



Date: 08 June 2022

REQUEST FOR QUOTATION RFQ N° UNFPA/SRB/RFQ/22/004

UNFPA hereby solicits a quotation for the following service: “Developing supporting materials for trainers and planning, developing and conducting professional lectures for trainers within the 2022 Census in Serbia”

The Census of Population, Households and Dwellings (Census) is the largest and most complex statistical survey in terms of content, scope and organisation. With its extensiveness, this survey imposes itself as the most important source of information on the number and characteristics of the population and housing stock of the country. The Census, in a ten-year periodicity, provides complete and high-quality statistical data up to the lowest territorial level, which includes information on the number of persons, their age and gender structure, educational and marital structure, economic activity, household structure, housing conditions, and other information important for assessing the current situation and future planning and adoption of various policies, both at the national and local levels. One of the biggest advantages of the Census over other surveys conducted on the sample, which cover data on population and housing, is that it provides individual data at the lowest territorial level, enabling analysis of the situation and planning in the smallest geographical areas and at the level of local self-government.

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:

Due to the unfavorable epidemiological situation caused by the COVID-19 pandemic, the Census in Serbia, which was originally planned to be conducted in the autumn of 2020, will be organized in October 2022. The circumstances in which the Census is prepared and realized differ significantly from the usual conditions of the realization of this complex statistical action. Given the importance of the Census data for analysis of the current situation and planning different policies and strategies at the national as well as on local level, and monitoring their implementation over the next ten years, it is necessary to ensure quality data collection in the field. In addition to a large number of the Statistical Office of the Republic of Serbia (SORS) staff involved in the preparation and organization of the Census, 2,200 instructors and 15,000 enumerators will be included as external and temporary staff.

The biggest challenge in the implementation of data collection in the field is the great share of temporary staff, to which the SORS delegates a large number of activities. It is therefore important to provide adequate and sufficient training to all the staff particularly on communication and public performance, for enabling them to take over their duties in an efficient and concrete way in order to achieve the highest level of quality

of the overall census result. Since most of the trainers and instructors are inexperienced in holding training sessions for lower levels, and since learning transfers are crucial for achieving high-quality Census results, it is necessary to develop and conduct professional lectures for:

- i. Trainers at higher levels on holding training sessions;
- ii. Instructors on holding training sessions iii/ enumerators on approaching and presenting the Census to citizens. This process will ensure that the learning transfer is well-planned and that the trainers at higher level and instructors will have the necessary competence and preparation for holding training of enumerators.

During 2021, UNFPA CO Serbia supported the SORS in accordance with its mandate and its area of expertise, related to the two pre-census activities. Firstly, translating the two Census questionnaires into seven languages of national minorities (Czech, Ukrainian, Slovenian, German, Russian, Polish, and Greek) and secondly, engaging a consultant to assess how possible deviation caused by the COVID-19 pandemic can affect the upcoming Census results. In 2022, UNFPA CO Serbia also supported the SORS in conducting additional analyses on improving access to the population during the 2022 Census with recommendations and inputs for preparation of training for trainers and enumerators with special reference to the COVID-19 pandemic, including suggestions for overcoming possible challenges. The analysis recommended that professional trainers should be used for developing training materials, advising training strategies, and holding specific training sessions. These recommendations and inputs are the justification for the realisation of this work.

The purpose of the request for quotation is to help UNFPA CO in hiring an entity/agency that will assist the SORS in the following main objectives:

1. Developing supporting materials for trainers at all levels (supervisors, regional coordinators, municipal coordinators and instructors), tailored to each level of trainers, aimed to help them to learn and transfer knowledge to a lower level. It should include:

- appropriate instructions and guidelines on the basics of public speaking for inexperienced trainers, practical advice on preparation for conducting training, methods for overcoming fear of public appearance;
- guidelines for instructors to prepare enumerators for the fieldwork, approaching respondents and presenting the Census to citizens;
- an integral part of the material are two video tutorials, each lasting 10-15 minutes, one as a support to trainers at high level to hold training for instructors, and other as a support to instructors to hold training for enumerators in preparing them for the fieldwork.

2. Developing and conducting professional lectures in communication and public performance, for trainers at all levels (supervisors, regional coordinators, municipal coordinators and instructors) in order to learn how to facilitate and hold training, and at the same time, to be able to teach instructors to do the same.

Objective(s)/Task(s):

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

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

Task 2. Develop adequate supporting materials for trainers at all levels (supervisors, regional coordinators, municipal coordinators and instructors) with content tailored to each level of trainers, in the form of PowerPoint presentations. Supporting materials should consist of:

- appropriate instructions and guidelines on basics of public speaking for inexperienced trainers, practical advice on preparation for conducting training, methods for overcoming fear of public appearance;
- guidelines for instructors to prepare enumerators for the fieldwork, approaching respondents and presenting the Census to citizens.

Task 3. Produce two video tutorials, including writing two scripts and storyboards, recording, editing and producing. Each tutorial lasts 10-15 minutes in total, and should be segmented into multiple units that can be displayed individually or continuously. The video tutorials should include the following content:

- support trainers to hold and facilitate training;
- support instructors to hold training for enumerators in preparing them for the fieldwork, on adequate access to households (presentation of the purpose of arrival, the importance of the Census), and on adequate behavior on activities before and after the enumeration.

Task 4. Develop and conduct professional lectures in communication and public performance, for supervisors, regional coordinators and municipal coordinators. Ensure that the lectures will include content on how trainers at higher levels will facilitate and hold training sessions for instructors and at the same time, to be able to teach instructors to do the same.

Two professional lectures for supervisors and regional coordinators will be organized in the SORS premises in Belgrade by July 15, 2022. Three professional lectures for municipal coordinators in Belgrade, Novi Sad and Nis, as part of the training, will be organized by the SORS by July 30, 2022.

Outputs/Deliverables:

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

Deliverable 2: Necessary supporting materials, with content tailored to trainers at all levels, in the form of PowerPoint presentations, are prepared and developed;

Deliverable 3: Two video tutorials, each lasting 10-15 minutes in total, including two scripts and storyboards, are recorded, edited and produced;

Deliverable 4: Five professional lectures in communication and public performance for trainers, completed, as follows:

- Two professional lectures for supervisors and regional coordinators in the SORS premises in Belgrade organised by July 15, 2022.
- Three professional lectures for municipal coordinators, in Belgrade, Novi Sad and Nis, organised by July 30, 2022.

All professional lectures will be part of training organized by the SORS.

Timing / Schedule:

Expected duration from approximately June 22, 2022 to August 5, 2022 (UNFPA CO expects complete work to be delivered for up to 40 working days).

Work will be done under the overall supervision and guidance of the UNFPA Serbia Head of Office while daily oversight and guidance will be done by the UNFPA Population and Development (PD) Programme Analyst, National Consultant for coordinating of development and delivery of professional lectures for trainers in the preparation of the 2022 Census of Population, Households and Dwellings in the Republic of Serbia and the



National Consultant for convening of development of supporting materials for trainers within preparation of the 2022 Census of Population, Households and Dwellings in the Republic of Serbia.

The Contractor will monitor the implementation per the agreed deliverables and timeline specified in this terms of reference. In close cooperation with the PD Programme Analyst, the Contractor will liaise with the SORS accordingly.

For all delays in the completion of the tasks, the contractor should notify the PD Programme 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:

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

The deadline for submission of questions is June 10, 2022, 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;
- At least 7 years of experience in conducting professional training and producing videos, graphic design and animation;
- Demonstrable experience in conducting professional training in performing public appearances and public speaking presentations (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, art, design or similar;
- At least 15 years of experience as a team/group leader/manager in conducting professional training, especially in the field of public appearances and public speaking presentation, research work, creating guidelines, conducting surveys, assessments, and similar publications;
- Extensive experience in video production;
- Strong communication and organizational skills;
- Analytical skills and ability for coordination and group/team work;
- The ability to meet deadlines and dates and to prioritize multiple tasks.



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.

Note: All travel and accommodation-related expenses must be included in the total services fee.

Offer should be submitted in USD for the evaluation purposes but 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: June 15, 2022, end of the day.

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

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/SRB/RFQ/22/004 – [“Developing supporting materials for trainers and planning, developing and conducting professional lectures for trainers within the 2022 Census in 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 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.

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		10%	
Experience of the company	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.	100		60%	
Personnel	Personnel experience in requested services and experience in cooperation with UN or similar international or/and national organisations.	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 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.

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

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, upon completion of deliverables (1st deliverable 20% of total lump sum, 2nd deliverable 20% of total lump sum, 3rd deliverable 30% of total lump sum, 4th deliverable 30% of total lump sum) and certification of the successful performance by the SORS, PD Programme Analyst and the UNFPA CO Serbia Head of Office.

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

Name of Bidder:	
Date of the quotation:	
Request for quotation N°:	UNFPA/SRB/RFQ/22/004
Currency of quotation:	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**, since UNFPA is exempt from taxes.

Deliverables	Description	Number & Description of Staff by Level	Days or Hours to be Committed	Daily / Hourly fee	Total
01	<i>Detailed work plan containing a brief description of activities to be undertaken, methodologies to be used, timeframes and corresponding team members responsible for each activity developed.</i>				
02	<i>Necessary supporting materials, with content tailored to trainers at all levels, in the form of PowerPoint presentations, are prepared and developed.</i>				
03	<i>Two video tutorials, each lasting 10-15 minutes in total, including two scripts and storyboards, are recorded, edited and produced.</i>				
04	<i>Five professional lectures in communication and public performance for trainers, completed</i>				
Total Professional Fees (USD):					

<i>Vendor's Comments:</i>



I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/SRB/RFQ/22/004 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 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](#), [Spanish](#) or [French](#)