

Date: 08 February 2017

From: **UNICEF Moldova**

To: Potential Supplier

Pages: 9

Subject: **REQUEST FOR QUOTATION, LRQS-DSU-2017-9130043**

**Support in organizing twelve events to strengthen capacities of health professionals in interpersonal communication skills**

**Duration: March - June 2017**

**UNITED NATION CHILDREN'S FUND (UNICEF)** wishes to invite you to submit a quotation for support in organizing twelve events to strengthen capacities of health professionals in interpersonal communication skills, as per specifications provided in the Deliverables Table below, and the Quotation Form attached (Annex II).

Please advise as to:

1. General conditions
  - (a) Unit and total price shall be designated in MDL, exclusive of VAT, excise and other duties or taxes. Other currency will be converted in MDL at the UN operational Rate of exchange on the day of competition deadline. Payment will be done in MDL.
  - (b) Validity of your offer – not less than 30 days;
2. The capacity building events are planned for the period March - April 2017 in Chisinau, Causeni, Stefan-Voda, Cahul, Balti, Ceadir-Lunga and Hincesti municipalities within the Family Doctors Center (FDC) facilities.
3. We request your price quotation and additional details as outlined, **on or before close of business 22 February 2017.**
4. Any request for information regarding this RFQ must be forwarded by e-mail at [chisinau@unicef.org](mailto:chisinau@unicef.org), with specific reference to the LRQS-DSU-2017-9130043.

5. UNICEF General Terms and Conditions (Annex I) apply to any potential purchase order resulting from this Request for Quotation.

6. SUBMISSION OF OFFERS

Offers shall be marked with **"UNICEF Moldova LRQS-DSU-2017-9130043"**

Offers can be submitted either in hard copy or electronically:

- a) Documents/offers in hard copy need to be enclosed in a sealed envelope clearly marked with **"UNICEF Moldova LRQS-DSU-2017-9130043"**, and company name, addressed to: UNICEF Moldova, 131, '31 August 1989' Street, Chisinau, MD-2012
- b) Offers sent electronically need to be addressed to the following e-mail address: [chisinau@unicef.org](mailto:chisinau@unicef.org), with **"UNICEF Moldova LRQS-DSU-2017-9130043"** as the subject line of the message.

## 1. Background

The Government of the Republic of Moldova recognizes vaccination as an efficient way to prevent infectious diseases, reduce health, social and economic risks as well as an investment in the public health area. UNICEF Country Program for 2013-2017 period with the Government of Moldova supports health sector in strengthening National Immunization Program (NIP) for 2016-2020 in improving outcomes on vaccine-preventable diseases.

To tackle anti-vaccination movement and lack of communication capacities to inform parents/caregivers about the importance and benefits of vaccination, UNICEF Moldova is supporting health authorities to improve primary health care professional's capacities in area of interpersonal communication skills and crisis communication.

UNICEF Moldova is looking for an institutional contractor to organize 12 events (6 trainings sessions in health facilities from Chisinau and 6 training sessions in Causeni, Stefan-Voda, Cahul, Balti, Ceadir-Lunga and Hincesti) meant to conduct capacity building in the area of interpersonal communication skills and crisis communication. The capacity building events are planned to take place in the period March - April 2017 in Chisinau, Causeni, Stefan-Voda, Cahul, Balti, Ceadir-Lunga and Hincesti municipalities within the Family Doctors Center (FDC) facilities. Vaccination is an efficient way to prevent infectious diseases, reduce health, social and economic risks associated to a disease, and as an investment in the public health area.

## 2. Purpose of the institutional consultancy

To contribute to strengthening of capacities of health workers in the area of interpersonal communication skills and crisis communication, through the provision of support for the organization of twelve training sessions for up to 30 participants each. The event will take place at the premises of Family Doctors Centers in Chisinau, Causeni, Stefan-Voda, Cahul, Balti, Ceadir-Lunga and Hincesti, in the period March-April 2017.

### **3. Objectives of the consultancy**

During the four days' workshop the Agency will::

- Print (50 pages per participant) and organise in files workshop materials for 12 events;
- Print badges for all participants;
- Ensure reimbursement for round-trip travel for participants at district level;
- Provide multimedia equipment and ensure its functionality during the event;
- Provide the workshop set: (one flip charts, markers, VIPP cards, etc.);
- Organize coffee breaks and lunches for 30 participants (6 days - two coffee breaks and on lunch per day in Chisinau and 6 days one coffee break and lunch per day);
- Take photos of the events;
- Print certificates and have them signed for participants at 12 training sessions from table with deliverables (2, 3).
- Provide logistical and organisational support during and after the event

### **4. Details of how the work should be delivered**

To achieve the above-mentioned objectives, the agency will ensure the provision of following outputs for each event:

- All necessary technical equipment installed
- Photos (electronic version)
- Catering provided according to standards agreed with UNICEF
- Files with materials for all participants printed
- 1 Facilitator kit (scissors, flip chart, paper A1, VVIP cards, post-its, tape) per event provided for 12 training courses.
- Certificates
- Badges
- Visibility items printed and arranged in the events facility (banner)

All other items necessary to fulfill the objective of this ToR delivered. All outputs are to be delivered in accordance with a work plan proposed by the selected agency and agreed with UNICEF.

The event are planned for the period March – April 2017 in Chisinau, at the premises of FDCs and Mother and Child Institute with no requirement from the agency to ensure additional venue rent.

## 5. Delivery dates (based on the work plan)

Nr.	Activity	Deliverables	Tentative deadlines*
1.	To print and organise in files training materials for Interpersonal Communication and Crisis Communication Training Courses	<ul style="list-style-type: none"> <li>Materials (ppt handouts and workshop materials) printed</li> <li>Badges printed</li> <li>Folders for participants prepared</li> </ul>	5 <sup>th</sup> March 2017
2.	To organise training courses on Interpersonal Communication and Crisis Communication Training courses at the Mother and Child Institute and 5 FDCs in Chisinau, March, 2017	<ul style="list-style-type: none"> <li>Training course materials distributed</li> <li>Facilitator kit (scissors, one flip chart, paper A1, VVIP cards, post-its, tape).</li> <li>2 coffee breaks and water per day per 30 participants provided (2 days)</li> <li>Multimedia functional during the event</li> <li>Certificates distributed</li> </ul>	March 2017
3.	To organise training courses on Interpersonal Communication and Crisis Communication at 6 FDCs from Balti, Cahul, Hincesti, Stefan-Voda, Causeni and Ceadir-Lunga, April, 2017	<ul style="list-style-type: none"> <li>Training course materials distributed</li> <li>Facilitator kit (scissors, flip chart, paper A1, VVIP cards, post-its, tape).</li> <li>One coffee break, water and one lunch per day per 30 participants provided (2 days)</li> <li>Multimedia functional during the event</li> <li>Certificates distributed</li> </ul>	April 2017
4.	To report on finalization of the events	Report on implementation of the training events, including pictures	Within 12 days after the finalization of the last training courses

\*Exact deadlines will be mutually agreed upon contract signature

## 5. Performance indicators for evaluation of results

The agency's performance will be evaluated against the following criteria: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered.

## 6. Qualifications and experience

- Extended experience in organization and implementation of training events and workshops.
- Ability to deliver good products in short terms and work under pressure.
- Flexibility in responding to the needs of the UNICEF team.

## **7. Financial Proposal**

The financial proposal shall indicate total estimated budget in MDL (without VAT), as well as a detailed breakdown of budget items, as per the Quotation Form provided (Annex II). Payments will be based on outputs, i.e. upon successful delivery of the services specified in the TOR.

## **8. Materials to be submitted for the bidding**

- CV of the organization with a proven record of relevant experience
- List and CVs of persons to be involved in the activities
- Proposed work plan for the activities
- Estimated budget with breakdown per budget lines

## **9. Payment details:**

The payment will be linked to the following deliverables upon satisfactory completion and acceptance by UNICEF:

- 50 per cent upon finalization of the first 6 events
- 50 per cent upon the submission of the final report in English

UNICEF will proceed with payment for delivered materials, within fifteen working days from the receipt of the invoice with the contracted agency's bank details. UNICEF will make the payment in Moldovan Lei.

## **10. Definition of supervision arrangements**

The selected Agency will work under the supervision of the UNICEF Health Officer. Fees will be rendered upon written approval by the UNICEF Supervisor, and contingent upon the quality of deliverables.

## **11. Unsatisfactory performance**

In case of unsatisfactory performance the contract will be terminated by notification letter sent 5 days prior to the termination date. In the meantime, UNICEF will initiate another selection in order to identify appropriate candidate

## **12. Description of travel involved**

All travel arrangements and expenses are covered by the selected company and included in the financial offer (lump sum).

### **13. Support provided by UNICEF**

To achieve the above-mentioned objectives, UNICEF will provide timely workshop materials for training events, including agenda, list of participants and ppt presentation.

## Annex I

### "UNICEF GENERAL TERMS AND CONDITIONS"

#### A. ACKNOWLEDGEMENT COPY

Acceptance of a Purchase Order shall form a binding contract with the Supplier signing and returning the acknowledgement copy or by the timely delivery of the goods specified.

#### B. DELIVERY DATE

Delivery Date to be understood as the time the goods have to be available at the location indicated under Delivery Terms (INCOTERMS).

#### C. PAYMENT TERMS

1. UNICEF shall, on fulfilment of the Delivery Terms, unless otherwise specified in the Purchase Order or Contract, make payment within 30 days of receipt of the Supplier's invoice for the goods and copies of the customary shipping documents specified in the contract.
2. Payment against the invoice referred to above will reflect any discount shown under the payment terms provided payment is made within the period shown in the payment terms of the contract.
3. Unless authorized by UNICEF, a separate invoice must be submitted in respect of each Purchase Order or Contract. Each invoice shall indicate the identification number of the corresponding Purchase Order or Contract.
4. The prices shown in the Purchase Order or Contract may not be increased except by express written agreement of UNICEF.
5. Inspection prior to shipment does not relieve the Supplier from his contractual obligations.
6. UNICEF shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to the Purchase Order or Contract; payment for goods pursuant to the Purchase Order or Contract shall not be deemed an acceptance of the goods.

#### D. TAX EXEMPTION

1. Section 7 of the Convention of the Privileges and Immunities of the United Nations provides inter-alia that the UN, including its subsidiary organs, is exempt from all direct taxes and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize UNICEF's exemption from such taxes, duties or charges, the Supplier shall immediately consult with UNICEF to determine a mutually acceptable procedure.
2. Accordingly, the Supplier authorizes UNICEF to deduct from the Supplier's invoice any amount representing such taxes, duties or charges, unless the Supplier has consulted with UNICEF before the payment thereof and UNICEF has, in each instance, specifically authorized the Supplier to pay such taxes, duties or charges under protest. In that event, the Supplier shall provide UNICEF with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### E. EXPORT LICENCES

If an export license or licenses are required for the goods, the Supplier shall obtain the license or licenses.

#### F. RISK OF LOSS

Risk of loss, injury or destruction to the goods shall be borne by the Supplier until physical delivery of the goods has been completed in accordance with the Purchase Order or Contract.

#### G. FITNESS OF GOODS/PACKING

The Supplier warrants that the goods, including adequate packing, conform to the specifications and are fit for the purposes for which such goods are ordinarily used and for purposes expressly made known to the Supplier by UNICEF, and are free from defects in workmanship and materials. The Supplier also warrants that the goods are contained or packaged adequately to protect the goods.

#### H. WARRANTY CLAUSE

The Supplier warrants that the use or supply by UNICEF of the goods offered for sale under the Purchase Order or Contract do not infringe any patent, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify, defend and hold harmless UNICEF and the United Nations from any actions or claims brought against UNICEF or the United Nations pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising from the Purchase Order or Contract.

#### I. RIGHTS OF UNICEF

In case of failure by the Supplier to perform under the terms and conditions of the Purchase Order or Contract, including but not limited to failure to obtain necessary export licenses, or to make delivery of all or part of the goods by the agreed delivery date or dates, UNICEF may, after giving the Supplier reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

1. Procure all or part of the goods from other sources, in which event UNICEF may hold the Supplier responsible for any excess cost occasioned thereby.
2. Refuse to accept delivery of all or part of the goods.
3. Terminate the Purchase Order or Contract.

#### J. ASSIGNMENT AND INSOLVENCY

1. The Supplier shall not, except after obtaining the written consent of UNICEF assign, transfer, pledge or make other disposition of the Purchase Order or Contract, or any part thereof, or any of the Supplier's rights or obligations under the Purchase Order or Contract.
2. Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, UNICEF may without prejudice to any other rights or remedies, terminate the Purchase Order or Contract by giving the Supplier written notice of termination.

#### K. USE OF UNICEF NAME AND EMBLEM

The Supplier shall not use the name, emblem or official seal of UNICEF for any purpose.

#### L. PROHIBITION ON ADVERTISING

The Supplier shall not advertise or otherwise make public that the Supplier is furnishing goods or services to UNICEF without specific permission of UNICEF.

#### M. ARBITRATION

Any controversy, claim or dispute arising out of, or in connection with this Contract or any breach thereof, shall unless it is settled amicably by direct mutual negotiations, be referred to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The arbitral tribunal shall have no authority to award punitive damages. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

#### N. PRIVILEGES AND IMMUNITIES

The privileges and immunities of the UN, including its subsidiary organs, are not waived.

#### O. CHILD LABOUR

UNICEF fully subscribes to the Convention on the Rights of the Child and draws the attention of the Supplier to Article 32 of the Convention which, inter-alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

#### P. ANTI-PERSONNEL MINES

The Supplier guarantees that neither the Supplier's company, nor any of its affiliates, nor any subsidiaries controlled by the Supplier's company, is engaged in the sale or manufacture of anti-personnel mines or of components utilized in the manufacture of anti-personnel mines. The Supplier recognizes that a breach of this provision will entitle UNICEF to terminate its contract with the Supplier.



## QUOTATION FORM

**THIS PAGE/Quotation FORM must** be completed, signed and returned to UNICEF.  
Quotation must be made in accordance with the instructions contained in this Request for Quotation.  
Fill in the blank lines in the lot description sheets below.

### TERMS AND CONDITIONS OF CONTRACT

UNICEF's General Terms and Conditions will apply to any resulting Purchase Order. Any Contract or Purchase Order resulting from this INVITATION shall contain UNICEF General Terms and Conditions and any other Specific Terms and Conditions detailed in this RFQ.

### INFORMATION

Any request for information regarding this RFQ must be forwarded by e-mail ([chisinau@unicef.org](mailto:chisinau@unicef.org)) to the attention of the person who prepared this document, with specific reference to the RFQ.  
The Undersigned, having read the Terms and Conditions of **LRQS-DSU-2017-9130043**, set out in the attached document, hereby offers to supply the services specified in the Table below, at the price or prices quoted below, in accordance with specifications stated and subject to the Terms and Conditions set out or specified in the document.

**Event dates: March - April 2017**

List of services	No. of units / quantity	Quote, MDL
Print and organise in files training materials for Interpersonal Communication and Crisis Communication Training Courses	Cca 18000 pages in 360 folders	
Organise training courses on Interpersonal Communication and Crisis Communication Training courses at the Mother and Child Institute and 5 FDCs in Chisinau, March, 2017	6 events	
To organise training courses on Interpersonal Communication and Crisis Communication at 6 FDCs from Balti, Cahul, Hincesti, Stefan-Voda, Causeni and Ceadir-Lunga, April, 2017	6 events	
Report on implementation of the training events, including pictures	1 unit	
<b>Total, MDL, without VAT</b>		

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Company: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Tel. No.: \_\_\_\_\_

E-mail: \_\_\_\_\_

Validity of Offer: \_\_\_\_\_

Currency of Offer: \_\_\_\_\_