

Date: 29.04.2021.

REQUEST FOR QUOTATION RFQ N° UNFPA/SRB/RFQ/21/003

UNFPA hereby solicits a quotation for the following service:

Conducting the survey on loneliness in older people throughout Serbia

Loneliness is a key risk factor for ageing-related diseases and is detrimental for healthy ageing. A lack of quality social relationships is linked to increases in cardiovascular disease and depression, and is a risk factor for dementia. COVID-19 may have a profound impact on older persons, especially those older persons living alone. Epidemics and measures introduced to prevent the spread of the virus that have been extended across the globe, may have additional influence on feeling on loneliness among older people.

To increase understanding of loneliness and related risk factors during ageing in Eastern Europe and Central Asia (EECA), the UNFPA and the University College of London (UCLA) are developing a survey in selected countries and territories (Serbia, Bosnia and Herzegovina, Albania, Georgia, Azerbaijan, Belarus and Kosovo¹).

1. About UNFPA and Purpose of work

The United Nations Population Fund (UNFPA) is the United Nations agency focused on sexual and reproductive health, youth issues and population dynamics. In the area of population dynamics, the UNFPA helps countries identify and understand main population trends, which are critical to sustainable development.

2. Service Requirements/Terms of Reference (ToR)

Background information:

This survey will specifically examine:

- 1) Degree to which older people report feeling lonely in different countries,
- 2) Demographics (gender, age, urban/rural living, family situation) of lonely people, and
- 3) Factors that contribute to the feeling of loneliness.

The results of the study will be used to inform the development of interventions to contribute to healthy and active ageing initiatives and address loneliness in older people across the EECA region.

The purpose of the consultancy is to engage an entity to conduct the survey in Serbia, using face to face structured interviews based on questionnaire developed by the international research team from the UCL and translated in Serbian by UNFPA CO Serbia and deliver database to the UCL and UNFPA CO.

In case of unfavorable epidemiological situation related to COVID-19 and corresponding preventive measures and restrictions in the course of the study, a decision could be made to use alternative ways to complete data collection (i.e., by phone) All partners will be consulted about such possibility in timely manner.

The UCL team will work directly with the selected entity to support scripting and delivery of the survey.

¹ All reference for Kosovo should be understood under United Nations Security Council resolution 1244 (1999)

Objective(s)/Task(s):

The selected entity is expected to execute the following tasks/activities:

Task 1. Prepare a work plan with a brief description of the activities to be undertaken, methodologies to be used, timeframes and corresponding team members responsible for each activity;

Task 2. Trial with a few people (5-10 people) to identify problematic questions based on the survey draft created by the UCL. It is necessary to ensure that the language is clear, questions are easily understood and none of the questions lead to consistent refusal of response;

Task 3. Participate in online training for survey delivery organized by the UCL;

Task 4. Conduct a survey with 1000 respondents, using a Serbian translation of questionnaire consisting of around 50 questions (15 to 20 minutes to respond). It is recommended to use face-to-face interviews, and data will ideally be collected with computer-assisted personal interviews (CAPI). The target population should be citizens of the country who are over 65 years old, with an equal split between genders. A representative sample should be chosen using a two-stage stratified approach: stratification by region and by urban or rural areas, with sampling proportional to population size. Regions and urban/rural should be chosen randomly and within each sampling point, households should be randomly selected by a random walk selection. If multiple people fulfil the selection criteria within a household, selection should be done with a procedure that helps to ensure a representative sample across age, gender and ethnicity;

Task 5. Deliver survey clean anonymized data base in format agreed with the UCL;

Task 6. Organize a focus group discussion of young people in order to understand their interactions with older people and the challenges and opportunities associated with developing cross-generational programmes to combat loneliness, if epidemiological situation permits. There is also possibility if agreed with all project partners that focus group discussion of young people is organized online;

Task 7. Organize a face-to-face focus group discussion if older people in order to understand some project results, if epidemiological situation permits (Focus groups are conditional on agreement of all project partners).

Outputs/Deliverables:

Deliverable 1: Detailed work plan developed, containing a brief description of activities to be undertaken, methodologies to be used, timeframes and corresponding team members responsible for each activity;

Deliverable 2: The questionnaire tested on a few people (5-10 people) in order to ensure that language is clear and understandable;

Deliverable 3: Participation in online training for survey delivery organized by the UCL;

Deliverable 4: The survey with 1000 respondents conducted;

Deliverable 5: The survey clean anonymized data in Serbian delivered;

Deliverable 6: Focus group discussion with young people (5-7 people) organized after the fieldwork, if epidemiological situation permits; or online if agreed with all project partners

Deliverable 7: Focus group discussion with older people (5-7 people) organized after the fieldwork, if epidemiological situation permits;

Deliverable 8: Transcript from focus group discussions in Serbian delivered to UNFPA CO Serbia, no later than August 20, 2021.

Timing / Schedule:

The activities under the present assignment are expected to start on May 17, 2021 and conclude by August 31, 2021. This schedule could be altered in case of force majeure that would prevent progress of planned activities of international partner, the UCL and UNFPA coordination between countries.

- Work will be done under the overall supervision and guidance by the Head of the Office while direct supervision will be done by PD Programme Assistant;
- The Contractor will monitor the implementation per the agreed deliverables and timeline specified in this ToR. For all possible delays influenced by delays in the work of international UCL team or coordination of activities in EECA region, the UNFPA Country office, PD Assistant, will inform contractor in timely manner proposing alternative actions or dates for completion of the deliverables;
- For all delays in the completion of the tasks, contractor should notify the PD Assistant and the UNFPA Serbia Head of Office stating the reasons for the delay and proposing alternative actions or dates for completion of the deliverables.

3. Questions

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

Name of contact person(s):	<i>Tina Anicic</i>
Email address of contact person:	anicic@unfpa.org

The deadline for submission of questions is 06.05.2021, 15:00 CET. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

4. Content of quotations

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

a) Technical proposal, including the following technical requirements:

- Qualifications and Experience: the Contractor is requested to include in the proposal the organizational CV;
- Legal requirements and experience:
 - Officially registered legal entity for the scope of work requested by the terms of reference;
 - At least 5 years of experience in conducting nationwide surveys;
 - Demonstrable experience in conducting studies related to health or social issues, or status older people (provide links to at least three relevant projects/reports).
- Qualifications of the Team: The company is requested to include in the proposal the team composition with recent CVs. At the minimum, the team should include a team leader and one team member;
- Qualifications of the team leader:
 - Advanced degree in social sciences, law, statistics or similar;
 - At least 5 years of experience as a team/group leader/manager in developing methodologies and research work, conducting surveys, assessments, and similar publications, including collection and interpretation of data;
 - Fluency in English and Serbian.

b) Price quotation, to be submitted strictly in accordance with the PRICE QUOTATION FORM (at the end of document).

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



5. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section 4 above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact persons indicated below no later than: *13.05.2021 at 17:00 PM Belgrade Time*².

Name of contact person(s):	<i>Serbia Country Office</i>
Email address of contact person(s):	serbia.office@unfpa.org

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/SRB/RFQ/21/003 – [Survey on loneliness in older people throughout Serbia]**;
- 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.

6. 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 evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

² <http://www.timeanddate.com/worldclock/city.html?n=69>

7. Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements in Section 2 and in accordance with the evaluation criteria below.

Category	Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Overall response	Completeness of response and overall concord between requirements and proposal.	100		30%	
Qualification and experience of the company	Long-term presence on the local market (minimum 5 years). Experience in conducting studies related to health or social issues, or status older people. Qualifications of the team and team leader.	100		40%	
Delivery time	Meet requested delivery schedule.	100		30%	
<i>Grand Total All Criteria</i>		300		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

8. Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 70 points per category 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 the 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.

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

9. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award Professional Service Contract on a fixed-cost basis or ceiling prices basis to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

10. 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.

11. 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. The payment will be made upon completion of all tasks and certification of the Head of Office and PD Programme Assistant of the successful performance. All payments will be made in local currency as per prevailing UN rate of exchange during the month of payments. The ownership of the outputs under this consultancy will remain with UNFPA Serbia Office.

12. 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](#).

13. 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](#).

14. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract regarding UNFPA deliverables may submit a complaint to the UNFPA Head of the Business Unit Borka Jeremic, Head of Office at jeremic@unfpa.org.

15. 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:	
Request for quotation N°:	UNFPA/SRB/RFQ/21/003
Currency of quotation:	RSD or USD
Validity of quotation: <i>(The quotation shall be valid for a period of at least 3 months after the submission deadline).</i>	

- Quoted rates must be **exclusive of all taxes (i.e. VAT)**, since UNFPA is exempt from taxes.

Item	Description	Number & Description of Staff by Level	Days or Hours to be Committed	Daily / Hourly fee	Total Fee
01	<i>Detailed work plan developed, containing a brief description of activities to be undertaken, methodologies to be used, timeframes and corresponding team members responsible for each activity</i>				
02	<i>The questionnaire tested on a few people (5-10 people) in order to ensure that language is clear and understandable</i>				
03	<i>Participation in training for survey delivery organized by the UCL</i>				
04	<i>The survey with 1000 respondents conducted</i>				
05	<i>The survey clean anonymized data in Serbian delivered</i>				
06a	<i>Online focus group discussion with young people (5-7 people) organized after the field work, if agreed with all project partners</i>				
06b	<i>Live focus group discussion with young people (5-7 people) organized after the field work, if epidemiological situation permits;</i>				
07	<i>Focus group discussion with older people (5-7 people) organized after the field work, if epidemiological situation permits</i>				
08	<i>Transcript from focus group discussions in Serbian delivered to UNFPA CO Serbia, no later than August 20, 2021</i>				
Total Professional Fees (USD or RSD):					

Vendor's Comments:



I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/SRB/RFQ/21/003 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.

Name, title, signature	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](#), [Spanish](#) or [French](#)