

Section III: Returnable Bidding Forms

RFP 2020/15382 for establishment of Long Term Agreements (LTAs) for provision of Third-party labor services (“3PL”) in high risk areas

eSourcing reference: RFP/2020/15382

Note to Offerors: The following returnable forms are part of this RFP and must be completed and returned by offerors as part of their Proposal. Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of your proposal by uploading them against their specific Document Checklist in the UNOPS eSourcing system. Please ensure that the financial information in your proposal is uploaded in the financial envelope checklist under the Financial Offer Details tab of the eSourcing system.

This Section comprises the following Returnable Bidding Forms:

- Form A: Joint Venture Partner Information Form
- Form B: Proposal Submission Form
- Form C: Financial Proposal Form
- Form D: Technical Proposal Form
- Form E: Format for Resume of Proposed Key Personnel
- Form F: Performance Statement Form

Form A: Joint Venture Partner Information Form

[The Offeror shall fill in this Form in accordance with the instructions indicated below]

RFP reference no: RFP/2020/15382

Name of Offeror: [insert name of Offeror]

Date: [insert submission date]

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

JV / Consortium/ Association Information	
Name	[complete]
Names of each partner and contact information (address, telephone numbers, fax numbers, e-mail address)	[complete]
Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[complete]
Proposed proportion of responsibilities between partners (in %) with indication of the type of the services to be performed by each	[complete]

Signatures of all partners of the JV:

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNOPS for the fulfillment of the provisions of the Contract.

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Name of partner: _____

Name of partner: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Form B: Proposal Submission Form

Offerors are requested to complete this form, sign it and return it as part of their Proposal submission. The Offeror shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: **[Insert submission date]**

Subject: Proposal for UNOPS Partner Survey, RFP Case No. RFP/2020/15382, dated **[insert date]**

We, the undersigned, declare that:

- a. We have examined and have no reservations to the Bidding documents, including amendments No.: **[Insert the number and issuing date of each amendment]**;
- b. We offer to supply in conformity with the Bidding documents, including the UNOPS General Conditions of Contract and in accordance with the Schedule of Requirements;
- c. Our Proposal shall be valid for the period of time of **[insert number of days which shall not be less than the specified the Tender Particulars section, Period of Validity of Proposals]** from the date fixed for the Proposal submission deadline as set out in the RFP, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- d. If our Proposal is accepted, and if so requested in the Tender Particulars section, we commit to obtain a performance security, in accordance with Instructions to Offerors, Article 35 and the General Conditions of Contract;
- e. We have no conflict of interest in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS;
- f. We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- g. Our firm confirms that the offeror and sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and/or other documents used as a part of this solicitation;
- h. We embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact;
- i. Our firm, its affiliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by UNOPS, nor is included in the suspended/ineligibility list of the UN/DPD, other UN Agencies, the UN Security Council, and the World Bank, in accordance with Instructions to Offerors Article 4, Eligibility;
- j. We have not offered and will not offer fees, gifts and/or favours of kind in exchange for this RFP and will not engage in any such activity during the performance of any contract awarded;
- k. We understand that you are not bound to accept the lowest evaluated Proposal or any other Proposal that you may receive.

I, the undersigned, certify that I am duly authorized by **[insert name of Offeror]** to sign this Proposal and bind **[insert name of Offeror]** should UNOPS accept this Proposal:

Name : _____

Title : _____

Signature : _____

[Stamp form of Proposal with official stamp of the Offeror]

Form C: Financial Proposal Form

RFP reference no: RFP/2020/15382

Name of Offeror: [insert name of offeror]

The Proposer is required to prepare the Financial Proposal following the below format and be submitted in an envelope separate from the rest of the RFP as indicated in the Instruction to Offerors. Please ensure that this form is uploaded in the financial envelope checklist under the Financial Offer Details tab of the eSourcing system.

The financial proposal must be submitted in US Dollars.

The Financial Proposal must be filled in in both Tables 1 and 3 below (for which the total amount should match).

- Should offerors wish to add additional rate/cost categories to the below pricing model, they are welcome to raise their requests through a clarification request in eSourcing.
- Should the offeror deem that the fees specified in Table 1 are independent of the number of people, the offeror can offer and enter the same fee for all intervals.

Table 1: Unit Rates

I. Recruitment, deployment and HR management Costs (USD)			
	Service	Nature of Cost	Rate USD
1	Onboarding Fee International Consultants (incl. admin fee for Visas and Labour Cards)	One-off fixed rate per person	
2	Onboarding Fee National Consultants 1-50 people	One-off fixed rate per person	
3	Onboarding Fee National Consultants 51-100 people	One-off fixed rate per person	
4	Onboarding Fee National Consultants >100 people	One-off fixed rate per person	
5	HR Management Fee 1-50 people	Fixed rate per person per month	
6	HR Management Fee 51-100 people	Fixed rate per person per month	
7	HR Management Fee >100 people	Fixed rate per person per month	

Onboarding Fee:

- Includes: background checks and vetting, induction and training, cost of IT licenses, as well as admin fee related to obtaining Visas and Labour Cards for International Consultants
- Excludes: medical check - consultants will have to cover it by themselves from their consultant fee

HR Management Fee: includes HR Management, Payroll services and invoicing

Table 2. Scenario (applicable for all Lots/Countries)

Scenario	Consultant Category	No. of Consultants	Call-off order duration (months)
Call-Off Order 1	International D	1	6
	International C	7	6
	National Lica-8	2	6
	National Lica-10	4	6
Call-Off Order 2	International D	2	6
	International C	8	6
	National Lica-6	50	6
	National Lica-8	20	6
Call-Off Order 3	International D	4	6
	International C	12	6
	International A	6	6
	National Lica-4	80	6
	National Lica-6	32	6
	National Lica-8	18	6

Table 3. Total Scenario Amount (for the ease and convenience of calculation, you may use the excel spreadsheet "Scenario Total Value Calculator" uploaded under Documents in eSourcing. After populating the Fee Rate USD column in the first table you will automatically get the Total value for the entire scenario in the lower table in that spreadsheet)

	Service	No. of consultants	Duration months	Rate USD	Total USD
Call-off order 1	Onboarding Fee International Consultant	8	x		
	Onboarding Fee National Consultant (1-50)	6	x		
	HR Management Fee (1-50)	14	6		
Call-off order 2	Onboarding Fee International Consultant	10	x		
	Onboarding Fee National Consultant (51-100)	70	x		
	HR Management Fee (51-100)	80	6		
Call-off order 3	Onboarding Fee International Consultant	22	x		
	Onboarding Fee National Consultant >100	130	x		
	HR Management Fee > 1000	152	6		
			Grand Total		

I, the undersigned, certify that I am duly authorized by **[insert full name of Offeror]** to sign this Proposal and bind **[insert full name of Offeror]** should UNOPS accept this Proposal:

Name : _____

Title : _____

Date : _____

Signature : _____

Form D: Technical Proposal Form

RFP reference no: RFP/2020/15382

Name of Offeror: [insert name of offeror]

The Offeror's proposal must be organized to follow the format of this Technical Proposal Form. Where the offeror is presented with a requirement or asked to use a specific approach, the offeror must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

Technical Proposal Evaluation sections:

The Technical Proposal information will consist of 2 parts:

- Part A - with general non-country specific info
- Part B - with country/lot specific info

The offerors will have to prepare one general Info Sheet for Part A and separate country specific Info Sheets for Part B for each country/lot they wish to submit a proposal for.

The entire technical proposal will be evaluated as per below table, i.e. since the first 4 criteria/sections will be evaluated based on the information provided by the offerors both in the general info sheet and in the country/lot specific info sheets, for the first 4 sections there will be an aggregate score for Part A together with the respective sections of Part B for each country.

Evaluation	Requirement	Max no of points
1A + 1B	ORGANIZATIONAL CAPABILITY, SIZE, AND GENERAL REPUTATION	10
2A + 2B	SUITABILITY OF APPROACH, METHODOLOGY AND QUALITY ASSURANCE	15
3A + 3B	CONSULTANTS RECRUITMENT PROCESS, ORIENTATION AND TRAINING	8
4A + 4B	CONSULTANTS MANAGEMENT AND CONTRACTOR'S DUTY OF CARE	15
5	SUSTAINABILITY	7
6	RELEVANT EXPERIENCE	15
Total Max No. of Points		70

Part A - General Information applicable irrespective of the country of service. It is sufficient to prepare one General Info Sheet for the entire submission.

Section 1A: ORGANIZATIONAL CAPABILITY, SIZE, AND GENERAL REPUTATION	
1.1	<p>Brief description of your firm/institution incl. history, development, main product/service lines, main clients ownership, senior management team, total no. of fixed term staff, no. of subsidiaries and their geographical location, geographical location of your projects, hubs, etc</p> <p>Provide relevant details on your incorporation, licenses and certifications, current projects, number of recruiters, key staff, areas of specialization, etc.</p> <p>[Insert response here]</p>
1.2	<p>Highlight the services or attributes that differentiate your company from other service providers for Professional and Technical Labour Services in High-Risk Areas</p> <p>[Insert response here]</p>
1.3	<p>Describe your experience in the development and implementation of standard operating procedures and protocols for professional staffing and recruitment procedures. Provide examples of these procedures and explain how they have been effective for your operations and clients.</p> <p>[Insert response here]</p>
1.4	<p>Describe what mechanisms/safe-guards does your company have in place to ensure that your contracts are always managed in compliance with the local labour laws regulations</p> <p>[Insert response here]</p>

Section 2A: SUITABILITY OF APPROACH, METHODOLOGY AND QUALITY ASSURANCE	
2.1	Approach and Methodology
2.1.1	Please provide your assumptions and comments on the TOR or on any other information provided in the RFP demonstrating your understanding of the requirements.
2.1.2	<p>Based on your experience, describe the methodology and approach you are going to apply to ensure successful and seamless implementation of this kind of operation. What in your opinion are the most critical success factors and how your organization is going to meet those factors?</p> <p>[Insert response here]</p>
2.1.3	<p>Describe what creative and innovative approaches you would propose in the context of the broad, highly-integrated relationship UNOPS is seeking.</p> <p>[Insert response here]</p>
2.1.4	<p>Describe the benchmarking standards/strategies you would use to continuously improve your operational and administrative management procedures.</p> <p>[Insert response here]</p>
2.2	Subcontracting
2.2.1	<p>How will you decide which services to subcontract? Please provide examples of how you have successfully done this type of analysis on other contracts.</p> <p>[Insert response here]</p>
2.2.2	<p>How will you go about pre-qualifying prospective sub-contractors? On what basis will you award business?</p> <p>[Insert response here]</p>
2.3	QUALITY ASSURANCE
2.3.1	<p>Please provide details of your internal management and administration procedures.</p> <p>[Insert response here]</p>

2.3.2	Please explain how you will meet the minimum Service Quality measures described in Section 4: Terms of Reference, clause 4.2.3 Service Quality. [Insert response here]
2.3.3	Describe the reporting tools available that will be used to monitor services performed, expenses incurred, deployments, contract durations, training provided and compliance with service expectations. [Insert response here]

Section 3A: CONSULTANTS RECRUITMENT PROCESS, ORIENTATION AND TRAINING	
3.1	RECRUITMENT PROCESS
3.1.1	Describe your ongoing recruitment methods used to attract new Consultants to replenish and grow your database(s). Explain how you keep your database up-to-date and how this enables you to deploy Consultants rapidly. [Insert response here]
3.1.2	For instances when the required Consultants are not available on your database, please describe your recruitment procedures, including timelines and vetting procedures. [Insert response here]
3.1.3	Describe the methods your company uses to conduct background/security checks on Consultants. [Insert response here]
3.1.4	Provide details on your Consultants performance management plan. Explain your procedures for investigation of complaints regarding Consultants and record-keeping for any given individual. [Insert response here]
3.1.5	After a deployment has been completed, describe the process by which you withdraw and de-mobilise Consultants. Provide special emphasis on exit procedures, record keeping and continuous improvement. [Insert response here]
3.2	Orientation and Training
3.2.1	Please provide details of your orientation and training program and procedures for all Consultants before any deployment. This should include standard operating procedures, code of conduct, dress code, holidays, overtime, security, operational procedures, etc. Please provide your Staff Handbook that applies to Consultants who would be deployed for assignments under this LTA. The handbook should include the general guidelines about your policies and procedures and should address in detail Consultants benefits and entitlements as specified under RFP Section II: Schedule of Requirements, clause xx. Please note that UNOPS expects to see the complete Staff Handbook. [Insert response here]

Section 4A: CONSULTANTS MANAGEMENT AND CONTRACTOR'S DUTY OF CARE	
4.1	CONSULTANTS MANAGEMENT
4.1.1	Please explain how your labour policies are aligned with recommended international labour standards, such as those formulated by the International Labour Organization (ILO), SA8000 certification, the ILO's Declaration on Fundamental Principles and Rights at Work (1998), etc. [Insert response here]
4.1.2	Please indicate what the standard terms of contracting and duty of care are for your International and National Consultants. Please state how you take reasonable care of the individuals deployed (through

	<p>Call-Off Orders) and who could be reasonably harmed as a consequence of their continued presence in high-risk duty stations.</p> <p>[Insert response here]</p>
4.1.3	<p>Please provide details of your processes and procedures in the event of key Consultants resigning during a critical project or operation.</p> <p>[Insert response here]</p>
4.1.4	<p>Please provide details on your standard procedures for evacuation of a Consultant from a life-threatening situation. Please also provide details of how your company actively works to prevent such situations from occurring.</p> <p>[Insert response here]</p>
4.1.5	<p>Please provide details on your payment policies, procedures and mechanisms to Consultants. Please provide clear details for payment and transfer of cash to Consultants in remote or dangerous locations.</p> <p>[Insert response here]</p>

Section 5: SUSTAINABILITY	
5.1	<p>Organization's commitment to gender equality. Demonstrate how you plan to integrate gender mainstreaming measures in the execution of the contract.</p> <p>A. The bidder must provide a clear statement and supporting documentation that outlines how gender is mainstreamed internally. This should include the organization's current or future plans/activities with regards to:</p> <ul style="list-style-type: none"> - gender diversity in the recruitment process (such as outreach to potential diverse candidates and equitable, non-biased interview practices) - ensuring equal pay between men and women for the same roles by providing pay gap analysis or pay stubs - opportunities for females to be empowered and promoted internally (e.g. mentorship, leadership/management skills training for both junior and senior employees), - prevention of sexual exploitation and abuse or any form of discrimination at work (e.g. zero-tolerance policy in place), - paid parental leave policies for men and women, - provide professional safety training and access to equal protection facilities for all staffs without discrimination - Undertaken and awarded an independent gender audit certificate or equivalent (e.g. Edge Certificate, WEPs GAP analysis) <p>B. The bidder must also provide an organizational chart of all key personnel, by roles, including: Share of males and females employed at the company as a percentage of total employees, including disaggregation of the data into executives and senior manager roles.</p> <p>Bidders are encouraged to familiarize themselves with UNOPS Gender Parity Strategy as an example, available online at https://www.unops.org/news-and-stories/news/unops-launches-gender-strategy</p> <p>[Insert response here]</p>
5.2	<p>Organization's plan to integrate sustainability measures in the execution of the contract to provide services</p>

	<p>Bidders will provide a plan that includes an approach to mitigating negative environmental impact during the execution of the contract which might include such themes as Air, Land, Water, Biodiversity, Energy, Materials, Waste, Global Climate or Disaster Risk Reduction. The plan should also consider elements of social sustainability that can encompass such themes as Population, Cultures, Services, Health, Vulnerability, Resilience and Gender.</p> <p>This includes, but is not limited to, adhering to international standards, incorporating corporate sustainability policy, applying Environmental Management Systems (ISO 14001 or equivalent) to the operations.</p> <p>[Insert response here]</p>
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Part B - Country Specific Information - the offerors must prepare separate Info Sheets as per below template for each country/lot they wish to make a proposal. E.g. if an offeror wishes to submit proposals for all 15 countries/lots, then the offeror has to submit 15 separate Info Sheets - one for each country. Pls title each submitted Info Sheet with the name of the country for which it is being submitted.

Section 1B: ORGANIZATIONAL CAPABILITY, SIZE, AND GENERAL REPUTATION	
1.1	<p>Provide relevant details on your incorporation in the country, licenses and certifications, current projects, number of recruiters, key staff, areas of specialization, geographical locations of the recruitment hubs in the country, etc.</p> <p>[Insert response here]</p>
1.2	<p>Information on your current Consultants database/roster for this lot/country</p> <ul style="list-style-type: none"> a) Number and qualifications of Principal Specialist in your existing database for the Country b) Areas of main expertise currently in your database c) Please refer to RFP Section XX: Indicative Terms of Reference for Contractor’s Consultants and compare your database against these positions. d) The ratio of Specialist to Support Consultants in your database for the Country e) The number of Specialist and Support Consultants that can be deployed for undertaking various positions within one month from the date of the LTA establishment. <p>[Insert response here]</p>

Section 2B: SUITABILITY OF APPROACH, METHODOLOGY AND QUALITY ASSURANCE	
2.1	Approach and Methodology
2.1.1	<p>Detail your proposed staffing plan to provide the account management, on-site staffing, and administrative functions over the contract term.</p> <p>[Insert response here]</p>
2.1.2	<p>Describe how your firm will support your proposed account manager(s) in the performance of their work and the level of empowerment and accountability they will have.</p> <p>[Insert response here]</p>
2.1.3	<p>Describe how you will provide security to Consultants and explain your overall security plan and evacuation procedures.</p> <p>[Insert response here]</p>
2.2	Subcontracting
2.2.1	<p>Offeror must identify the names of all subcontractors/suppliers who will be providing services under this contract and the type of work being subcontracted, if applicable. Identify their roles and responsibilities in</p>

	<p>support of this effort. Indicate the specific arrangement and the length of that arrangement with each consultant and/or contractor.</p> <p>A. <u>Full legal name and address of subcontractors</u></p> <p>B. _____</p> <p>C. _____</p> <p>[Insert response here]</p>
2.3	QUALITY ASSURANCE
2.3.1	<p>Please describe how quality management measures will be incorporated in all of the requirements of the projects in the given country, including but not limited to confidentiality, security, safety, etc.</p> <p>[Insert response here]</p>

Section 3B: CONSULTANTS RECRUITMENT PROCESS, ORIENTATION AND TRAINING	
3.1	RECRUITMENT PROCESS
3.1.1	<p>If there are any individual characteristics of the recruitment process specific for the given country which differ from or are in addition to the recruitment procedures provided under section 3A, please describe those characteristics here.</p> <p>[Insert response here]</p>
3.2	ORIENTATION AND TRAINING
3.2.1	<p>Please describe your standard training plan/procedures for the given country and when such training will occur and who will conduct the training. Will it be on the UNOPS' premises or at the contractor's designated location?</p> <p>[Insert response here]</p>

Section 4B: CONSULTANTS MANAGEMENT AND CONTRACTOR'S DUTY OF CARE	
4.1	CONSULTANTS MANAGEMENT
4.1.1	<p>Please explain how you adhere to local labour laws in the country of service.</p> <p>[Insert response here]</p>
4.1.2	<p>Please explain how you provide secure residential accommodation, as well as food for the Contractor's Consultants in the Country of Services, including, but not limited to:</p> <ul style="list-style-type: none"> a) Involvement of existing infrastructure (if any) in the Countries of Services, possibility of establishing presence in the countries of service (including description of processes and procedures for such presence establishment); b) Full information about sub-contracted parties or partner entities involved in performance of these services, their roles and responsibilities, etc. <p>[Insert response here]</p>
4.1.3	<p>Please describe how you will arrange for transit and initial entry visa(s) for Consultants in the country of service. Describe how you obtain, issue and extend (where necessary) work permits, identity cards and visas.</p> <p>[Insert response here]</p>
4.1.4	<p>Please describe how you will make the necessary travel arrangements (including freight requirements for personal belongings) for the Contractor's Consultants to travel to/from the Countries of Services at the time of undertaking/completing the assignment.</p> <p>[Insert response here]</p>
4.2	DUTY OF CARE AND SECURITY
4.2.1	<p>Please explain how you ensure security in the Country of Service, including, but not limited to:</p> <ul style="list-style-type: none"> a) Description of the existing processes and procedures;

	b) Full information about sub-contracted parties or partner entities involved in performance of these services, their roles and responsibilities, etc.; c) Any other relevant information. [Insert response here]
4.2.2	Please describe the insurance policies you will provide for each Contractor's Consultants covering: Service-Incurred Illness, Injury and Death Insurance; Insurance for injury, death or disability resulting from Malicious Acts in the Country of Services; and Health insurance, including medical evacuation. The Bidder shall describe with sufficient level of detail how it aims to provide these services, including, but not limited to: <ul style="list-style-type: none"> a) Brief description of conditions and limits of the provided insurances; b) Brief description of arrangements related to medical evacuation for the Contractor's Consultants in case of any injury/health problems during the assignment; [Insert response here]

Section 6: RELEVANT EXPERIENCE IN SIMILAR PROJECTS

6.1	Describe your experience in similar programmes/projects and provide the following information: <ul style="list-style-type: none"> a) Number and nature of positions filled/experts deployed over the last 3 years, average duration of their assignments; b) Recruitment projects accomplished for UN/major multilateral/or bilateral programmes (if any). c) For past projects, please indicate the contract term, dollar value and the explanation for termination. [Insert response here]
6.2	Provide one (1) project example/description (maximum of 2 pages per project) [Insert response here]
6.3	Give examples of prior successes including the cycle times for recruitment, implementation of projects and reporting [Insert response here]

I, the undersigned, certify that I am duly authorized by **[insert full name of Offeror]** to sign this Proposal and bind **[insert full name of Offeror]** should UNOPS accept this Proposal:

Name : _____

Title : _____

Date : _____

Signature : _____

Form F: Performance Statement Form

RFP reference no: RFP/2020/15382

Name of Offeror: [insert name of Offeror]

Date: [insert submission date]

Lot/Country	Year	Client Name & contact details	Value of orders for 3PL services (USD)	Number of orders for 3PL services
Lot 1 - Afghanistan min. 1 m USD revenue from 3PL services in any of last 3 years				
Lot 4 - Iraq min. 2 m USD revenue from 3PL services in any of last 3 years				
Lot 6 - Mali min. 1 m USD revenue from 3PL services in any of last 3 years				
Lot 10 - Palestine min. 2 m USD revenue from 3PL services in any of last 3 years				
Lot 11 - Somalia min. 5 m USD revenue from 3PL services in any of last 3 years				
Lot 12 - South Sudan min. 1 m USD revenue from 3PL services in any of last 3 years				
Lot 15 - Yemen min. 2 m USD revenue from 3PL services in any of last 3 years				

Name : _____

Title : _____

Date : _____

Signature : _____

