



REQUEST FOR PROPOSAL (RFP) (UNDP-RFP-2022-244)

30th June 2022
Ref # UNDP-RFP-2022-244

Dear Sir / Madam:

We kindly request you to submit your **proposal to conduct Training of Dispute Resolution Councils members in eight (08) districts of Khyber Pakhtunkhwa**

Your proposal should be submitted through e-Tendering online system by or before the deadline of **22nd July 2022 at 03:00 PM PST OR 06:00 AM EDT** indicated in <https://etendering.partneragencies.org>.

Detailed instructions on how to register, 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 05th July 2022 [12:30 PM Pakistan Standard Time OR 3:30 AM EDT]**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

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/>

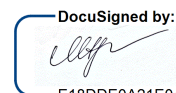
UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

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,

DocuSigned by:


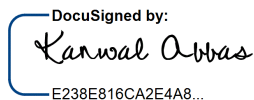
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Knut Ostby
Resident Representative

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Annex 1**Description of Requirements**

Context of the Requirement	RFP - to hire services of a firm to conduct Training of Dispute Resolution Councils members in eight (08) districts of Khyber Pakhtunkhwa
Brief Description of the Required Services ¹	Please see Annex 4 the ToR (Term of Reference) for the description of the required services.
List and Description of Expected Outputs to be Delivered	As per deliverables of TOR
Person to Supervise the Work/Performance of the Service Provider	ADR Specialist, Aman-O-Insaf Programme, UNDP
Frequency of Reporting	As mentioned in TORs
Progress Reporting Requirements	The Final Report of the assignment shall have to be submitted within 05 days upon completion of activity(s).
Location of work	Homebased, Peshawar/Swat or Abbottabad, Chitral, Kohat, Mardan, Peshawar, Swat, Bajaur, Khyber and Kurram, Khyber Pakhtunkhwa, Pakistan.
Pre-proposal conference will be held on:	<p>Due to current situation of Preventive measures against Corona Virus, Preproposal meeting will be held through ZOOM Call on Tuesday 5th July 2022 from 2:00 PM Pakistan Standard Time OR 5:00 AM EDT. Zoom link is given below:</p> <p>https://undp.zoom.us/j/82201154494</p> <p>Interested parties will send their requests to attend this Pre-Proposal meeting at pakistan.procurement.info@undp.org and aman.khan@undp.org; by and before Tuesday 5th July 2022 from 2:00 PM Pakistan Standard Time OR 5:00 AM EDT, in order to add in Zoom Call. Please mention RFP Reference number in subject line of email.</p>
Expected duration of work	8 Months
Target start date	September 01, 2022
Latest completion date	May 31, 2023
Travels Expected	As per requirements in mentioned field area(s).

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.

Special Security Requirements	<input checked="" type="checkbox"/> 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)	Report to the UNDP on deliverable basis. Submit all the deliverables to the Programme Manager UNDP AOI or his designate. Visit the UNDP office (Peshawar) on needs-based basis; and Be allowed to use the space provided by UNDP for meetings (if needed)
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	<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 and Payment Schedule The payment is linked with achievements of the below-mentioned deliverables and shall be released upon satisfactory completion of each deliverable report certified by UNDP.

	Outputs	Percentage	Condition for Payment Release
	Deliverable 1: Develop a workplan: Work plan must include training schedule, list of participants, trainers, training dates and venues and designs of visibility materials i.e. banners, folders certificates etc. The training venues shall be finalized in consultations with UNDP and KP Police (Details as per TORs)	30%	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.
	Deliverable 2: Conduct a 2-Day orientation workshop / launch event: The target participants of the orientation workshops will be the Master Trainers of the selected firm/organization. The workshop shall be held at a mutually agreed place and venue in KP. The event shall also serve as the formal launch event for the capacity building of DRCs. Senior officers of the KP Police will be invited on the concluding day of the launch event to ensure ownership and oversight of key stakeholders. The orientation workshop will include approximately 20 participants with a good balance of women and men to the extent possible. The orientation workshop will cover a total duration of 2 days. At the end of the workshop, a workshop report also will be drafted and submitted to UNDP on a template agreed in advance with UNDP. (Details as per TORs)	20%	
	Deliverable 3: Deliver 10 3-Day trainings for DRC members in the target districts: The firm/organization will organize 10 3-Day residential trainings for the DRC members in the selected districts. 5 trainings shall be conducted in 2021 and 5 trainings in 2022. The selected firm is expected to arrange full board accommodation for the trainees. The training venues and accommodation will be finalized in	40%	

	<p>consultations with the KP Police and UNDP. The firm's Master Trainers are expected to facilitate the trainings following the training manual of DRCs. A senior guest speaker will also be invited to each training session. At the end of each training, a training report also will be drafted and submitted to UNDP along with photos and attendance sheet on a template agreed in advance with UNDP. The partner organization is expected promote the events on print and electronic media. All social media posts and press releases must be reviewed and approved by UNDP. (Details as per TORs)</p>			
	<p>Deliverable 4: Submit project completion report</p> <p>After successful completion of all project activities, the selected firm/organization is expected to submit a final completion report. The completion report will present an overview of the whole project, aggregate analysis of the pre and post evaluation of all training events, photos and videos and scanned copies of attendance sheets. The selected firm/organization will also submit details of the project beneficiaries on template/excel sheet agreed with UNDP Rule of Programme's Monitoring and Evaluation team (Details as per TORs)</p>	10%		
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Manager, Amm-O-Insaf Programme, UNDP			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Institutional Services <input checked="" type="checkbox"/> Purchase Order			

Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria 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>The award of the contract shall be made to the Evaluation firm whose offer has been evaluated and determined as:</p> <p>a) Responsive/compliant/acceptable, and b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. 70%-30%.</p> <p>Only candidates obtaining a minimum of 70% of the total technical points would be considered for the Financial Evaluation.</p> <p><u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 50% with 350 Marks out of 700 <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 35% with 245 marks out of 700 <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 15% with 105 marks out of 700</p> <p><u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <table border="1"> <thead> <tr> <th colspan="2">Summary of Technical Proposal Evaluation Forms</th><th>Score Weight</th><th>Points Obtainable</th></tr> </thead> <tbody> <tr> <td>1</td><td>Expertise of Firm / Organization</td><td>50%</td><td>350</td></tr> <tr> <td>2.</td><td>Proposed Methodology, Approach and Implementation Plan</td><td>35%</td><td>245</td></tr> <tr> <td>3.</td><td>Management Structure and Key Personnel</td><td>15%</td><td>105</td></tr> <tr> <td colspan="3">Total</td><td>700</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Technical Proposal Evaluation-Form 1</th><th>Maximum Points obtainable</th></tr> </thead> <tbody> <tr> <td colspan="3">Expertise of Firm/Organization</td></tr> <tr> <td>1.1</td><td>Minimum 10 years' track record of professional experience and knowledge in the capacity building in legal empowerment, access to justice, and ADR</td><td>80</td></tr> <tr> <td>1.2</td><td>Previous experience with UNDP, other UN agencies or donor-financed similar assignments will be an advantage.</td><td>70</td></tr> </tbody> </table>	Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	1	Expertise of Firm / Organization	50%	350	2.	Proposed Methodology, Approach and Implementation Plan	35%	245	3.	Management Structure and Key Personnel	15%	105	Total			700	Technical Proposal Evaluation-Form 1		Maximum Points obtainable	Expertise of Firm/Organization			1.1	Minimum 10 years' track record of professional experience and knowledge in the capacity building in legal empowerment, access to justice, and ADR	80	1.2	Previous experience with UNDP, other UN agencies or donor-financed similar assignments will be an advantage.	70
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1.3	Three references from previous work for similar experience in the last 5 years. Each reference carries 20 marks	60
1.4	Financial stability last five years Audited Financial Statement. (2016-17, 2017-18, 2018-19, 2019-20 and 2020-21) Average Annual Turn Over for five Rs.13 Million /- For Joint Venture the average combined turnover should be equal or greater than Rs. 26Million/-	60
1.5	Has the Firm have enough experts in each field mentioned above to conduct the multiple courses simultaneously?	50
1.6	Has the firm enough expertise to carry out the training	30
Total 1		350

Technical Proposal Evaluation- FORM 2		Maximum Points Obtainable
Proposed Methodology, Approach, Tools and Implementation Plan		
2.1	To what degree does the firm understand the intended task; the objectives, methodology, the deliverables, intended activities and the context within which the systems are being implemented?	70
2.2	Has the firm proposed to implement entire scope of the work?	40
2.3	Has the firm proposed to implement all the proposed courses development simultaneously? How Much Realistic is the Time Frame?	40
2.4	Presentation and Workplan: Is the presentation clear and are the sequence of activities and the planning logical, realistic and promise efficient implementation of the systems	50
2.5	Risk Management plan: Has the firm identified the associated Risks and provided Risks Management Plan?	25
2.6	Training Plan: Has the firm provided Training Plan? How Comprehensive is it?	20
Total 2		245

FORM # 3		Maximum Points Obtainable
Technical Proposal Evaluation		
Management Structure and Key Personnel (Names and curriculum vitae of individuals who will be involved in completing the services)		
3.1	Project Officer (Qty 01)	
	University degree or specialized diploma or equivalent 10 years of professional experience in programme management, coordination, reporting and management of trainings.	5
	Minimum 10 years professional experience in trainings of ADR practitioners, police, and other criminal justice actors.	5

		Minimum 10 years' experience in access to justice and rule of law	5
		Experience in criminal justice sector in Pakistan will be an asset	5
		Fluency (oral and written) in English.	5
		Proficiency in Urdu will be an added advantage.	5
		Sub-Total	30
	3.2	Admin Assistant (Qty 01)	
		University degree in finance, social science, economics, or related field.	5
		Minimum 5 years professional experience in development of progressive professional experience in event management, admin and finance, and management of trainings.	10
		Minimum 5 years' experience in experience with national and international organizations	5
		Fluency (oral and written) in English.	5
		Proficiency in Urdu will be an added advantage.	5
		Sub-Total	30
	3.3	Master Trainers (Qty 02) (2 resumes)	
		University degree in law, social science, Economics, or related field.	5
		Minimum 5 years progressive professional experience in facilitating trainings on ADR, justice and rule of law.	15
		Minimum 5 years' experience in experience with national and international organizations	10
		Must possess excellent English analytical and writing skills with hands on experience in report writing	5
		Fluency (oral and written) in English.	5
		Sub-Total	45
	Total 3		105
	Mandatory Note: CVs of the personnel assigned should be signed, dated and attached with the proposals and prepared following the template in Annex 6 of the RFP.		
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider		
Annexes to this RFP	<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) <input checked="" type="checkbox"/> Standard CV Template (Annex 6)		

Contact Person for Inquiries (Written inquiries only)	<i>Aman Khan</i> <i>Procurement Officer</i> pakistan.procurement.info@undp.org 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.
Joint Venture	<input checked="" type="checkbox"/> ALLOWED.

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<p>Other Information <i>[pls. specify]</i></p>	<p>Minimum Qualifying Criteria</p> <p><input checked="" type="checkbox"/> Technical and Financial proposals should be submitted as separate PDF files. Financial Proposal must be password protected. Technical proposal should be inclusive of Brief Methodology and Work Plan for implantation of activities.</p> <p><input checked="" type="checkbox"/> Profile of the company/firm along with details of employee, CVs of key professionals and available facilities/expertise and Organizational Organogram ;</p> <p><input checked="" type="checkbox"/> Valid Certificate of Registration of the Firm/organizations with SECP, Registrar of Firms or FBR in the name of the firm;</p> <p><input checked="" type="checkbox"/> Latest Audited Financial Statements (Income Statement and Balance Sheet) including Auditor's Report for the past three (05) Years (2016-17, 2017-28, 2018-19, 2019-20 & 2020-21);</p> <p><input checked="" type="checkbox"/> Minimum Three (03) relevant Contracts/Purchase Order/Work Orders of work in last 10 (ten) years undertaken with National/Multinational Organizations (Provide proof of service with name of the organization and amount of contract).</p> <p><input checked="" type="checkbox"/> Provide three (03) satisfactory performance certificates along with the duration of each assignment Minimum Three (03) relevant Contracts/Purchase Order/Work Orders of work undertaken with National/Multinational Organizations (Provide proof of service with name of the organization and amount of contract).</p> <p><input checked="" type="checkbox"/> All information regarding any past and current litigation during the last Three (03) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.</p> <p><input checked="" type="checkbox"/> CVs of all the 4 personnel that will be assigned to this job.</p> <table border="1"> <thead> <tr> <th>Name of Funding Organization</th> <th>Period of Contract</th> <th>Type of Services Provided/Product delivered</th> <th>Value of Contract</th> <th>Location (Country/Region)</th> <th>Year of Implementation</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Name of Funding Organization	Period of Contract	Type of Services Provided/Product delivered	Value of Contract	Location (Country/Region)	Year of Implementation																		
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Deadline for Submission	<p>22nd July 2022 (03:00 PM Pakistan standard Time or 6:00 AM EST)</p> <p>Please note:</p> <p>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.</p> <p>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.</p>
Electronic submission (eTendering) requirements	<p>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> <p>Important Notes for financial proposal:</p> <p>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: aman.khan@undp.org</p> <p><i>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.</i></p>

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)***

[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.*

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.

² This serves as a guide to the Service Provider in preparing the Proposal.

³ 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.*

[Name and Signature of 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)

Cost Breakdown per Deliverable*

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) PKR</i>
1	Deliverable 1: Develop a workplan: Work plan must include training schedule, list of participants, trainers, training dates and venues and designs of visibility materials i.e. banners, folders certificates etc. The training venues shall be finalized in consultations with UNDP and KP Police.	30%	
2	Deliverable 2: Conduct a 2-Day orientation workshop / launch event: The target participants of the orientation workshops will be the Master Trainers of the selected firm/organization. The workshop shall be held at a mutually agreed place and venue in KP. The event shall also serve as the formal launch event for the capacity building of DRCs. Senior officers of the KP Police will be invited on the concluding day of the launch event to ensure ownership and oversight of key stakeholders. The orientation workshop will include approximately 20 participants with a good balance of women and men to the extent possible. The orientation workshop will cover a total duration of 2 days. At the end of the workshop, a workshop report also will be drafted and submitted to UNDP on a template agreed in advance with UNDP.	20%	
3	Deliverable 3: Deliver 10 3-Day trainings for DRC members in the target districts: The firm/organization will organize 10 3-Day residential trainings for the DRC members in the selected districts. 5 trainings shall be conducted in 2021 and 5 trainings in 2022. The selected firm is expected to arrange full board accommodation for the trainees. The training venues and accommodation will be finalized in consultations with the KP Police and UNDP. The firm's Master Trainers are expected to facilitate the trainings following the training manual of DRCs. A senior guest speaker will also be invited to each training session. At the end of each training, a training report also will be drafted and submitted to UNDP along with photos and attendance sheet on a template agreed in advance with UNDP. The	40%	

	partner organization is expected promote the events on print and electronic media. All social media posts and press releases must be reviewed and approved by UNDP		
4	Deliverable 4: Submit project completion report After successful completion of all project activities, the selected firm/organization is expected to submit a final completion report. The completion report will present an overview of the whole project, aggregate analysis of the pre and post evaluation of all training events, photos and videos and scanned copies of attendance sheets. The selected firm/organization will also submit details of the project beneficiaries on template/excel sheet agreed with UNDP Rule of Programme's Monitoring and Evaluation team	10 %	
	Total	100%	

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

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Cost Breakdown by Cost Component:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

[Designation]

[Date]

Annex 4

**Standard Terms and Conditions
Separately Attached.**

TERMS OF REFERENCE (TOR)

Terms of Reference to hire services of a firm to conduct Training of Dispute Resolution Councils members in eight (08) districts of Khyber Pakhtunkhwa

1. Background:

UNDP has a global mandate to support governments in strengthening security and justice sector governance) and has extensive experience in providing strategic advice and assistance in this regard in a range of countries and contexts globally.

UNDP Country Office in Pakistan is working to strengthen the rule of law and to ensure equal access to justice particularly for women and marginalized groups under its Rule of Law Programme across Pakistan in Khyber Pakhtunkhwa (KP) including the newly merged districts (NMDs), Balochistan, Gilgit Baltistan, and Islamabad Capital Territory (ICT). Working in close collaboration with a range of government, rule of law and justice sector institutions, the overall programme of work aims to enhance and sustain peace and stability for the longer-term in Pakistan.

As such, capacity building of alternative dispute resolution (ADR) practitioners for responsive, accountable and efficient dispute resolution services to all populations in Pakistan is a key priority work strand of the UNDP Pakistan Rule of Law Programme. UNDP's ADR interventions include and involve supporting a range of initiatives to strengthen court annexed mediation, community-based dispute resolution and statutory ADR mechanism.

UNDP under its European Union (EU) funded programme on Promoting the Rule of Law and Enhancing the Criminal Justice System (2021-2025) is strengthening the Rule of Law in Khyber Pakhtunkhwa (KP) including Newly Merged Districts (NMDs) and Balochistan. The vision of the programme is pivoted on the idea of a reformed justice sector such that key systematic weaknesses towards delivery of justice are addressed in a sustainable manner.

In KP the programme will be engaged closely with the KP Home & Tribal Affairs Department, KP Police Department, KP Prisons, Reclamation and Probation Directorate, Peshawar High Court, KP Judicial Academy, District Judiciary, KP Bar Council, KP Social Welfare & Women Development Department KP, KP Planning & Development Department, KP Finance Department, CSOs, media, parliamentarians, and communities.

The main objectives of the programme are:

- To support reform processes to ensure delivery of people - centered justice.
- To enhance access to justice for all, particularly women and less privileged/marginalized groups; and
- To improve service delivery of the security sector in line with constitutional safeguards and international standards.

Under the support to enhancing access to justice for all, particularly women and less privileged/marginalized groups, UNDP shall be working closely on the improvement of the functioning of the dispute resolution councils (DRCs) established under the KP Police Act 2017. Trainings for DRC members have therefore been proposed in the target districts.

The DRCs were introduced as forum for amicable settlement of disputes by the KP Police in 2014. In August 2015, a legal framework for functioning of DRCs was provided by amending the Police Order 2002. The KP Police Act 2017 provides room for establishment of DRCs at the police station, sub-division and district level.

The KP Police has established DRCs at the district, sub-division and police station levels in the settled districts of the province. The KP Police intends to introduce the forum in the newly merged districts (NMDs) where ADR is preferred way of resolving disputes.

The DRC Rules of Business 2014, notified by KP Police allow for establishing a DRC comprising of 21 members. The DRCs have been provided with office and administrative support by the KP Police for smooth functioning.

With support from the EU, UNDP Rule of Law Programme plans to conduct trainings for the members of DRCs on national laws, human rights, gender, and mediation standards. The target districts include Chitral, Kohat, Mardan, Peshawar, Swat, Bajaur, Khyber and Kurram.

2. Objective:

UNDP therefore has identified the requirement to hire a qualified professional company/ service provider to conduct three (03) days training for DRCs in the target districts on national laws, human rights, gender and mediation standards.

The selected company/service provider will work under the overall supervision of the UNDP Rule of Law Programme Specialist.

3. Scope of work:

3.1. Develop a comprehensive workplan and list of participants:

- The selected firm / service provider will develop and submit a workplan in close collaboration with UNDP and KP Police.
- The selected firm / service provider will develop a list of participants, trainers, venues, and visibility materials, i.e. banners, folders, certificates, etc.
- The training venue for each training shall be finalized in consultations with UNDP and KP Police.

3.1. Conduct a two (02) days workshop / launch event:

- The selected firm / service provider will conduct a two (02) days orientation workshop.
- The selected firm / service provider will hold workshop at a mutually agreed place / venue in KP (2/3 star hotel / guest house, Peshawar).
- The workshop will serve as the formal launch event for the capacity building of DRCs members.
- Senior officers of the KP Police will be invited on the concluding day of the launch event to ensure ownership and oversight of key stakeholders.
- The total number of participants will be 25 with a good balance of women.
- The selected firm / service provider will develop and submit workshop report on a template agreed in advance with UNDP.

3.3. Deliver Ten (10) trainings of three (3) days duration each for 210 DRC members.

- The selected firm / service provider will organize 10 training events in the target districts mentioned above for training of 210 members. Each training will be of three (3) days duration.
- Each training will be attended by 21 participants. Women should be provided due representation in all trainings.
- The selected company/ service provider will conduct five (05) training in year 2022 and five (05) trainings in 2023. The selected company / service provider will arrange full board accommodation

for the trainees and trainers (2-3 star hotel/ guest houses, Lunch and dinner menu shall include 3 main dishes (Rice/Pulao, Chicken/mutton/beef, Vegetables/lentils, fresh salad, Raita, Nan, soft drink / mineral water)

- The training venues and accommodation will be finalized in consultations with the KP Police and UNDP (2-3 star hotel)
- The selected firm / service provider will arrange a pool of master trainers to conduct trainings following the training manual of DRCs.
- The selected firm / service provider will at the end of each training will prepare and submit a training report on a template agreed in advance with UNDP.
- The selected firm / service provider will develop a press release for each training reviewed and cleared by UNDP and will publish in at least two local / national newspapers.

3.4. The selected service provider/ consultant company will also avail itself to:

- provide feedback to KP Police and UNDP when requested / where needed in a timely manner; and
- Assist with any other task necessary to achieve the above stated outputs as requested by the UNDP Rule of Law Programme Manager.

3.5. Develop and **submit project completion report:**

3.5 The selected firm / service provider will develop and submit a final completion report with achievements, analysis, and pre post evaluations results on template to be agreed in advance with UNDP

NOTE: The activities must be planned in close coordination with the UNDP and KP Police. All outcome documents/ deliverables must be vetted by UNDP. The firm/organization is expected to revise and update the deliverables in accordance with the feedback provided by UNDP.

3. Expected outputs and deliverables:

Under the overall supervision of UNDP Rule of Law Programme Manager and the Programme Specialist Rule of Law, the consulting company/ service provider is expected to deliver the following outputs/ deliverables.

Deliverables/ Outputs	Estimated Time- line	Location/s
<p>1. Develop a workplan: Work plan must include training schedule, list of participants, trainers, training dates and venues and designs of visibility materials i.e. banners, folders certificates etc. The training venues shall be finalized in consultations with UNDP and KP Police.</p> <p>2. Conduct a 2-Day Orientation workshop / launch event:</p> <p>The target participants of the orientation workshops will be the Master Trainers of the selected firm/organization. The workshop shall be held at a mutually agreed place and venue in KP. The event shall also serve as the formal launch event for the capacity building of DRCs. Senior officers of the KP Police will be invited on the concluding day of the launch event to ensure ownership and oversight of key stakeholders. The orientation workshop will include approximately 20 participants with a good balance of women and men to the extent</p>	<p>August 2022</p> <p>September 2022</p>	<p>Peshawar</p> <p>Peshawar/Swat or Abbottabad</p>

<p>possible. The orientation workshop will cover a total duration of 2 days. At the end of the workshop, a workshop report also will be drafted and submitted to UNDP on a template agreed in advance with UNDP.</p> <p>3. Deliver Ten (10), 3-Day trainings for 210 DRC members in the target districts:</p> <p>The firm/organization will organize 10 3-Day residential trainings for the DRC members in the selected districts. 5 trainings shall be conducted in 2021 and 5 trainings in 2022. The selected firm is expected to arrange full board accommodation for the trainees. The training venues and accommodation will be finalized in consultations with the KP Police and UNDP. The firm's Master Trainers are expected to facilitate the trainings following the training manual of DRCs. A senior guest speaker will also be invited to each training session. At the end of each training, a training report also will be drafted and submitted to UNDP along with photos and attendance sheet on a template agreed in advance with UNDP. The partner organization is expected promote the events on print and electronic media. All social media posts and press releases must be reviewed and approved by UNDP.</p>	<p>September 2022- August 2023</p>	<p>1. Chitral, 2. Kohat, 3. Mardan, 4. Peshawar, 5. Swat, 6. Bajaur, 7. Khyber and 8. Kurram.</p>
<p>4. Submit project completion report</p> <p>After successful completion of all project activities, the selected firm/organization is expected to submit a final completion report. The completion report will present an overview of the whole project, aggregate analysis of the pre and post evaluation of all training events, photos and videos and scanned copies of attendance sheets. The selected firm/organization will also submit details of the project beneficiaries on template/excel sheet agreed with UNDP Rule of Programme's Monitoring and Evaluation team.</p>	<p>September 2023</p>	<p>Peshawar</p>

The selected firm/organization and its team of experts are also required to make themselves available to attend remote/ virtual meetings / discussions via skype/ zoom or other relevant modality for planning meetings/feedback meetings convened by Programme Specialist Rule of Law.

4. Key Performance Indicators during implementation of deliverables will include the following:

- Provision of clear and comprehensive deliverables specified above.
- Timely completion of deliverables.
- Appropriate and regular coordination with all relevant stakeholders.
- Excellent communication skills both written and verbal in English.
- Excellent communication skills both written and verbal in Urdu will be an advantage.
- Good team player as well as the ability to work on its own initiative.

5. Reporting:

The selected service provider/ consulting company will report directly to the Rule of Law Program Manager or her designated team member.

The Team Leader will also provide monthly progress reports against the agreed outputs/ deliverable schedule to UNDP. (Maximum 2 pages report on an agreed template with UNDP).

6. Time Frame:

The outputs/ deliverables and alighted activities mentioned in this TOR must be implemented within a period of 08 months. Expected start date **1 September 2022 and end date 31 May 2023**.

7. The Schedule and Method of Payment

The payments will be made upon satisfactory completion of the deliverables outlined in the table above (i.e. Section 3) and, upon the submission and acceptance of each deliverable/ output.

The payments will be made in five instalments subject to UNDP procurement procedures.

Payment%	Deliverables/ outputs
First payment 30% of the total amount	Deliverable 1: Develop a workplan:
Second payment 20% of the total amount	Deliverable 2: Conduct a 2-Day orientation workshop / launch event:
Third payment of 40% of the total amount	Deliverable 3: Deliver 10, 3-Day trainings for DRC members in the target districts:
Fourth payment of 10% of the total amount	Deliverable 4: Submit project completion report

8. Approach and methodology

Proposals should include a description of the service provider's capability to carry out the proposed consultancy, describing any prior or similar experiences in any or more of the key deliverable areas in Pakistan or similar context as well as clear risk mitigation plan/ risk averse planning methodology in the event of another outbreak of COVID-19 pandemic that may result in movement restrictions in the target districts or Peshawar.

The service provider must describe how your proposal:

- will address/deliver the demands of the requirement; providing a detailed description of the essential performance characteristics in response to TOR;
- implementation plan 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. Team Composition

Proposals should identify personnel overseeing the proposed consultancy. Explain which proposed personnel would be facilitating / undertaking which activity/ deliverable and provide a paragraph with a detailed biography of each key member of the team. The team should be composed of at least **one Project Officer** who may also lead implementation of the project and coordinate with UNDP and one Admin and Finance Assistant. The firm/organization shall also submit resumes of its Master Trainers who will facilitate the trainings in field. The Master Trainers are expected to be engaged on activity basis. . The team should be able to establish collaborative and trusting working partnerships /relations with the UNDP and KP Police, and with any other relevant stakeholders for the purpose of carrying out the assigned activities on time and successfully.

The Project Officer will have the overall responsibility to oversee the Monitoring and Evaluation implementation of each deliverable/ output and aligned tasks mentioned above. Reporting template and other means of verification shall be agreed upon before initiating activities in field.

A description of the Team's, qualifications, skills and professional experience is listed below:

A. Project Officer (01)

The Project Officer will be responsible for the overall event management and management of trainings In-depth understanding of the trainings on ADR, police, and other criminal justice actors. Must have experience of monitoring, reporting and evaluation mechanisms

Qualifications, skills and professional experience of the Project Officer should include the following;

- University degree or specialized diploma or equivalent 10 years of professional experience in programme management , coordination, reporting and management of trainings.
- Minimum 10 years professional experience in trainings of ADR practitioners, police, and other criminal justice actors.
- Minimum 10 years' experience in access to justice and rule of law
- Experience in criminal justice sector in Pakistan will be an asset
- Fluency (oral and written) in English.
- Proficiency in Urdu will be an added advantage.

B. Admin & Finance Assistant (Qty 1):

- University degree in in finance, social science, economics, or related field.
- Minimum 5 years professional experience in development of progressive professional experience in event management, admin and finance, and management of trainings.
- Minimum 5 years' experience in experience with national and international organizations
- Fluency (oral and written) in English.
- Proficiency in Urdu will be an added advantage.

C. Master Trainers (Qty 2)

- University degree in law, social science, Economics, or related field.
- Minimum 5 years progressive professional experience in facilitating trainings on ADR, justice and rule of law.
- Minimum 5 years' experience in experience with national and international organizations
- Must possess excellent English analytical and writing skills with hands on experience in report writing
- Fluency (oral and written) in English.
- Proficiency in Urdu will be an added advantage.

10. Qualification of the Consultancy Company/ Service Provider

- Minimum 10 years' track record of professional experience and knowledge in the capacity building in legal empowerment, access to justice, and ADR
- Previous experience with UNDP, other UN agencies or donor-financed similar assignments will be an advantage.
- Three references from previous work for similar experience in the last 5 years. Each reference carries 20 marks
- Financial stability last five years Audited Account. Average Annual Turn Over for two years should be equivalent to Rs. 13 Million For Joint Venture the average combined turnover should be equal or greater than Rs. 26 Million.
- Has the Firm have enough experts in each field mentioned above to conduct the multiple courses simultaneously?
- Has the firm enough expertise to carry out the training

11. Technical evaluation criteria:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	50%	350
2.	Proposed Methodology, Approach and Implementation Plan	35%	245

3.	Management Structure and Key Personnel	15%	105
	Total		700

Form 1 Technical Proposal Evaluation			Points obtainable
Expertise of the Firm/Organization			
1.1	Minimum 10 years' track record of professional experience and knowledge in the capacity building in legal empowerment, access to justice, and ADR		80
1.2	Previous experience with UNDP, other UN agencies or donor-financed similar assignments will be an advantage.		70
1.3	Three references from previous work for similar experience in the last 5 years. Each reference carries 20 marks		60
1.4	Financial stability last two years Audited Account. Average Annual Turn Over for five Rs. 12,800,000/-USD \$2000,000/-For Joint Venture the average combined turnover should be equal or greater than Rs. 25,600,000/-		60
1.5	Has the Firm have enough experts in each field mentioned above to conduct the multiple courses simultaneously?		50
1.6	Has the firm enough expertise to carry out the training		30
1.7	Total – Expertise of Firm Organization		350

Form 2 - Technical Proposal Evaluation			Points Obtainable
Proposed Methodology, Approach, and Implementation Plan			
2.1	To what degree does the firm understand the intended task; the objectives, methodology, the deliverables, intended activities and the context within which the systems are being implemented?		70
2.2	Has the firm proposed to implement entire scope of the work?		40
2.3	Has the firm proposed to implement all the proposed courses development simultaneously? How Much Realistic is the Time Frame?		40
2.4	Presentation and Workplan: Is the presentation clear and are the sequence of activities and the planning logical, realistic and promise efficient implementation of the systems		50
2.5	Risk Management plan: Has the firm identified the associated Risks and provided Risks Management Plan?		25
2.6	Training Plan: Has the firm provided Training Plan? How Comprehensive is it?		20
	Total - Proposed Methodology, Approach and Implementation Plan		245

Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	Project Officer (Qty 01)		
	General Qualification and Suitability for the Project	Sub-Score	30

	University degree or specialized diploma or equivalent 10 years of professional experience in programme management , coordination, reporting and management of trainings.	5	
	Minimum 10 years professional experience in trainings of ADR practitioners, police, and other criminal justice actors.	5	
	Minimum 10 years' experience in access to justice and rule of law	5	
	Experience in criminal justice sector in Pakistan will be an asset	5	
	Fluency (oral and written) in English.	5	
	Proficiency in Urdu will be an added advantage.	5	
3.2	Admin Assistant (Qty 01)		30
	University degree in finance, social science, economics, or related field.	5	
	Minimum 5 years professional experience in development of progressive professional experience in event management, admin and finance, and management of trainings.	10	
	Minimum 5 years' experience in experience with national and international organizations	5	
	Fluency (oral and written) in English.	5	
	Proficiency in Urdu will be an added advantage.	5	
3.2	Master Trainers (Qty 02) (2 resumes)		45
	University degree in law, social science, Economics, or related field.	5	
	Minimum 5 years progressive professional experience in facilitating trainings on ADR, justice and rule of law.	15	
	Minimum 5 years' experience in experience with national and international organizations	10	
	Must possess excellent English analytical and writing skills with hands on experience in report writing	5	
	Fluency (oral and written) in English.	5	
	Total Part 3		105

Annex-6**PERSONNEL**

3.1 Management Structure: Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

3.2 Staff Time Allocation: Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note: This *spreadsheet is crucial, and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

3.3 Qualifications of Key Personnel. Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

Name:		
Position for this Contract:		
Nationality:		
Contact information:		
Countries of Work Experience:		
Language Skills:		
Educational and other Qualifications:		
Summary of Experience: <i>Highlight experience in the region and on similar projects.</i>		
Relevant Experience (From most recent):		
Period: From – To	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/ Description of actual role performed:
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		
References no.1 (minimum of 3):	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
Reference no.2	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
Reference no.3	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	

Declaration:

I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.

Signature of the Nominated Team Leader/Member

Date Signed

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