



Date: March 23, 2020

REQUEST FOR QUOTATION RFQ N° UNFPA/MNG/RFQ/2020/002

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“development of fully functional conversational bot as a Facebook – Messenger based virtual guide that can work as personalized guide with application of advanced natural language progressing (NLP) in Mongolian Language, live agent function and user segmentation.”

The detailed requirements for the required service reflected in the **Terms of Reference (ToR)** as attached.

This Request for Quotation is open to all legally-constituted companies 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. Questions

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

Name of contact person at UNFPA:	<i>Tsetsenbaatar.B</i>
Tel N°:	<i>976+353504 (3355)</i>
Email address of contact person:	<i>batsuuri@unfpa.org</i>

The deadline for submission of questions is *March 29, 2020 at 17:00 (GMT+8)*. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

III. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- Technical proposal, in response to the requirements outlined in the service requirements of TORs. The proposal should include followings:

- Detailed information about their expertise in developing IT solutions - Chatbot with utilization of advanced machine learning and NLP Mongolian language and live conversation (brochure, bot, samples);
 - Technical proposal for above consultancy explaining advanced NPL design, Chatbot development, proposed methodologies for live conversations, and estimated timeframe;
 - Documents to prove organization's experiences and capacity, (company introduction, reference letters, list and copy of similar contracts and other available documents);
 - Information of Human Resource capacity and CVs of staffs who would be designated to carry out the above assignment;
 - Scanned copy of the state registration certificate of the organization;
- b) All-inclusive financial proposal with detailed budget item description for the assignment. Please use the price quotation form as attached for the proposal.
- c) Price proposal for the maintenance and support services required for the chat bot for the next 3 years if any.

The quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

IV. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than: *April 6, 2020 at 10:00 (GMT+8)*.

Name of contact person at UNFPA:	Tsetsenbaatar. B
Email address of contact person:	procurement@unfpa.org.mn

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/MNG/RFQ/20/002 – Family Planning Chatbot**. 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.
- If you do not receive any auto-reply for the first email from UNFPA's email system, please inform Tsetsenbaatar. B at: batsuuri@unfpa.org.

V. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements outline in the TOR and in accordance with the evaluation criteria below.

Criteria	Maximum Points	Points attained	Weight (%)	Total Points
Expertise of the organization (NGO, company or academic institution)	100		30%	
Proposed methodology and timeliness of the implementation plan	100		30%	
Proposed team management structure and qualification of key personnel	100		40%	
Grand Total All Criteria	500		100%	

Total points = Points attained x Weight (%)

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. 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.

$$\text{Total score} = 70\% \times \text{Technical score} + 30\% \times \text{Financial score}$$

VI. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-cost basis to the Bidder(s) that obtain the highest total score.

VII. 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.

VIII. 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.

IX. 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](#).

X. 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](#).

XI. 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 UNFPA Head of the Business Unit Kaori Ishikawa, Head of Office at kishikawa@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

XII. 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: Click here to enter a date.
Request for quotation N°: UNFPA/MNG/RFQ/20/002
Currency of quotation : MNT
Delivery charges based on the following 2010 Incoterm: N/A
Validity of quotation: 3 months
(The quotation must be valid for a period of at least 3 months after the submission deadline)

Example Price Schedule below: *[Delete after properly completing the Price Schedule, also develop excel version]*

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

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/MNG/RFQ/20/002 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 and we will abide by this quotation until it expires.

Name and title	Click here to enter a date. Date and place
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**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](#) and [French](#)