REQUEST FOR QUOTATION
RFQ Nº UNFPA/SRB/RFQ/24/001

UNFPA hereby solicits a quotation for the following service: “Support to development of the Special Report on disability-based discrimination including analyses of intersectionality and denial of reasonable accommodation in the area of employment”

UNFPA Serbia is implementing the Joint Project “Strengthening Equality and Rights, Bolstering Inclusive Action”, aiming at addressing the gaps in inclusive policies and systems that cater to the rights and needs of persons with disabilities. Project focuses on the inconsistencies in current capacity of local and national stakeholders that hinder the effective realization of disability rights but also compromise Serbia’s compliance with the Convention on the Rights of Persons with Disabilities (CRPD) and Sustainable Development Goals (SDGs). It is financed through the UN Partnership on the Rights of Persons with Disabilities (PRPD) and implemented by UN Women, UNDP and UNFPA, jointly with the Government of Serbia and other national partners.

1. About UNFPA

The United Nations Population Fund (UNFPA) is the lead United Nations sexual and reproductive health agency for ensuring rights and choices of all. The strategic goal of UNFPA is to achieve the three transformative results: ending unmet need for family planning, ending maternal death, and ending violence and harmful practices against women and girls. In pursuing its goal, UNFPA has been guided by the International Conference on Population and Development (ICPD) Programme of Action (1994), the Millennium Development Goals (2000) and the 2030 Agenda for Sustainable Development (2015).

2. Service Requirements/Terms of Reference (ToR)

Background information:

According to the latest available results of the Census from 2022, there are 356,404 people with disabilities over the age of two living in the Republic of Serbia, which is 5.5% of the total population. Situation analysis conducted in the preparatory phase of the joint project showed that although Serbia has introduced and adopted numerous modern legislation and strategic documents for the equality and protection of persons with disabilities, there are still many barriers to equal participation, social inclusion, and the realization of the rights of persons with disabilities.

Serbia signed the United Nations Convention on the Rights of Persons with Disabilities UNCRPD in December 2007 without any declarations, reservations, or objections, and ratified it in May 2009. UNCRPD should be an integral part of the legal system in the Republic of Serbia and applied directly. The initial report on the implementation of the CRPD was deposited at the UN on 21 June 2014, while concluding observations by the CRPD Committee on the initial report were received in April 2016, with a total of 32 recommendations for implementation improvement. However, the independent monitoring report found that the majority of recommendations are implemented either partially or not implemented at all.

The Law on the Prevention of Discrimination against Persons with Disabilities (last changes in 2016) does not recognize denial of reasonable accommodation as a discrimination on the grounds of disability. The same is with the Law on the Prohibition of Discrimination (last changed in 2021).
The Commissioner for Protection of Equality, established under anti-discrimination law, addresses
discrimination complaints, including disability-based ones. The Commissioner is mandated to determine
disability-based discrimination, identify intersectional discrimination and denial of reasonable
accommodation, and raise awareness of citizens and representatives of institutions and CSOs about the
concept and manifestations of discrimination. The Commissioner for Protection of Equality published reports
on discrimination against persons with disabilities and accessibility of state institutions. The Commissioners’
regular annual reports also highlight disability issues. However, in the decisions on discrimination complaints,
the institution does not apply CRPD norms and standards directly and consistently as they relate to denial of
reasonable accommodation.

Also, the OPDs and persons with disabilities and their representative organizations do not sufficiently use
complaint mechanisms of the independent human rights and equality institutions and do not have sufficient
knowledge to apply the CRPD provisions on intersectionality and reasonable accommodation, nor to use
tools for responding in cases of discrimination.

The 2022 annual report by the Commissioner for Equality Protection also underscores that persons with
disabilities are among the most marginalized in Serbian society due to restricted access to rights, prevalent
stereotypes, and their socio-economic status, exposing them to substantial discrimination. In 2022 the
Commissioner received 117 complaints of discrimination based on disability in 2022, with the majority (60%)
relating to public service access or using facilities and areas, which was followed by complaints for procedures
before public authorities, education and vocational training, labour and employment, health care and social
welfare. Half of these complaints originated from civil society organizations, indicating a need to empower
persons with disabilities to use this mechanism more effectively. Key concerns include limited employment
opportunities for persons with disabilities, especially in the public sector, challenges in achieving inclusive
education, unequal access to higher education, and disparities in social protection services.

In 2024, UNFPA partnered with the Office of the Commissioner for Protection of Equality to address the need
for a detailed and focused analysis converted into the first special report on disability-based discrimination
that includes analyses of intersectionality and denial of reasonable accommodation in the area of
employment as grounds of discrimination. The report should provide a thorough analysis and way forward
for improving the alignment of the legal and policy framework with the standards set by the Convention on
the Rights of Persons with Disabilities (CRPD).

UNFPA is looking to engage a legal entity to support the development of a comprehensive special report on
disability-based discrimination in Serbia, focusing on the intersectionality and denial of reasonable
accommodation in the area of employment and other areas of relevance for the topic.

The services should include the successful execution of several key activities, including methodology
development, primary data collection, and report development.

Objective(s)/Task(s):

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

**Task 1.** Desk review of existing normative framework and published analyses of disability-based
discrimination in relevant areas with particular focus on intersectionality and denial of reasonable
accommodation.

*This task involves analyzing existing laws, policies, and published reports related to disability-based
discrimination in Serbia, to identify gaps and areas needing improvement, in various areas including:
  a) education and professional rehabilitation,
  b) health and social protection services,
  c) labour and employment and
d) reasonable accommodation.*

Methodology should focus on providing a clear framework for assessment, including qualitative/quantitative methods for data collection, main stakeholders to be contacted for data collection, criteria for assessment of current practices and areas for improvement.

Task 3. Primary data collection and processing and analysis of current practices related to intersectionality and denial of reasonable accommodation.

This task include research/data collection and analysis in line with agreed methodology.

Task 4. Validation of findings with relevant stakeholders.

Organize validation with key stakeholders, including representatives from the Ministry of Labour, Employment, Veteran and Social Affairs (MoLEVSA), the National Organization of Persons with Disabilities of Serbia (NOOIS), OPDs, the Chamber of Commerce, the Union of Employers, independent experts, international partners and other partners relevant for the issue, as agreed with the Commissioner for the protection of Equality etc. This task involves presenting the draft findings, as well as gathering stakeholders feedback, and recommendations.

Task 5. Preparation of Draft report with recommendations.

The draft report should include desk review, primary research findings, conclusions and recommendation, including recommendations from validation workshop.

Task 6. Finalization of the research report with recommendations.

The final report should provide comprehensive and actionable recommendations for improving the legal and policy frameworks in line with CRPD standards.

Outputs/Deliverables:

Deliverable 1: Desk Review Report and Methodology design (to be completed by 5 September 2024);
Deliverable 2: Primary data collection and processing completed and findings formulated (to be completed by 31 October 2024);
Deliverable 3: Draft Report with Recommendations (to be completed by 30 November 2024);
Deliverable 4: Final Report with Recommendation (to be completed by 15 February 2025).

Timing / Schedule:
Expected duration from July 2024 to February 2025.
A detailed working schedule will be agreed upon at the start of the assignment in consultation with the UNFPA Country Office.

The entity will work closely with the Office of the Commissioner for Protection of Equality and UNFPA SRH and Youth Analyst and UNFPA Youth Project Assistant. All tasks need to be agreed and accepted by the Office of the Commissioner for Protection of Equality and relevant UNFPA Serbia Country Office staff.
For all delays in the completion of the tasks, the contractor should notify the UNFPA SRH and Youth Analyst and the UNFPA Serbia Head of Office, stating the reasons for the delay and proposing alternative actions or dates for completion of the deliverable.

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

<table>
<thead>
<tr>
<th>Name of contact person(s):</th>
<th>Nevena Sovic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address of contact person:</td>
<td><a href="mailto:sovic@unfpa.org">sovic@unfpa.org</a></td>
</tr>
</tbody>
</table>

The deadline for submission of questions is July 4, 2024, 12:00 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, in response to the requirements outlined in the service requirements/TOR including the following:

Qualifications of the Contractor
The Contractor is requested to include in the proposal the organizational CV. Requirements:

- Officially registered legal entity for the scope of work requested by the terms of reference; (Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if the Bidder is not a corporation);
- At least 5 years of experience in conducting qualitative and quantitative research, or analysis and reports on social issues, preferably in the fields of human rights;
- Demonstrable experience in working with Government, Parliament and other relevant stakeholders in the field of human rights.

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 Team leader and one team member with demonstrated experience in analysis/research on social issues.

Qualifications of the Team Leader
- 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 drafting 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.

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

Offer should be submitted in USD for the evaluation purposes. Payment will be made in local currency as per prevailing UN rate of exchange during the month of payments.

5. Instructions for submission
Proposals should be prepared based on the guidelines set forth in the document, 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: July 14, 2024, end of the day.

<table>
<thead>
<tr>
<th>Name of contact person(s):</th>
<th>Serbia Country Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address of contact person(s):</td>
<td><a href="mailto:serbia.office@unfpa.org">serbia.office@unfpa.org</a></td>
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</tbody>
</table>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: RFQ Nº UNFPA/SRB/RFQ/24/001 – [“Support to development of the Special Report on disability-based discrimination”] 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 by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.
7. Technical Evaluation

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

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<tbody>
<tr>
<td>Overall response</td>
<td>Completeness of response and overall concord between requirements and proposal.</td>
<td>100</td>
<td>100</td>
<td>20%</td>
<td>20%</td>
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<tr>
<td>Experience of the company</td>
<td>Expertise of Organization/Company submitting a proposal in conducting professional training and producing videos, graphic design, animation and performing public appearances, and public speaking presentations.</td>
<td>100</td>
<td>100</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Personnel</td>
<td>Personnel experience in requested services and experience in cooperation with UN or similar international or/and national organisations.</td>
<td>100</td>
<td>100</td>
<td>30%</td>
<td>30%</td>
</tr>
</tbody>
</table>

**Grand Total All Criteria**

|                      |                                                             | 300                | 100                           |

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

<table>
<thead>
<tr>
<th>Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted</th>
<th>Points out of 100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significantly exceeds the requirements</td>
<td>90 – 100</td>
</tr>
<tr>
<td>Exceeds the requirements</td>
<td>80 – 89</td>
</tr>
<tr>
<td>Meets the requirements</td>
<td>70 – 79</td>
</tr>
<tr>
<td>Partially meets the requirements</td>
<td>1 – 69</td>
</tr>
<tr>
<td>Does not meet the requirements or no information provided to assess compliance with the requirements</td>
<td>0</td>
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</table>
8. 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 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.

\[
\text{Total score} = 50\% \text{ Technical score} + 50\% \text{ Financial score}
\]

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 of outputs. The payment will be made by UNFPA Serbia in two installments: first upon completion of the draft report and second upon completion of the final report and certification by the relevant UNFPA Country Office program staff of the successful performance. Payment 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 the 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 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

<table>
<thead>
<tr>
<th>Name of Bidder:</th>
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</thead>
<tbody>
<tr>
<td>Date of the quotation:</td>
</tr>
<tr>
<td>Request for quotation Nº:</td>
</tr>
<tr>
<td>Currency of quotation:</td>
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<tr>
<td>Validity of quotation:</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Description</th>
<th>Number &amp; Description of Staff by Level</th>
<th>Days or Hours to be Committed</th>
<th>Daily / Hourly fee</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Desk Review Report and Methodology design</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Primary data collection and processing completed, and findings formulated</td>
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<tr>
<td>03</td>
<td>Draft Report with Recommendations</td>
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<tr>
<td>04</td>
<td>Final Report with Recommendation</td>
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**Total Professional Fees (USD):**

**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/24/001 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.
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.