



Date: 23 May, 2024

REQUEST FOR QUOTATION RFQ N° UNFPA/EGY/RFQ/24/010

Dear Sir/Madam,
UNFPA hereby solicits a quotation for the following service:

“Digitalization of Family Planning Courses”

UNFPA is seeking to hire a consultancy firm that can preform the digitization of the Family Planning FP Courses as per the attached detailed ToRs.

About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

Service Requirements/Terms of Reference (ToR): please review detailed TORs attached as Annex II

Background:

Egypt, with a population of over 106 million as of 2024, is the most populous country in the Arab world. The nation is experiencing rapid population growth, presenting both challenges and opportunities for development. To address these issues, family planning plays a critical role in Egypt's development strategy. However, the family planning program faces challenges such as unmet need for contraception, limited availability of services in rural areas, and cultural barriers.

Objective and scope of work:

The objective of this consultancy is to digitize two comprehensive family planning courses for healthcare service providers, specifically physicians and nurses. The digital courses should be Self paced course to be interactive, user-friendly, and compatible with various devices and platforms.

Activities & Deliverable(s): Please review detailed deliverables including the time frame for each deliverable attached as Annex II – TORs

The selected vendor will be responsible for delivering the following:

1. Two fully digitized, functional online courses for healthcare service providers (physicians and nurses) on family planning, using the technical contents provided by UNFPA.
2. Compatibility with operating systems (Chrome, Internet Explorer, Firefox, Safari) and various devices (desktop/laptop PCs, tablets, mobile devices IOS or Android).
3. Compatibility with the Sharable Content Object Reference Model (SCORM) standard for easy sharing with other SCORM-compliant systems.
4. Bookmarking functionality to track learners' progress statuses (Not Started/In Progress/Complete) and save their last accessed screen for future sessions.



5. Assessments to test participants' knowledge gained in the modules, including evaluations for each lesson and a final evaluation for the entire course. Automatically generate a certificate of completion upon course finalization.
6. A final project report documenting the project results, analysis of tests and evaluations, participant feedback, and lessons learned.
7. Ownership of the final product and all content/intellectual property rights will remain with UNFPA. The vendor should include branding and logos of relevant donors or partners as provided by UNFPA. Prior approval from UNFPA is required for using the FP modules or any part of their content in other projects.
8. Courses will be on self-paced modality and in Arabic language.

Timing / Schedule

Project duration: Till December 2024

I. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Noha El Maraghy, procurement Associate</i>
Email address of contact person:	<i>elmaraghy@unfpa.org</i>

The deadline for submission of questions is Sunday June 2nd 2024: 13:00pm Cairo Local Time. Questions will be answered in writing and shared will parties as soon as possible after this deadline.

I. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

- A bidder must be a legally-constituted company that can provide the requested services and have legal capacity to enter into a contract with UNFPA perform in the country of Egypt, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).
- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).

II. Content of quotations

Quotations should be submitted via a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid & Declaration Form **separately** from their Financial Bid containing the price information. Each envelope shall consist of a single email whenever possible, depending on file size.

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- a) Signed Declaration Form, to be submitted strictly in accordance with the document.
- b) Price quotation, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

III. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than : **Sunday, June 9th, 2024 at 14:00 PM Cairo Time**¹.

Name of contact person at UNFPA:	<i>Operations Unit</i>
Email address of contact person:	<i>egypt.tenders@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included by the Bidder in the email subject line:
 - UNFPA/EGY/RFQ/24/010 – [Company name], Technical Bid
 - UNFPA/EGY/RFQ/24/010 - [Company name], Financial Bid
 - Submissions without this text in the email subject line may be rejected or overlooked and therefore not considered.
- It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.
- The total email size may not exceed **10 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

IV. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

Criteria	[A] Maximum Points	[B] Points obtained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
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¹ <http://www.timeanddate.com/worldclock/city.html?n=69>

Technical approach, methodology and level of understanding of the objectives of the project	100		20%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		20%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		15%	
Specific experience and expertise relevant to the assignment	100		30%	
Profile of the company and relevance to the Project.	100		15%	
<i>Grand Total All Criteria</i>	500		100%	

The following scoring scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0

Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of [70%] in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in based on the specific formula indicated in the TORs. All other price quotes will receive points in inverse proportion according to the following formula:

Financial score =	Lowest quote (\$)	X 100 (Maximum score)
	Quote being scored (\$)	



Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

$$\text{Total score} = [70\%] \text{ Technical score} + [30\%] \text{ Financial score}$$

V. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-cost basis to the Bidder(s) that obtain the highest total score.

VI. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

VII. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

VIII. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

IX. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

X. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit **Ms. Germaine Haddad, Assistant Representative/OIC** at ghaddad@unfpa.org. Should the supplier be



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unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Supply Chain management Unit at procurement@unfpa.org.

XI. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/EGY/RFQ/24/010
Currency of quotation :	EGP
Validity of quotation:	
<i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	

Item	Description	Number & Description of Staff by Level	Daily/Monthly Rate	Days/months to be Committed	Total
1. Professional Fees					
1	Drafting the outline, structure, and activities of the course				
2	Completion and submission of the two digitized courses for review, conducting pilot tests, finalizing the courses based on pilot test feedback, and obtaining approval from UNFPA				
3	Launching the two digitized courses and sharing enrollment links				
4	Completion and submission of the final project report documenting project results, analysis of tests and evaluations, participant feedback, and lessons learned				
Total Professional Fees					EGP
2. Out-of-Pocket expenses					
	Please specify if any				
Total Out of Pocket Expenses					EGP
Total Contract Price <i>(Professional Fees + Out of Pocket Expenses)</i>					EGP

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/EGY/RFQ/24/010 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers.



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Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

**ANNEX I:
General Conditions of Contracts:
De Minimis Contracts**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in [English](#):

<https://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20Services%20EN.pdf>



Annex II
Term of Reference ToR
Digitalization of Family Planning Courses

About UNFPA:

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives.

Background:

Egypt, with a population of over 106 million as of 2024, is the most populous country in the Arab world. The nation is experiencing rapid population growth, presenting both challenges and opportunities for development. To address these issues, family planning plays a critical role in Egypt's development strategy. However, the family planning program faces challenges such as unmet need for contraception, limited availability of services in rural areas, and cultural barriers.

UNFPA has been collaborating closely with the Ministry of Health and Population (MOHP) to enhance the capacity of healthcare service providers. By digitalizing course materials and adopting online learning platforms, we aim to improve the reach and impact of capacity-building efforts. Digital tools and interactive courses can provide flexible and accessible learning opportunities, allowing healthcare service providers to enhance their knowledge and skills in family planning.

Objectives and Scope of Work:

The objective of this consultancy is to digitize two comprehensive family planning courses for healthcare service providers, specifically physicians and nurses. The digital courses should be Selfpaced course to be interactive, user-friendly, and compatible with various devices and platforms. The scope of work includes:

1. Review of Existing Course Materials:
 - Thoroughly review the materials of the current family planning courses, including presentations, handouts, and relevant resources.
 - Assess the content, structure, and teaching approach of the existing materials.

2. Digitalization of 2 Courses for Physicians and Nurses:
 - Develop an interactive, digital format for the family planning courses incorporating multimedia elements (e.g., videos, animations, engaging activities).
 - Ensure the digital materials are user-friendly, accessible, and compatible with Chrome, Internet Explorer, Firefox, Safari, desktop/laptop PCs, tablets, and mobile devices IOS or Android.
 - Create interactive learning activities (e.g., quizzes, simulations, case studies) to reinforce key concepts and skills covered in the courses.
 - Conduct pilot tests of the digitized courses, address any identified issues, and ensure smooth course delivery.

3. Capacity-Building Support:

- Assist UNFPA in the roll-out of the digital courses to targeted healthcare service providers.
- Provide ongoing technical support, backend support, and maintenance for the digital courses as needed.

Required activities

9. Two fully digitized, functional online courses for healthcare service providers (physicians and nurses) on family planning, using the technical contents provided by UNFPA.
10. Compatibility with operating systems (Chrome, Internet Explorer, Firefox, Safari) and various devices (desktop/laptop PCs, tablets, mobile devices IOS or Android).
11. Compatibility with the Sharable Content Object Reference Model (SCORM) standard for easy sharing with other SCORM-compliant systems.
12. Bookmarking functionality to track learners' progress statuses (Not Started/In Progress/Complete) and save their last accessed screen for future sessions.
13. Assessments to test participants' knowledge gained in the modules, including evaluations for each lesson and a final evaluation for the entire course. Automatically generate a certificate of completion upon course finalization.
14. A final project report documenting the project results, analysis of tests and evaluations, participant feedback, and lessons learned.
15. Ownership of the final product and all content/intellectual property rights will remain with UNFPA. The vendor should include branding and logos of relevant donors or partners as provided by UNFPA. Prior approval from UNFPA is required for using the FP modules or any part of their content in other projects.
16. Courses will be on self-paced modality and in Arabic language.

Required deliverables

1. Drafting the outline, structure, and activities of the course (20%)
2. Completion and submission of the two digitized courses for review, conducting pilot tests, finalizing the courses based on pilot test feedback, and obtaining approval from UNFPA (40%)
3. Launching the two digitized courses and sharing enrollment links (20%)
4. Completion and submission of the final project report documenting project results, analysis of tests and evaluations, participant feedback, and lessons learned (20%)

Required Expertise:

The vendor should possess the following expertise:

1. Demonstrable solid experience (at least 5 years previous experience) in developing creative and innovative online learning solutions, including interactive and engaging e-learning courses.
2. Proficiency (at least 5 years previous experience) in developing e-learning platforms and integrating multimedia elements.
3. Familiarity with the family planning and reproductive health sector is highly desirable.
4. Excellent communication and project management skills.
5. Excellent organizational capacity to digitize courses and deliver quality assignment deliverables within the specified timeline.

Submission requirements:

1. Company profile and C.Vs for all staff members who will be working in the project, including relevant experience with other clients and expertise in developing digital learning solutions.
2. Proposed approach and methodology for digitizing the family planning courses.
3. Timeline with key milestones and deliverables.
4. Financial proposal detailing the cost breakdown, including any licensing or software fees.
5. Examples of previous work or portfolio showcasing e-learning courses developed.

Selection Criteria:

Criteria	[A] Maximum Points	[B] Points obtained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Technical approach, methodology and level of understanding of the objectives of the project	100		20%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		20%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		15%	
Specific experience and expertise relevant to the assignment	100		30%	
Profile of the company and relevance to the Project.	100		15%	
<i>Grand Total All Criteria</i>	500		100%	

Payment conditions:

UNFPA does not issue down payments; all payments to be settled based on the completion of required deliverables.

20% upon drafting the outline, structure, and activities of the course.

40% upon completion and submission of the two digitized courses for review, conducting pilot tests, finalizing the courses based on pilot test feedback, and obtaining approval from UNFPA.

20% completing the Launching of the two digitized courses and sharing enrollment links.



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20% upon the completion and submission of the final project report documenting project results, analysis of tests and evaluations, participant feedback, and lessons learned.