	30
3.12	Demonstrable experience (minimum 5 years) in working for a financial services company and designing and conducting financial inclusion interventions for rural and remote populations	50
3.13	Experience (minimum 5 years) in working with local communities, NGOs/Donors and/or national government	40
3.14	Experience in supervising and managing teams, especially those in remote areas, for a minimum of 5 years	20
3.15	Knowledge in qualitative and quantitative reporting	10
3.2	Field Manager	
3.21	Degree or equivalent in management, or other relevant field	30
3.22	Experience managing field work that impacts communities (minimum 2 years)	20
3.23	Experience in conducting trainings and developing teaching aids (minimum 2 years)	10
3.24	Experience in community-based projects (minimum 2 years)	10
3.3	Field Agents	
3.31	Qualification in accounting, finance, business management or any other relevant field	30

3.32	Experience in conducting assessments and trainings with rural and remote populations (minimum 1 year)	30
3.33	Ability to conduct on-the-ground training for illiterate groups or groups with various language backgrounds on an array of topics related to financial literacy and financial services.	30
3.36	Reporting skills	10
	Sub-total Management structure and key personnel	300
Total		1000

Summary of Technical Evaluation Criteria

Category	Criteria	Obtainable Points	Weight
Section 1.	Expertise of the firm	250	25%
Section 2.	Proposed Methodology, Approach and Implementation Plan	450	45%
Section 3.	Management Structure and Key Personnel	300	30%
TOTAL		1000	



FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

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.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

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

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

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Inception report & work plan	10%	
2	Assessment report & training plan	30%	
3	Training for identified groups & training report	30%	
4	Provision of digital financial services package & enrollment of individuals, savings groups, and cooperatives	30%	
	Total	100%	

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

E. Cost Breakdown by Cost Component

Description of Activity	Unit of measure	Unit rate USD	Number of working days (*)	No. of Personnel	Total Amount USD
I. Personnel Services					
1. Project Manager			16	1	
2. Field Manager			24	2	
3. Field agents (assessment and training team)			36	4	
II. Out of Pocket Expenses					
1. Travel Costs	Lumpsum				
2. Daily Allowance	Lumpsum				
3. Others	Lumpsum				
III. Other Related Costs					
1. Training	Lumpsum				
2. Stationery	Lumpsum				
3. Other (**)	Lumpsum				
Total					

* Number of days worked during the period of engagement to execute this contract.

**Other should clearly indicate the full list of items that are part of the cost estimate while clearly indicating how they are required to undertake this assignment

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

[Designation]

[Date]