



Date: 21 February, 2022

REQUEST FOR QUOTATION RFQ N° UNFPA/ALB/RFQ/2022/002

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

"Proposal for the support provided to People's Advocate, to develop a new Case Management System (CMS)"

UNFPA is looking to contract a company that will create a modern system for managing the cases handled by the People's Advocate Office and the publication of recommendations. The system will enable the initial registration and follow-up of the cases and the documentation of all actions performed.

This Request for Quotation is open to all legally-constituted providers that can provide the requested services and have legal capacity to perform in the country, or through an authorized representative as specified in the Terms of Reference, **Annex II**.

I. 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) Annex II

Objectives and scope of the Services

Background information: UNFPA expands the possibilities for women and youth to lead healthy and productive lives.

Human rights are violated every time a girl is married off under age 18, every time a woman is denied access to quality maternal care and every time a person is subjected to abuse. In line with this work, UNFPA will support People's Advocate to develop a new Case Management System (CMS).

The main objective of this project is to implement a modern system for managing the cases handled by the People's Advocate Office and the publication of recommendations. The system will enable the initial registration and follow-up of the cases and the documentation of all actions performed from the moment of registration and opening of the file until the closing of the case and publishing recommendations according to specific areas. These cases will then be archived and used to generate various reports and statistics. Compared to the Client's older technology, CMS leverages a newer and more flexible technology of web-based architecture. It can be connected to other systems and also address future needs.



Questions

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

Name of contact person at UNFPA:	<i>Albana Gribo</i>
Tel N°:	355-4-45-00-015/16/17
Fax N°:	+355 4 45 00 018
Email address of contact person:	gribo@unfpa.org

The deadline for submission of questions is **Wednesday, 2nd of March, 2022**. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

II. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal (no specific format required), in response to the requirements outlined in the service requirements / TORs (Annex II).
- b) Price quotation, to be submitted strictly in accordance with the price quotation form (Annex I).

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 address indicated below no later than: **11th of March, 2022; at 05:00 pm hrs.**

UNFPA department:	<i>UNFPA Albania CO procurement department</i>
Official Email address of UNFPA Albania:	procurement.alb@unfpa.org

Please note the following guidelines for electronic submissions to UNFPAs procurement dedicated email address:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/ALB/RFQ/2022/002. Proposal for the support provided to People's Advocate, to develop a new Case Management System (CMS)**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total email size may not exceed **20 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.
- When submitting electronic offers, Bidders will receive an auto-reply email acknowledging receipt of the email. Should your offer require to submit more than one email, in the body of this first email, bidders are requested to list the number of messages, which make up their technical offer and the number of messages, which make up their financial offer. The financial offer has to be a password protected document, and the password shall be requested at a second phase by the procurement team **only** if the bidder meets the minimum technical score. If you do not receive any reply for the first email from UNFPA's email system, please inform the Procurement Focal Point at: gribo@unfpa.org



- 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 attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Technical approach, methodology and level of understanding of the objectives of the project	100		30%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		15%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		25%	
Specific experience and expertise and understanding of concepts relevant to the assignment	100		20%	
Profile of the company, financial capability and relevance to the Project.	100		10%	
<i>Grand Total All Criteria</i>	500		100%	

The maximum points scored by the formula (Column D) are 100 points. 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] points 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 quotation. All other price quotes will receive points in inverse proportion according to the following formula:

$$\text{Financial score} = \frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 100 \text{ (Maximum score)}$$

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.

$$\text{Total score} = [60\%] \text{ Technical score} + [40\%] \text{ Financial score}$$

V. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intend to award a Professional Service Contract (De Minimis Contract) on a fixed-cost basis with duration of (1) one year 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 Office Manuela Bello at the email address bello@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch 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 Focal Point at gribo@unfpa.org in charge of the procurement to request for them to share a PDF version of such document(s).



Annex I. PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/ALB/RFQ/2022/002
Currency of quotation :	ALL
Delivery charges based on the following 2010 Incoterm:	Choose an item.
Validity of quotation: <i>(The quotation must be valid for a period of at least 3 months after the submission deadline</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
1. Professional Fees					
	CMS design and development (testing and installation)				
	CMS users training				
	CMS manual for the system				
	CMS maintenance (1 year period)				
<i>Total Professional Fees</i>					ALL
2. Out-of-Pocket expenses					
<i>Total Out of Pocket Expenses</i>					ALL
Total Contract Price <i>(Professional Fees + Out of Pocket Expenses)</i>					ALL

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ UNFPA/ALB/RFQ/2022/002** including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. 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 II. TERMS OF REFERENCE

TERMS OF REFERENCE: Support People’s Advocate to develop a new Case Management System (CMS)	
Hiring Office:	UNFPA Albania Country Office
Context and Purpose of consultancy:	<p>UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person’s potential is fulfilled. UNFPA expands the possibilities for women and youth to lead healthy and productive lives.</p> <p>Human rights are violated every time a girl is married off under age 18, every time a woman is denied access to quality maternal care and every time a person is subjected to abuse. Human rights also include sexual and reproductive rights – yet many people cannot freely decide the number, spacing or timing of their children. Some lack the information or means to make these choices, while others face coercion, discrimination or violence when they exercise these rights. Protecting the rights – including sexual and reproductive health and rights – of all people is a precondition for individual well-being and sustainable development. UNFPA works to empower individuals and communities to claim their rights through various strategies, including awareness-raising, trainings, life-skills projects and working with national human rights institutions. UNFPA also works with governments to help them fulfil their human rights obligations under regional and international agreements. In line with this, UNFPA works closely with National Human Rights Institutions and to strengthen their capacities to perform their duties to protect the rights of the citizens of Albania.</p> <p>In line with this work, UNFPA will support People’s Advocate to develop a new Case Management System (CMS).</p> <p>The People’s Advocate Office is an independent constitutional entity established in the Republic of Albania as a national human rights office accredited by the international bodies. The People’s Advocate defends the rights, freedoms, and legitimate interests of the individuals against illegal or irregular acts and omissions of public administration bodies and third parties acting on their behalf. Any individual, group of individuals or non-governmental organizations alleging that their rights, freedoms and legitimate interests have been violated by illegal or irregular acts of public administration bodies are entitled to complain or notify the People’s Advocate and request his/her intervention to redress the violated right or freedom. The People’s Advocate initiates the case review procedure when he/she notices or suspects that a violation of the right has occurred, based on the complaint or request of the stakeholder or injured party, and, also, on his/her own initiative, on specific public cases.</p> <p>For this purpose, UNFPA is looking to contract a company that will create a modern system for managing the cases handled by the People’s Advocate Office and the publication of recommendations. The system will enable the initial registration and follow-up of the cases and the documentation of all actions performed from the moment of registration and opening of the file until the closing of the case and publishing recommendations according to specific areas.</p> <p>The contractor will work in close cooperation with People’s Advocate. The work is expected to complete in 2022.</p>
Scope of work: (Description of services, activities, or outputs)	<p>The work will be conducted during April to August 2022, subject to availability of funds.</p> <p>The main objective of this project is to implement a modern system for managing the cases handled by the People’s Advocate Office and the publication of recommendations. The system will enable the initial registration and follow-up of the cases and the documentation of all actions performed from the moment of registration and opening of the file until the closing of the case and publishing recommendations according to specific areas. These cases will then</p>



be archived and used to generate various reports and statistics. Compared to the Client's older technology, CMS leverages a newer and more flexible technology of web-based architecture. It can be connected to other systems and also address future needs.

The platform will also help with the Transposition of international acts, and, simultaneously, their integration in the PA Office's recommendations. In the event of modifications, improvements, or new developments, all documents affected by such changes must be fully updated and transmitted electronically. For more technical details, please refer to Annex 1.

The training system and method to be used must be in accordance with the provisions of Decision no. 945, dated 02.11.2012, On the approval of the regulation "On administration of the State Databases" regarding the system availability, integrity and confidentiality.

During the first part, in order to achieve the scope of this assignment, the contractor will have to fulfill **two major undertakings** with specific actions to be accomplished:

- CMS designed and developed.
- CMS installed and staff trained

The above translates into these main duties which include (but are not limited to):

- Analysis of the current situation, legal basis, and procedures related to the collection of applications and their documentation.
- System design based on functional requirements;
- Delivery/installation of a system that meets all the functional requirements put forth in this document;
- Initial data entry in the system;
- System testing and optimization;

During the second part, the contractor will have to fulfill

- CMS users trained.
- CMS maintained for at least one year.

The above translates into these main duties which include (but are not limited to):

- Training of users and preparation of guidelines/manuals for the system use in terms of its technical and operational aspects;
- Minimum one-year maintenance of the system;
- During the maintenance period, the Contractor must make/incorporate potential additions/amendments to the system menu based on the PA Office requirements.

As a minimum, the company is expected to provide the following deliverables:

Deliverables developing a CMS	Timeline
<p>1. Inception Report: The Contractor must prepare a detailed report of maximum 30 pages to be submitted no later than 1 (one) month from the contract signing date.</p> <p><i>At this stage, expected outputs shall include:</i></p> <p><i>i. The required documentation and knowledge shall be transferred by the Contracting Authority to the Contractor's project team. The Contractor's experts must acquire the knowledge during this phase.</i></p> <p><i>ii. A detailed analysis of existing infrastructure and other interconnected systems should be performed.</i></p>	<p>1 month from the signing of the contract (2022)</p>

	<p>iii. A summary of all documentation collected at this stage - whether electronic or printed – must be prepared.</p> <p>iv. The Inception Report for this phase must be compiled and approved.</p> <p>“Inception Report” is the only output in this phase. It shall lay out the activities carried out and the output.</p> <p>The report shall include:</p> <p>i. Introduction: it will include the executive summary of the project baseline data, current status and recommendations, if any.</p> <p>ii. Scope of work – a project summary document, a detailed description of the objectives to be achieved and any possible changes to the “Functional Requirements” agreed between the beneficiary and the contractor.</p> <p>iii. Identification of identified or encountered problems and possible solutions.</p> <p>iv. Work Plan: it will specify for each activity:</p> <ol style="list-style-type: none"> 1) Sources involved (experts) and duration. 2) Expected outputs and results. 3) Methodology employed to deliver each product. 4) Testing and assessment tools to measure achievement of objectives. 5) Assumptions and risks. (Page 17 in Annex 1) <p>v. Updated project agenda, including activities, sources and benchmarks.</p> <p>In order to implement Phase 1 (Design and Development of the Case Management System), these details should be captured:</p> <p>PHASE I: Analysis of applications, inventory (checklist) of procedures and preparations of project initiation</p> <ul style="list-style-type: none"> • Establish and confirm the project working group; • Plan the human resources and assets needed for the project implementation; • Define the development steps and timelines; • Confirm/ provide in details the main administration requirements of the system in co-operation with the People’s Advocate staff; • Analyse delivered services/information; • Provide reference to legal framework; 	
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	<ul style="list-style-type: none"> • Evaluate various possibilities for system adaptation; • Review procedures in order to improve efficiency. 	
	<p>2 Design and adaptation process which should capture Phase II details:</p> <p>Phase II</p> <ul style="list-style-type: none"> • Design system architecture; • Adapt the system with the technical requirements specified in this document; • Integrate the system with other systems; • Enter initial data in the system; • Test modules with entire components and data; • Prepare the system for installation and testing 	<p>Two months following the acceptance and approval of the Inception Report</p>
	<p>3. PHASE III: System operational testing</p> <ul style="list-style-type: none"> • <i>The testing plan should consist of detailed test scenarios and specify the test conductor, activity and admission and hand-over requirements.</i> • <i>Test the system and document its results;</i> • <i>Identify problems and solve them;</i> • <i>Re-test amended processes;</i> <p>PHASE IV: Implementation and training of users</p> <ul style="list-style-type: none"> • <i>Implement the system in the relevant PA infrastructure or the one provided by the NAIS.</i> • <i>Conduct trainings to familiarize staff with the use of the system.</i> • <i>Make the necessary configurations for the start-up. (Page. 15, Annex 1)</i> • <i>Create users' profiles and populate them with the data.</i> • <i>Hand-over the system.</i> <p>Draft Final Report: <i>must prepare a detailed draft report maximum 100 pages no later than the penultimate month, which must fully document the software system and hardware infrastructure according to the requirements described in this document.</i></p> <p>Final Report: <i>must prepare a report maximum 100 pages no later than the last month, which reflects all the requests or suggestions of the Technical Working Group on the Draft Final Report intended to fully document the software system and hardware infrastructure.</i></p> <p>PHASE V: Maintenance</p>	<p>1 month</p> <p>Two months</p> <p>No later than September 2022</p> <p>No later than October 2022</p>



	<p>• During the maintenance period, the Contractor must make/incorporate potential additions/amendments to the system menu based on the PA Office requirements.</p> <p>The Contractor has the following duties:</p> <p><i>Develop and implement an appropriate system to collect information and to effectively address the various cases/issues addressed to the institution:</i></p> <ul style="list-style-type: none"> <i>o Hand over the Software.</i> <i>o Test the system.</i> <i>o Document the system and user manuals.</i> <p><i>Train users:</i></p> <ul style="list-style-type: none"> <i>o Deliver training to all system users.</i> <p><i>System Maintenance:</i></p> <ul style="list-style-type: none"> <i>o During the maintenance period, the Contractor must make/reflect possible additions or changes to the system menus/tabs as requested by the People’s Advocate Office.</i> <p>Note: If the offered solution is based on Microsoft products, the following products are valid for use.</p> <ol style="list-style-type: none"> 1. Office Profession Plus 2016 2. Office for Mac 2016 3. Office Sharepoint Server 2016 4. SQL Server Standart 2016 5. System Center Client Management Suite Client ML 2012 R2 6. System Center Datacenter Server ML 2012 R2 7. Windows Server Datacenter 2012 R2 <p>If other Microsoft products are needed for these project, it will communicates with NAIS – National Agency for Information Society, as the institution that offers free licenses for Microsoft product.</p>	
<p>Duration and working schedule:</p>	<p>The activities included under phases 1-4 under this assignment will commence in April 2022 and conclude by October 2022 and maintenance should be for one year and no later than October 2023. <i>The successful provision of envisaged deliverables approved by UNFPA will be the only criteria for the Contractor’s work being considered completed and eligible for payment/s.</i></p>	
<p>Place where services are to be delivered:</p>	<p>The basic hardware infrastructure where the system is to be installed is hosted for the People’s Advocate Office.</p>	
<p>Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):</p>	<p>As per the above-mentioned timeline of the deliverables.</p>	
<p>Monitoring and progress control, including reporting</p>	<p>Format of the reporting would be agreed with UNFPA Population Development and Gender Programme Analyst and People’s Advocate.</p>	



requirements, periodicity format and deadline:	
Supervisory arrangements:	The company will work under direct supervision of People's Advocate and in cooperation with UNFPA Programme Analyst on PD&Gender.
Expected travel:	It depends whether the contractor is in the country of or international.
Required expertise, qualifications and competencies, including language requirements:	<p>The UNFPA Albania Country Office is looking for a national or international company which has the following competencies and qualifications:</p> <ul style="list-style-type: none"> • At least 7 years of proven experience in conducting similar work; • Demonstrated capacities and experience in software design and development for Human Rights Institutions or similar. • Proven training / coaching skills. • Previous experience and strong supporter of human rights is required. • Experienced team dedicated to this task (CVs of key personnel, including consultants and subcontractors and of the Team Leader to be submitted in the application). • Previous experience with comparable organizations (donor agencies, grant making agencies, international and intergovernmental organizations) is an asset.
Documents to be Submitted:	<ul style="list-style-type: none"> • Duly Accomplished Forms; a) Technical proposal, which shall explain the methodology/approach and how the company will implement the proposed concept in response to the requirements outlined in the service requirements (no specific format). b) Price quotation, to be submitted strictly in accordance with the price quotation form separately from the technical proposal (Annex 1) • CV of company and portfolio of works • CVs of the dedicated staff to this project • Copy of QKR extract for national companies and NUISS for international companies; • The companies must submit the balance sheets for the last three years with the respective annexes. • The companies must submit copy of certification that they have not pending unpaid obligations to tax authorities, such as social security taxes, not paid VAT or other obligations; • Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List
Inputs / services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable:	People's Advocate will provide the Company with the necessary information and materials for the fulfilment of tasks and will closely support the work during its implementation.
Other relevant information or special conditions, if any:	<p>Basis of payment: Payment will be made in four instalments upon satisfactory approval of UNFPA Albania Country Office:</p> <p>During 2022 these payments will be made:</p> <ol style="list-style-type: none"> 1. The first instalment will take place upon delivery of inception report, 20% of the total value; 2. The second instalment will take place upon satisfactory delivery of no. 2 deliverable, 50% of the total amount, no later than 15 July 2022. 3. Third instalment of 20% upon satisfactory delivery of the no. 3 and no. 4 Deliverables. <p>During 2023 this payment will be made:</p>



4. Final instalment of 10% upon satisfactory delivery of no. 5 Deliverable no later than November 2023.

Premises for signing the Contract with IC:

Before signing the Contract with UNFPA, the company is required to pass the following mandatory courses and submit the graduation Certificates to UNFPA:

- Protection from Sexual Exploitation and Sexual Abuse
<https://extranet.unfpa.org/Apps/PSEA2017/>
- Fraud and Corruption Awareness and Prevention
https://extranet.unfpa.org/Apps/Antifraud/English/story_html5.html



United Nations Population Fund
Albania Country Office
"Skenderbej" Str. Gurten Center, Second Floor Tirana
Email: procurement.alb@unfpa.org
Website: <https://albania.unfpa.org>

**ANNEX III:
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](#), [Spanish](#) and [French](#)