Date: 5 May, 2021

REQUEST FOR QUOTATION

RFQ Nº UNFPA/ARM/RFQ/2021/01

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

## Development of comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia

UNFPA requires the provision of services as per the Terms of Reference (ToR) attached.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver/perform in the Republic of Armenia, or through an authorized representative.

1. **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](http://www.unfpa.org/about-us)

**Terms of Reference (TOR) is attached**

**Objectives and the scope of the services**

The purpose of this study is to support the Ministry of Health of Armenia in integration of adolescent friendly health services in primary healthcare facilities.

1. **Scope of Work**

The Service Provider under the overall guidance of the UNFPA Head of Office and the direct supervision UNFPA Youth Programme Coordinator and in close collaboration with UNFPA international consultant will be responsible for ensuring timely and proper implementation of the following activities:

Based on WHO quality standards and international best practices, **develop comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia**, in particular:

* Review national laws and policies; and if identified suggest modification of those ones that restrict the provision of health services to adolescents.
* Suggest modalities for communication between national officials to relevant officials at regional level and directors of primary healthcare facilities and school health infrastructures to communicate laws and regulations related to provision of healthcare services to adolescents.
* Suggest the rationale for providing health services to adolescents to be communicated to the mass media, and in meetings with national-level representatives of other sectors (e.g. education) and civil society organizations.
* Review staffing models of primary healthcare facilities and suggest by whom (which type of health service provider) should health services be provided to adolescents.
* Explore the need and suggest the modality for the modification of the working hours of health service providers working with adolescents to take into account the specific needs of adolescents (e.g. working hours of primary health care facilities may coincide with times when adolescents are busy with study or other activities).
* Suggest requirements for time to be devoted to each adolescent patient taking into account current workload of relevant health care provider.
* List the health services, including reproductive health services that are provided and to be provided at primary level or through referrals.
* Suggest modalities for communication on national, regional and facility level to inform adolescents (including adolescents with disabilities) about the range of health services that they can receive at primary healthcare facilities level or through referrals.
* Suggest monitoring mechanisms to ensure that health services are free for adolescents in accordance with the Government Decree No. 318-N on “State Guaranteed Free Delivery of Medical Aid and Services”.
* Outline the events/conditions that service providers are required to report to the relevant authorities (such road traffic accidents, violence etc) , in accordance with national health legislation.
* Suggest clear procedures to be followed in primary health care facilities to ensure confidentiality of information about clients.
* Suggest feasible steps to ensure both visual and auditory privacy in primary health care facilities, given the prevailing resource constraints.
* Review availability of national training opportunities on adolescent friendly healthcare and suggest a set of interventions in capacity building of health care service providers in pre, post and continuous education levels.
* Suggest a system and toolkit for supportive supervision of healthcare providers.
* Suggest steps for involving adolescents in designing and assessing of health services provided to them.
* Review availability of evidence-based guidelines in adolescent care and suggest a list of high priority guidelines that are not available.
* Prepare lists of equipment and supplies that primary health care facilities need to have to provide the stipulated package of health services, including for adolescents with disabilities.
* Present English version of the draft comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia for review and comments of UNFPA international consultant and the Ministry of Health.
* Finalize the English version of comprehensive integration model of adolescent friendly services in accordance with the received feedback and translate the model into Armenian.

1. **Background information**

Health care services can play an important role in the promotion of youth health; they can offer information and care to youth and promote healthy behaviour. However, in order to play such a beneficial role, young people have to access such services and receive care that is judged to be of good quality and relevant for their needs[[1]](#footnote-1).

As of January 1, 2018 there are 351,500 adolescents (population aged 10-19,) living in Armenia[[2]](#footnote-2), which comprise about 12% of Armenia’s population. Starting from 2019, according to Government Decree No. 318-N on “State Guaranteed Free Delivery of Medical Aid and Services” health services are free for children under 18. However, the Assessment of Adolescent-Friendly Services in Primary Healthcare Facilities of Armenia[[3]](#footnote-3) conducted in 2019 showed several issues that adolescents face when they visit primary healthcare facilities, such as long waiting times, poor professional competencies of healthcare providers, lack of time to allocate for each adolescent patient, gaps in maintaining privacy and confidentiality, poor coordination between different healthcare services in PHC facilities etc.

In 2021, the UNFPA Armenia Country Office is seeking to hire the services of a consulting company to develop comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia.

1. **Expected Deliverables and Timing**

* Draft comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia within 100 working days after signing the Contract.
* Final bilingual (English and Armenian) comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia within 122 working days after signing the Contract.

(In case of any technical obstacles to submit the final deliverable within 122 working days, a non-cost extension of the Contract is possible for 10 working days).

The study is expected to commence in June 2021, and should be concluded not later than November 2021.

The deliverables cannot be published and used without the written consent of UNFPA.

1. **Qualifications and Experience Requirements**

* Organization registered and operating in the Republic of Armenia with mission and goals relevant to the project;
* At least 5 years’ experience in research area;
* Proven experience in research conduction; particularly in the health sector;
* Work experience with international organizations and UNFPA or other UN Agencies is an asset.

**II. Questions**

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Anna Barfyan, Artur Ishkhanyan* |
| Tel Nº: | *099338294, 091219743* |
| Email address of contact person: | [*barfyan@unfpa.org*](mailto:barfyan@unfpa.org) *;* [*ishkhanyan@unfpa.org*](mailto:ishkhanyan@unfpa.org) |

The deadline for submission of questions is **13 May, 2021***.* Questions will be answered in writing and shared will parties as soon as possible after this deadline.

**III. Content of quotations**

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

1. Technical proposal, in response to the requirements outlined in the service requirements / TORs.
2. 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.

**IV. 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: **17 May, 2021 at 5:00 PM**.

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Manana Mananyan* |
| Email address of contact person: | *procurement.armenia@unfpa.org* |

Please note the following guidelines for electronic submissions:

## The following reference must be included in the email subject line: RFQ Nº UNFPA/ARM/RFQ/2021/01 – Development of comprehensive integration model of adolescent friendly services in primary healthcare facilities of Armenia

* 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.
* 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.

**V. Overview of Evaluation Process**

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes

**VI. Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Purchase Order to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

**VII. 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.

**VIII. 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.

**IX.** [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

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](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). 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](http://web2.unfpa.org/help/hotline.cfm).

**X. 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](http://www.unfpa.org/about-procurement#ZeroTolerance).

**XI. 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, Mr. Ian McFarlane, Deputy Regional Director EECARO, Country Director for Armenia CO at [mcfarlane@unfpa.org](mailto:mcfarlane@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](mailto:procurement@unfpa.org).

**XII. 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 Nº:** | UNFPA/ARM/RFQ/2021/01 |
| **Currency of quotation :** | AMD |
| **Delivery charges based on the following 2010 Incoterm:** | Choose an item. |
| **Validity of quotation:**  *(The quotation must be valid for a period of at least 3 months after the submission deadline* |  |

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

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| --- | --- | --- | --- | --- | --- |
| Item | Description | Number & Description of Staff by Level | Hourly Rate | Hours to be Committed | Total |
| 1. Professional Fees | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Professional Fees* | | | | | $$ |
| 1. Out-of-Pocket expenses | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | | $$ |
| ***Total Contract Price***  *(Professional Fees + Out of Pocket Expenses)* | | | | | $$ |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/ARM/RFQ/2021/01 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 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,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)

1. https://www.researchgate.net/publication/6348395\_Youth-friendly\_primary-care\_services\_how\_are\_we\_doing\_and\_what\_more\_needs\_to\_be\_done [↑](#footnote-ref-1)
2. <https://www.armstat.am/file/doc/99511628.pdf> [↑](#footnote-ref-2)
3. https://chsr.aua.am/files/2020/12/Assessment-of-Adolescent-Friendly-Services-in-Primary-Healthcare-Facilities-of-Armenia\_Final-Report\_Jan-27-2020.pdf [↑](#footnote-ref-3)