



# REQUEST FOR PROPOSAL

## Provision of Emergency Medical Response And Stabilization Services.

RFP No.: RFP\_UNCS\_2022\_003

Project: Common Services

Country: Lesotho

Issued on: 8 August 2022



## REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

NAME & ADDRESS OF FIRM	DATE: August 8, 2022
	REFERENCE: RFP_UNCS_2022_003

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Emergency Medical Response And Stabilization Services**.

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

Proposals may be submitted on or before Friday, August 19, 2022 and via email, courier mail or fax to the address below:

**United Nations Lesotho**  
**UN House,**  
**13 United Nations Road**  
**, P.O. Box 301,**  
**Maseru 100, Lesotho**  
**lesotho.common.services@one.un.org**

Your Proposal must be expressed in the English Language, and valid for a minimum period of 120 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above 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 you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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 indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

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](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,  
*Phoebe Mafethe*  
Phoebe Mafethe  
Operations Analyst  
8/8/2022

## Annex 1

## Description of Requirements

Context of the Requirement	<i>Emergency Medical Services and Ambulance Service</i>
Implementing Partner of UNDP	IOM, UNICEF, WFP, UNFPA, WHO, UNAIDS, FAO, UNRCO
Brief Description of the Required Services <sup>1</sup>	Provision of medical care or treatment for a severe illness or injury requiring medical intervention or special facilities for treatment in timely manner for UN staff members and eligible dependents
List and Description of Expected Outputs to be Delivered	Emergency Medical Response Medical Transportation Inter-hospital transfer etc
Person to Supervise the Work/Performance of the Service Provider	<i>Operational Management Team (OMT) and Common Services</i>
Frequency of Reporting	<i>As needed</i>
Progress Reporting Requirements	Quarterly
Location of work	Wherever emergency medical response is required by UN Lesotho staff members and their dependents.
Expected duration of work	1 year with possibility of extension for up to three years
Target start date	01 October 2022
Latest completion date	30 September 2025
Travels Expected	Wherever emergency medical response is required by UN Lesotho staff members and their dependents.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	None
Implementation Schedule indicating	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

<sup>1</sup> 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.

breakdown and timing of activities/sub-activities							
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required						
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency LSL (Maloti) or ZAR (South African Rands)						
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> must be inclusive of VAT						
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.						
Partial Quotes	<input checked="" type="checkbox"/> Not permitted						
Payment Terms <sup>3</sup>	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>Monthly subscription</td> <td>Monthly</td> <td>           Within thirty (30) days from the date of meeting the following conditions:            a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and            b) Receipt of invoice from the Service Provider         </td> </tr> </tbody> </table>	Outputs	Timing	Condition for Payment Release	Monthly subscription	Monthly	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
Outputs	Timing	Condition for Payment Release					
Monthly subscription	Monthly	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					
Person(s) to review/inspect/ approve outputs/complete d services and authorize the	UNDP Operations Analyst and HR Group Chair						

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

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

disbursement of payment	
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input 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><b><u>Technical Proposal (70%)</u></b></p> <input checked="" type="checkbox"/> Expertise of the Firm 20% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 60% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 20% <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors : <i>[Clarify fully how and why will this be achieved. <u>Please do not choose this option without indicating the parameters for awarding to multiple Service Providers</u>]</i>
Type of Contract to be Signed	<input checked="" type="checkbox"/> Long Term Agreement Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement <sup>4</sup> and <i>if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.</i> )
Contract General Terms and Conditions <sup>5</sup>	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <p>Applicable Terms and Conditions are available at:  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a> </p>
Annexes to this RFP <sup>6</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input checked="" type="checkbox"/> Others <sup>7</sup> General Terms and Conditions of Contract

<sup>4</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

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

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

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

Contact Person for Inquiries (Written inquiries only) <sup>8</sup>	<p><i>Tumeliso Ramaili</i>  <i>Common Services Procurement Assistant</i>  <a href="mailto:Tumeliso.ramaili@undp.org">Tumeliso.ramaili@undp.org</a></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>
Required documents that must be submitted to Establish Eligibility of Proposers	<ol style="list-style-type: none"> <li>1. Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues)</li> <li>2. Following valid documents <ol style="list-style-type: none"> <li>i. Traders license</li> <li>ii. Certificate of incorporation (Company)</li> <li>iii. Certified copy of passport (Sole Proprietor)</li> <li>iv. Valid Tax Clearance Certificate</li> </ol> </li> <li>3. Audited Financial Statement for the past three years</li> <li>4. Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP</li> <li>5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 3 years</li> <li>6. Proposal on how to meet the level of service under as per TORs</li> </ol> <p>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</p>

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

## C. Evaluation Criteria

Two stage criteria is used in evaluating the proposals, with evaluation of the technical prior to Financial proposal being opened and compared. The financial proposal will only be opened only for submissions that have passed the minimal technical score of 70% in the evaluation of technical proposals. Technical proposal are evaluated on the basis of basis of responsiveness to Terms of References (TORs)

### Summary of Technical Proposal

Evaluation forms		Score Weight	Points Obtainable	A	B
1	Expertise of the firm	20%	200		
2	Proposed Work plan and approach / Methodology	60%	600		
3	Resources (Personnel and Equipment)	20%	200		
<b>Total</b>			<b>1000</b>		

### Technical Proposal Evaluation Form 1

Technical Proposal Evaluation Form 1			Points Obtainable	Firm	
Expertise of the Firm/Organization				A	B
1.1	Reputation of Organisation and Staff / Credibility / Reliability / Industry Standing Minimum 5 years experience in Emergency Medical Response		50		
1.2	General Organizational Capability which is likely to affect implementation - Financial soundness/stability and capacity - loose consortium, holding company or one firm - age/size of the firm - strength of project management support - project financing capacity - project management controls		50		
1.3	Number of evacuations done in and outside Lesotho		50		
1.4	Relevant Experience -Previous experience as ambulance service provider for medical emergency - Experience with UN agencies, embassies, multinational companies or other international bodies		50		
<b>Total</b>			<b>200</b>		



Technical Proposal Evaluation Form 2		Points Obtainable	Firm	
<b>Proposed Methodology, Approach and Implementation Plan</b>			<b>A</b>	<b>B</b>
2.1	To what degree does the Offeror understand the requirement?	50		
2.2	Response time for evacuation for both inside and outside lesotho	100		
2.3	Proposed methodology of evacuation	100		
2.4	Standardisation of equipment through certification by authorized entity	100		
2.5	Method of fleet combination where transportation is needed to execute the emergency medical evacuation process successfully from all places concerned	100		
2.6	Adequacy of Risk Management plan	100		
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	50		
	<b>Total</b>	<b>600</b>		

Technical Proposal Evaluation Form 3		Points Obtainable	Firm	
<b>Management Structure and Key Personnel</b>			<b>A</b>	<b>B</b>
3.1	Qualification and experience of personnel	200		
	<b>Total</b>	<b>200</b>		

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>9</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>10</sup>)*

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

### A. Qualifications of the Service Provider

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

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

### B. Proposed Methodology for the Completion of Services

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

### C. Qualifications of Key Personnel

<sup>9</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

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

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

**D. Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	....		
	<b>Total</b>	100%	

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

**E. Cost Breakdown by Cost Component [This is only an Example]:**

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

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