



Date: February 12, 2018

**REQUEST FOR QUOTATION
RFQ N° UNFPA/MOZ/RFQ/18/002**

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Prepare and facilitate a three-days staff retreat with emphasis on team building, for approximately 40 people, using engagement and motivational methodologies / techniques; and to conduct coaching sessions for a limited number of key staff”

UNFPA Mozambique Country Office (CO) is a fully functional office with 40 staff, 32 of them based in Maputo (main office), and 8 in two project offices located in northern provinces. The CO is implementing the second year of its ninth Country Programme (CPD 2017-2020). With the new CPD the CO has experienced a considerable growth in terms of number of interventions, staff, projects, implementing partners, and donors. Additionally, the CO has a new Head of Office since October 2017. All of these factors influence the team’s work atmosphere and provide opportunities to evolve. For this, CO’s management aims to ensure that this growth and evolving takes place within a cohesive and conducive environment that fosters team’s morale. In order to achieve the above results, the CO seeks to recruit an entity / company, group of experts, or individual, specialized in team building and coaching, that may facilitate a staff retreat for team building of three days, using engagement and motivation methodologies; as well as to facilitate on-going coaching to a limited number of key staff of the CO.

This Request for Quotation is open to all legally-constituted companies and individual consultants that can provide the requested services and have legal capacity to perform in the country, or through an authorized representative.

I. 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](#)

II. Terms of Reference (ToR)

See Terms of Reference attached - **Annex A**.

III. Questions

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

Name of contact person at UNFPA:	<i>Daniel Backhouse</i>
Tel N°:	<i>+258 21 494 469</i>
Fax N°:	<i>+258 21 4935 77</i>
Email address of contact person:	<i>backhouse@unfpa.org</i>

The deadline for submission of questions is **Thursday, 22 February, 2018, 10:00am, Maputo time**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

IV. Content of quotations

Quotations should be submitted in *pdf* format attached to a single e-mail whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs. It is important to include the background of the company/individual, the experience in similar projects, the legal status of the company/individual;
- b) Price quotation, to be submitted strictly in accordance with the price quotation form – **Annex B**.

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



V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, are to be sent by e-mail to the contact person indicated below no later than: **Thursday, 01 March 2018 at 10:00am, Maputo time.**

Name of contact person at UNFPA:	<i>Daniel Backhouse</i>
Email address of contact person:	<i>backhouse@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ Nº UNFPA/MOZ/RFQ/18/002 – Facilitate Staff Retreat on Team Building. Provide Coaching support.** Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total e-mail size may not exceed **20 MB (including e-mail 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.

VI. 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.

VII. Award Criteria

UNFPA shall award a Purchase Order / Professional Service Contract on a fixed-cost basis or ceiling prices basis/ to the lowest-priced technically acceptable offer.

VIII. 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.

IX. 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.

X. 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](#).

XI. 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](#).

XII. 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 Country Office Representative, Ms. Andrea M. Wojnar at adiagne@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Country Office Representative, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.



XIII. 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).

ANNEX A

TERMS OF REFERENCE (TORS) FOR THE PROVISION OF SERVICES

A. BRIEF DESCRIPTION OF THE SERVICES REQUIRED:

Prepare and facilitate a three-days staff retreat with emphasis on team building, for approximately 40 people, using engagement and motivational methodologies / techniques; and to conduct coaching sessions for a limited number of key staff.

B. BACKGROUND

UNFPA Mozambique Country Office (CO) is a fully functional office with 40 staff, 32 of them based in Maputo, and 8 in project offices located in northern provinces. The CO is implementing the second year of its ninth Country Programme (CPD 2017-2020). The team works to improve sexual and reproductive health and rights of the vulnerable groups, strengthen interventions for empowering youth, and enhance advocacy for social inclusion and equity in national development. Resources are being targeted at intervention at national and provinces where key maternal health and social indicators are furthest behind.

With the new CPD the CO has experienced a considerable growth in terms of number of interventions, staff, projects, implementing partners, and donors. Additionally, the CO has a new Head of Office since October 2017. All of these factors influence the team's work atmosphere and provide opportunities to evolve. For this, CO's management aims to ensure that this growth and evolving takes place within a cohesive and conducive environment that fosters team's morale. In order to achieve the above results, the CO seeks to recruit an entity / company, group of experts, or individual, specialized in team building and coaching, that may facilitate a staff retreat for team building of three days, using engagement and motivation methodologies; as well as to facilitate on-going coaching to a limited number of key staff of the CO.

C. PURPOSE OF SERVICES

The objectives of the 2018 retreat are:

- Help the team to be built upon corporate UNFPA's vision, mission and values;
- Clarify, reconnect with, and embody organizational principles;
- Create the opportunity for staff to explore both individual and team strengths and build upon them;
- Develop lasting bonds of collaboration that will enable staff to work together effectively;
- Identify the main challenges in achieving the goals and objectives of the current CPD, donor's commitments, and the UNFPA Strategic Plan; and explore ways to address them;
- Build trust and dialogue within the team;
- Innovate to accelerate programme implementation, maximize use of resources, and minimize the impact of change;
- Identify both collective and individual strengths and work on each staff' appropriation of roles and responsibilities; and
- Building effective synergies.

The objectives of the coaching sessions are:

- Build self-confidence;
- Inspire and motivate team members, creating commitment;
- Enhancing current skills and / or acquiring new skills to achieve overall performance improvement.

D. SCOPE OF THE SERVICES

The service provider will:

- Structure the retreat agenda ensuring adequate retreat facilitation;
- Provide the contents and materials needed for the retreat;
- Design and conduct sessions to clarify UNFPA's vision, mission, and the values of the team;
- Clarify, announce and adopt organizational principles;
- Use methodologies to help individual and the team analyze their strengths and the value added that each individual can bring to the group;
- Carry out exercises to assess the team's optimum level of engagement;
- Facilitate discussions on innovative approaches that would facilitate attainment of organizational and CPD goals;
- Perform the self-diagnosis of the team's operation;
- Analyse the personality of the team and its members;
- Identify operation standards, trends, behaviours;
- Create conditions for each staff to analyse and have ownership of their job descriptions;
- Submit a summary report with recommendations (of the Retreat);
- Identify coaching needs;
- Provide individual coaching at regular intervals as appropriate, within six months after the retreat; and
- Provide reports of discussions and make recommendations (of the coaching exercise).

E. METHODOLOGY AND TECHNICAL APPROACH

For the retreat:

- Facilitation of constructive dialogues;
- Evaluation tests to determine the functioning / operations of the team;
- Team building exercises;
- Personal stories;
- Self-tests;
- Use of relevant theoretical frameworks and tools; and
- Use of fun and effective facilitation techniques.

For the coaching:

- Techniques to effectively identify strengths and gaps on skills and competencies;
- Motivational techniques / tools that aid and foster building of self-confidence, as well as commitment and desire to enhance current skills and acquire new ones.

G. EXPECTED OUTPUTS AND DEADLINES

1. Staff retreat (between March and April 2018);
2. Summary report of the results of the retreat with recommendations (within the following week after the retreat); and
3. Report of discussions and recommendations of the coaching sessions (monthly reports).

H. ACTIVITIES AND TASKS

Before the retreat:

- Get acquainted with the Mozambique Country Office Human Resources composition and its structure, as well as results of previous staff surveys and previous retreats reports;
- Undertake consultations / interviews with members of CO's senior management, in order to obtain inputs required to build the retreat's agenda, and identify / define expectations and goals;
- Present the proposed agenda of the retreat for UNFPA's inputs and / or clearance;

During the retreat:

- The retreat will be held between March and April 2018. The services will include the preparation, organization and facilitation of the 3 days of the retreat, for approximately 40 people;
- The location of the retreat will be either at Maputo, Mozambique, or at any nearby city (to be defined once service provider is selected).

After the retreat:

- Debriefing with Senior Management; and
- Submit a summary report with recommendations.

Coaching:

- Four sessions of individual coaching of a limited number of key staff (no more than 10 people) spread over a period of six months after the retreat.

I. QUALIFICATIONS AND REQUIREMENTS OF THE CONTRACTOR AND ITS TEAM MEMBERS

The service provider shall be an institution or group of experts with the following qualifications and experience:

- Specialization in human psychology, organizational development, leadership and team-building;
- Experience in change management and leadership development;
- Proven professional experience in conducting and facilitating staff team building activities for UN organizations or for other medium to large size organizations / companies with multicultural staff. Interested entities must present a list of similar works carried out during the last five years with names of companies (clients);
- Evidence of being certified to conduct coaching;
- Proven experience in conducting coaching for staff under medium and high level positions; and
- Ability to communicate in Portuguese is desired.

J. TRAVEL AND EXPENSES

UNFPA will provide meeting venue and meals during the retreat. Other related expenditures, including travel and accommodation of the service provider's staff will be borne by the service provider and thus included as part of its economic offer.



ANNEX B

PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/MOZ/RFQ/18/002
Currency of quotation:	USD (US Dollars)
Delivery charges based on the following 2010 Incoterm:	N/A
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 exempted from taxes.

IMPORTANT: This is a sample price schedule form. Bidders may amend it accordingly. Also develop an excel version with more details of the costs.

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
1. Professional Fees					
				<i>Total Professional Fees</i>	\$\$
2. Out-of-Pocket expenses					
				<i>Total Out of Pocket Expenses</i>	\$\$
				Total Contract Price <i>(Professional Fees + Out of Pocket Expenses)</i>	\$\$

<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/MOZ/RFQ/18/002 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 (Annex C) and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	



ANNEX C:
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](#) and [French](#)