

**REQUEST FOR PROPOSAL (RFP)**

NAME & ADDRESS OF FIRM	DATE: September 17, 2020
	REFERENCE: UNDP-RFP-2020-272

Dear Sir / Madam:

We kindly request you to submit your Proposal for the provision of services of **Psycho-Social Assistance to people impacted by COVID-19**. 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 28th Sept 2020 12:30 PM PST OR 3:30 AM EDT** 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 **Wednesday 23rd Sept 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.

A handwritten signature in blue ink, appearing to read 'Ali Saad'.

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A handwritten signature in blue ink, appearing to be a stylized 'S' or 'J'.

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,



17-Sep-2020

**For Aliona Niculita
Resident Representative a.i**

Ali Saad



Annex 1

Description of Requirements

Context of the Requirement	Hiring of the firm for provision of services of Psycho-Social Assistance to people impacted by COVID-19
Brief Description of the Required Services ¹	<p>1. Background</p> <p>UNDP Pakistan's rights-based approach to democracy building focuses on capacity development of state established institutions to better implement their respective mandates. Against this background, UNDP's inclusive governance and rights-based development programming focuses on technical and capacity-building support for national and sub-national government stakeholders.</p> <p>In this vein, UNDP's Decentralization, Human Rights and Local Governance Project (DHL) Project works towards improved governance at national and sub-national levels to support the devolution and decentralization objectives by strengthening state institutions' capacity to deliver basic services to citizens. Furthermore, the project also provides capacity development support to government line departments and relevant institutions responsible for the protection and promotion on a wide range of development related issues across the country.</p> <p>Furthermore, the DHL Project aims to build resilience in local communities, especially in the vulnerable and at-risk segments of population. In order to reach this goal, the project has developed linkages with sub-national governments and civil-society organisations and is therefore well placed to reach the most vulnerable and at-risk populations through targeted interventions; these cover the broad spectrum of access to basic services, psycho-social support, and livelihood opportunities.</p> <p>The project also incorporates gender equity and gender equality as a cross-cutting theme, with specific focus on enhancing capacities and accountability on gender equal and disaggregated approach. This means developing and implementing specific measures to ensure the effective inclusion and voice of women, girls and persons with non-binary gender identities – specifically from the most marginalized and disenfranchised groups.</p> <p>The project now aims to provide support to the Government of Pakistan to establish technical cells for provision of psycho-social assistance and relevant IT and communications / knowledge products assistance.</p> <p>Scope of Work:</p> <p>The firm will be responsible to coordinate with the National Disaster Management Authority, the Federal Ministry of Human Rights, and the Local Government Department, Sindh to provide logistics support and establish technical cells for the provision of psycho-social support, through a call centre /helpline (to be budgeted in the proposal) to callers impacted by COVID-19. One technical cell will be</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.

	<p>established in partnership with NDMA, whereas the 2nd will be established in partnership with Local Government Department, Sindh. Space will be provided by Govt.</p> <p>A total of 13 psychologists (1 lead psychologist to coordinate and oversee the support) will be required (6 each for the respective technical cells)</p> <p>The psychologists will provide the assistance remotely, hence there will not be a need to provide office space. The psychologists will be engaged for a total of three months. Finally, the contractor will be expected to provide support (2 senior transgender experts) to the Ministry of Human Rights for the establishment of a referral mechanism in the already existing government helpline; this entails receiving calls, analysing data, and referring cases to the government's own transgender protection centre. This service will be provided for 3 months.</p> <p>Mobile applications, as well as websites will be required to be developed for the support being offered, and provided by the respective governments; this will then be communicated through a comprehensive television, social media and SMS communications campaign – the cost of designing the communications campaign (2 animated videos of 1 minute each) needs to be included in the technical and financial proposals (this should include animated videos on COVID-19 awareness, importance of psycho-social support and other key messages)</p> <p>The videos will be aired by Govt hence the cost of airing shouldn't be included in financial proposal. All trainings will be online.</p> <p>Expected key outputs/deliverables/mandatory requirements:</p> <p>The Contractor will ensure the following deliverables are achieved as part of the contract signed with UNDP Pakistan</p>
List and Description of Expected Outputs to be Delivered	Deliverables

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	Sr#	Deliverables	Action Required	Estimated Timelines
	1	Technical Cell established in Sindh	<ol style="list-style-type: none"> 1. Coordination with government stakeholders 2. Recruitment of psychologists 3. Training of psychologists by lead psychologist. Duration of training is 1 week and it will be an online training. 4. Linkages with helpline 5. Psychologists embedded within the government department structure for psycho social assistance 	November
	2	Technical Cell established in Islamabad	<ol style="list-style-type: none"> 1. Coordination with government stakeholders 2. Recruitment of psychologists 3. Training of psychologists by lead psychologist 4. Linkages with helpline 5. Psychologists embedded within the government department structure for psycho social assistance 	Dec
	3	Communications Campaign for Sindh implemented	<ol style="list-style-type: none"> 1. Communication campaign designed 2. Engagement with relevant tv and social media partners 3. Approval of communication campaign 4. Launch of communication campaign 	Dec
	4	Communications Campaign for Islamabad implemented	<ol style="list-style-type: none"> 1. Communication campaign designed 2. Engagement with relevant tv and social media partners 3. Approval of communication campaign 4. Launch of communication campaign 	Dec-Jan 2021

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	5	Transgender experts embedded in the government's structure	1. Recruitment of transgender experts 2. Training of transgender experts by the Federal Ministry. Expert trainers will be provided by UNDP. 3. Transgender experts embedded to initiate service provision	Feb-March 2021
	Total			
Person to Supervise the Work/Performance of the Service Provider	<i>The programmatic oversight of the intervention will be conducted by the relevant government partners, as well as UNDP management team.</i>			
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			
Expected duration of work	The entire assignment must be completed within 80 days spread across a maximum of five (6) months after issuance of purchase order/signing of contract. UNDP will not provide office space for this assignment. (effective from the date of signing the contract).			
Target start date	1 st Nov 2020			
Latest completion date	30 th April 2021			
Travels Expected	Islamabad			
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.			
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required			

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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). 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	Deliverables <table border="1" data-bbox="358 1306 1520 1732"> <thead> <tr> <th>Sr#</th> <th>Deliverables</th> <th>Estimated Timelines</th> <th>% Payment</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Technical Cell established in Sindh</td> <td>November</td> <td>20</td> </tr> <tr> <td>2</td> <td>Technical Cell established in Islamabad</td> <td>Dec</td> <td>20</td> </tr> <tr> <td>3</td> <td>Communications Campaign for Sindh implemented</td> <td>Dec</td> <td>20</td> </tr> <tr> <td>4</td> <td>Communications Campaign for Islamabad implemented</td> <td>Dec-Jan 2021</td> <td>20</td> </tr> <tr> <td>5</td> <td>Transgender experts embedded in the government's structure</td> <td>Feb-March 2021</td> <td>20</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sr#	Deliverables	Estimated Timelines	% Payment	1	Technical Cell established in Sindh	November	20	2	Technical Cell established in Islamabad	Dec	20	3	Communications Campaign for Sindh implemented	Dec	20	4	Communications Campaign for Islamabad implemented	Dec-Jan 2021	20	5	Transgender experts embedded in the government's structure	Feb-March 2021	20	Total			
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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.

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<i>The programmatic oversight of the intervention will be conducted by the relevant government partners, as well as UNDP management team.</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><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm 40% with 280 Marks out of 700</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% with 280 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><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. (<i>Financial Score= (Lowest Offer/Offer to be evaluated*300)</i>)</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>40%</td><td>280</td></tr> <tr> <td>Proposed methodology, approach and implementation plan</td><td>40%</td><td>280</td></tr> <tr> <td>Management Structure and Key Personnel</td><td>20%</td><td>140</td></tr> <tr> <td>Total 70% weightage</td><td>100</td><td>700</td></tr> <tr> <td>Financial Proposal-30% weightage</td><td></td><td>300</td></tr> <tr> <td>Total</td><td></td><td>1,000</td></tr> </tbody> </table>	Summary	Weight	Points Obtainable	Expertise of firm/organization/institute	40%	280	Proposed methodology, approach and implementation plan	40%	280	Management Structure and Key Personnel	20%	140	Total 70% weightage	100	700	Financial Proposal-30% weightage		300	Total		1,000
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Form 1		Technical Proposal Evaluation	Points obtainable
Expertise of the Firm/Organization			
1.1	At least 3 years of professional experience in project management with government partners and/or similar projects (30 points per year)	This should be demonstrated through a high quality short 1 page report of aligning past government experience with the TORs – If report is not submitted company will receive 0 points (Total 60 Points). Points will be awarded based on the quality of the report in terms of relevance of TORs	90
1.2	Experience in providing assistance to government counterparts on development related projects	This should be demonstrated through a short 1 page report of aligning past development experience with the TORs – If report is not submitted company will receive 0 points Points will be awarded based on the quality of the report In terms of relevance of the TORs,	70
1.3	Demonstrated experience in Karachi, and Islamabad, particularly on establishing technical cells, capacity development of government officials (40) marks.	Additional points for experience on psycho-social support services (completion report of 2 similar projects in the past to be attached)(30) marks.	70
1.4	Demonstrated understanding of government's operational processes and procedures . This will be judged on the basis of how the proposal is formed, and if it takes into account relevant national and sub-national governance structures and processes.	Provide evidence of 2 projects conducted on similar subject	50
			280
Form 2		Technical Proposal Evaluation	Points Obtainable
Proposed Methodology, Approach and Implementation Plan			
2.1	To what degree does the bidder understand the task? (i.e. the objectives, methodology, the deliverables, intended activities and the context within which the assessment is going to be carried out).		100

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	2.2	Work plan: Clarity of presentation & sequencing of activity are logical, timely and technically realistic. Does it promise the efficient implementation of the proposed tasks?	100
	2.3	To what extent the proposed workplan and approach is adapted to the local context and the local specificities of Sindh and Islamabad	80
			280
Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	PROJECT MANAGER (01): A project manager with high-level management, planning, coordination, facilitation and representation skills and proven experience of project management with government coordination 10 Marks for master's in business management, Project Management, Development or relevant field 20 marks for 5 years' experience. 20 marks for government experience. 10 marks for UN experience)		60
3.2	PSYCHOLOGIST: A lead Psychologist with outstanding writing skills in English along with proven knowledge of the subject matter, particularly on coordination with vulnerable groups (30 marks for relevant master's degree in psychology – 20 marks for 2 years' experience with UN/Government)		50

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	3-3	COMMUNICATION SPECIALIST: A communications specialist with proven experience of digital as well as traditional communication materials and successful knowledge product creation 10 marks for 3 years of experience with government, civil society or UN 10 marks for a master's degree in communication studies or relevant field 10 marks for experience in animation	30
		Total Part 3	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>		

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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. Three satisfactory performance certificates for Projects completed in last Four Years along with duration of each assignment. 5. Proof of financial stability such as Audited Financial Statements along with the auditor's report for the last two years (2018- 2019 & 2019-20) along with Bank statements/certificates indicating financial standing. 6. 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. 7. Copy of Certificate of Registration of the Business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation/ or SECP Registration 8. A minimum of three (03) years of professional experience in providing logistical support for execution of projects. Provide evidence of 2 relevant projects. 9. Experience of designing and imparting psychosocial support and communications campaigns. Provide evidence of 2 relevant projects. 10. Submit all other documents as requested in the evaluation criteria Form 1,2, and 3.
Deadline for Submission	<p>Monday 28th Sept 2020 (12:30 PM Pakistan standard Time or 3:30 AM EDT)</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.

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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	N/A

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Annex 2

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

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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]

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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 PKR
1	Technical Cell established in Sindh:	Nov	20%	
2	Technical Cell established in Islamabad	Nov	20%	
3	Communications Campaign for Sindh implemented	Dec	20%	
4	Communications Campaign for Islamabad implemented	Dec-Jan 2021	20%	
5	Transgender experts embedded in the government's structure	Feb-March 2021	20%	
Grand Total PKR				

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B. Cost Breakdown by Cost Component:

Psycho Social Support - Sindh and Islamabad - COVID-19					
Budget description	Unit type	Number of units/personnel	No. of Months	Unit Cost PKR	Total Cost PKR
I. Personnel Services					
Project Manager	Months	1	5		
Communications Expert	Months	1	5		
Lead Psychologist (1)	Months	1	3		
Junior Psychologists (12)	Months	12	3		
Transgender Experts (2)	Months	2	3		
Sub Total					
II. General Costs					
Communication Costs	Months	1	3		
Travel Costs	Lump sum	4	-		
Miscellaneous Costs	Lump sum	1	-		
Equipment	Lump sum	1	-		
Communications Campaign	Lump sum	5	-		
Sub Total					
Total Activities					
General Management Services	5%				
Grand Total PKR					

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

Note:

- a) *Please mention the currency of your proposal. Local vendors are paid in PKR hence their proposal should be in PKR.*
- b) **Note:** The Price of proposal should be inclusive of all applicable tax, UNDP will not provide any exemption to the bidder.

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Annex 4

General Terms and Conditions for Services

Separately attached

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ANNEX V**Terms of Reference (TORs) / Description of Requirements**

Context of the Requirement	National Firm/Institute/Organization for Psycho-Social Assistance to people impacted by COVID-19
Duty Station / Place of work	Islamabad
Project	Decentralization, Human Rights and Local Governance (DHL)
Engagement Modality	RFP-Professional Services
Period of assignment/services	The entire assignment must be completed within 80 days spread across a maximum of six (6) months after signing of contract. - UNDP will not provide office space for this assignment.
Due Date	30 th April, 2021
Justification and Background	<p>UNDP Pakistan's rights-based approach to democracy building focuses on capacity development of state established institutions to better implement their respective mandates. Against this background, UNDP's inclusive governance and rights-based development programming focuses on technical and capacity-building support for national and sub-national government stakeholders.</p> <p>In this vein, UNDP's Decentralization, Human Rights and Local Governance Project (DHL) Project works towards improved governance at national and sub-national levels to support the devolution and decentralization objectives by strengthening state institutions' capacity to deliver basic services to citizens. Furthermore, the project also provides capacity development support to government line departments and relevant institutions responsible for the protection and promotion on a wide range of development related issues across the country.</p> <p>Furthermore, the DHL Project aims to build resilience in local communities, especially in the vulnerable and at-risk segments of population. In order to reach this goal, the project has developed linkages with sub-national governments and civil-society organisations and is therefore well placed to reach the most vulnerable and at-risk populations through targeted interventions; these cover the broad spectrum of access to basic services, psycho-social support, and livelihood opportunities.</p> <p>The project also incorporates gender equity and gender equality as a cross-cutting theme, with specific focus on enhancing capacities and accountability on gender equal and disaggregated</p>



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	<p>approach. This means developing and implementing specific measures to ensure the effective inclusion and voice of women, girls and persons with non-binary gender identities – specifically from the most marginalized and disenfranchised groups.</p> <p>The project now aims to provide support to the Government of Pakistan to establish technical cells for provision of psycho-social assistance and relevant IT and communications / knowledge products assistance.</p>
List and Description of Expected Outputs to be Delivered	<p>Expected Outputs / Deliverables, timeframe for the work</p> <p>The firm will be responsible to coordinate with the National Disaster Management Authority, the Federal Ministry of Human Rights, and the Local Government Department, Sindh to provide logistics support and establish technical cells for the provision of psycho-social support, through a call centre /helpline (to be budgeted in the proposal) to callers impacted by COVID-19. One technical cell will be established in partnership with NDMA, whereas the 2nd will be established in partnership with Local Government Department, Sindh.</p> <p>A total of 13 psychologists – 2 years relevant experience + bachelor’s degree (1 lead psychologist to coordinate and oversee the support) will be required (6 each for the respective technical cells) to provide psycho-social support (provide mental health support, convey information on government referral mechanisms, and raise the issues with relevant government officials as per respective government protocols and SOPs). Specific support will also be provided for victims of gender-based violence, on a case-by-case basis.</p> <p>The psychologists will provide the assistance remotely, hence there will not be a need to provide office space. The psychologists will be engaged for a total of three months. Finally, the contractor will be expected to provide support (2 senior transgender experts; with 2 years experience on development plus a Master’s degree) to the Ministry of Human Rights for the establishment of a referral mechanism in the already existing government helpline; this entails receiving calls, analysing data, and referring cases to the government’s own transgender protection centre. This service will be provided for 3 months.</p> <p>Mobile applications, as well as websites will be required to be developed for the support being offered, and provided by the respective governments; this will then be communicated through a comprehensive television, social media and SMS communications campaign – the cost of designing the communications campaign (2 animated videos of 1 minute each) needs to be included in the technical and financial proposals (this should include animated videos on COVID-19 awareness, importance of psycho-social support and other key messages)</p> <p>The Contractor will ensure the following deliverables are achieved as part of the contract signed with UNDP Pakistan:</p>

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Sr#	Deliverables	Action Required	Estimated Timelines
1	Technical Cell established in Sindh	6. Coordination with government stakeholders 7. Recruitment of psychologists 8. Training of psychologists by lead psychologist. Duration of training is 1 week and it will be an online training. 9. Linkages with helpline 10. Psychologists embedded within the government department structure for psycho social assistance	November
2	Technical Cell established in Islamabad	6. Coordination with government stakeholders 7. Recruitment of psychologists 8. Training of psychologists by lead psychologist 9. Linkages with helpline 10. Psychologists embedded within the government department structure for psycho social assistance	Dec
3	Communications Campaign for Sindh implemented	5. Communication campaign designed 6. Engagement with relevant tv and social media partners 7. Approval of communication campaign 8. Launch of communication campaign	Dec
4	Communications Campaign for Islamabad implemented	5. Communication campaign designed 6. Engagement with relevant tv and social media partners 7. Approval of communication campaign 8. Launch of communication campaign	Dec-Jan 2021

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5	Transgender experts embedded in the government's structure	4. Recruitment of transgender experts 5. Training of transgender experts by the Federal Ministry. Expert trainers will be provided by UNDP. 6. Transgender experts embedded to initiate service provision	Feb-March 2021
Total			

Details

The programmatic oversight of the intervention will be conducted by the relevant government partners, as well as UNDP management team.

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