



United Nations Population Fund
Jordan, Amman.
Amman, Jordan. 941631
E-mail: alkilani@unfpa.org
Website: www.unfpa.org

Date: *July, 08, 2024*

REQUEST FOR QUOTATION

RFQ N° UNFPA/JOR/RFQ/24/001

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Research on Obstacles to Access GBV Services by GBV Survivors”

UNFPA Jordan Country Office requires a research consultancy entity to develop a research paper aimed at identifying and investigating the obstacles and barriers faced by gender-based violence survivors when accessing services. The research paper aims to provide an in-depth socio-economic analysis into the factors influencing survivors’ seeking help behavior after the GBV incident, encompassing aspects such as survivors’ awareness and knowledge of the availability of services, willingness to seek the help, and the accessibility and ability to reach different GBV response services (Health/ Medical, Legal Assistance, Safety Security, Livelihood, psychosocial, and Cash Assistance services).

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

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. UNFPA started its programmes of cooperation in Jordan in 1976. Since then, UNFPA has been supporting five-year programme cycles which are developed between the Government of Jordan, represented by the Ministry of Planning and International Cooperation and UNFPA. Each programme cycle is based on achievements and lessons learned of the preceding cycles and the evolving national development priorities. UNFPA Jordan is currently supporting the Tenth Country Programme of Cooperation-CPD (2013-2027). Under the CPD, the agency is working towards: Improving young people’s ability to exercise sexual and reproductive Health and rights (SRHR) in development and humanitarian settings, and strengthening national capacities to prevent and respond to Gender Based Violence (GBV) with focus on advocacy, data and coordination in development and humanitarian settings. To read more about UNFPA, please go to: [UNFPA about us](#)



II. Terms of Reference (ToR)

Background

Gender-based violence (GBV), especially against women within families, is a global issue and a severe human rights violation. The World Health Organization¹ reports that nearly 1 in 3 women worldwide will experience physical and/or sexual violence in their lifetime, with the rate in the Eastern Mediterranean region at 37%. In Jordan, the 2017-2018 Population and Family Health Survey revealed that 21% of ever-married women reported experiencing physical violence since age 15, and 24.4% reported injuries from physical or sexual violence by their spouses. Two-thirds of these women did not seek help.

In a report on reviewing Health, Justice and Police, and Social Essential Services for Women and Girls victims/survivors of Violence in the Arab States², UNFPA explored the challenges in accessing services, as survivors of gender-based violence (GBV) in Jordan face challenges in accessing essential services due to various systemic barriers. The institutional culture in various service provision sectors tends to be judgmental, perpetuating stigma and victim-blaming attitudes. Additionally, many women and girls are unaware of available services in these sectors. Although services are provided free of charge to all GBV survivors, they are often linked to mandatory reporting to the police, deterring some survivors from seeking help. Sheltering services maintain strict entry policies, further limiting access. Moreover, access to legal aid is limited, with the costly litigation process and a preference for reconciliation over litigation posing additional obstacles.

Additionally, according to the Gender-Based Violence Information Management System report, that is published annually by the GBVIMS taskforce in Jordan, and reading into the trends in seeking services and support by GBV survivors, during 2021 and 2022, the report showed that almost 60% of survivors reached services more than one month after the incident, with recommendations to explore the socio-economic factors related to the behavior of seeking help by GBV survivors in Jordan.

Objective

UNFPA Jordan Country Office is planning to recruit a consultancy entity to develop a research paper aimed at identifying and investigating the obstacles and barriers faced by gender-based violence survivors for accessing response services including the delay in seeking help by GBV survivors. The research paper objectives:

- Identify and examine the obstacles faced by GBV survivors to access services in various sectors (Health/ Medical, Legal Assistance, Safety Security, Livelihood, psychosocial, and Cash Assistance services), including in relation to the delay in assistance seeking;

¹ [Violence against women \(who.int\)](https://www.who.int/news-room/fact-sheets/detail/gender-based-violence)

² Review of Health, Justice and Police, and Social Essential Services for Women and Girls victims/survivors of Violence in the Arab States (2019), UNFPA.



- Provide an in-depth analysis into the socio-economic factors contributing to hindering survivors from promptly seeking the help from service providers, including on how such factors intersect with each other. (for examples; age, disability, geographical areas)
- Provide a set of recommendations to address the identified obstacles and delays faced by GBV survivors to access services in various sectors.

Outputs/Deliverables

	Outputs/Deliverables	Deadline
1.	Inception Report (including the list of literature review, and the data collection tools)	By 7th of August, 2024
2.	Submit the first draft of the paper (English Language)	By 3rd of September, 2024
3.	Convene the consultation workshop	By 22nd of September, 2024
4.	Submit the final draft of the research paper (English Language) for final validation	By 10th of October, 2024
5.	Submit the final research paper in both languages.	By 24th of October, 2024

- The dates above might be subjected to discussion and agreed upon during the inception meeting.
- The selected bidder will develop documents in English, with the final version translated into Arabic.
- UNFPA and AECID teams will provide feedback in English within four days of submission. Up to two rounds of revisions are anticipated for each document.
- The selected bidder must respond to coordination and technical meeting requests from UNFPA and AECID teams.
- UNFPA will support the selected bidder with background studies/documents and facilitate stakeholder access where possible.
- All research-related costs, such as transportation, logistics, focus group discussions, workshops, other field activities, and translation fees, must be covered by the selected bidder and included in their financial proposal.

Activities

The role of the selected bidder is to establish an evidence-based analysis employing a systematic scientific approach, while expected to deliver the following;

- **Inception Phase**
 1. Carry out an inception meeting with the UNFPA & AECID to ensure clear understanding of the TORs and expected outcomes and deliverables.
 2. Develop an inception report presenting a refined scope, reflections on the TOR, a detailed outline of the research paper design and methodology, identified data collection methods and tools serving the mission's objectives, and criteria for the



selection and approach for in-depth desk review (list of literature for desk review).
The report shall also include a detailed work plan and mission timeline³.

- **Data Collection Phase**

1. Conduct a desk review of existing literature, evidence and legislative and policy frameworks relevant to reporting GBV in Jordan.
2. Collect primary data after identifying the suitable data collection tools that serve the mission's objectives. This phase could include: key informative interviews (KIIs), focus group discussions, and surveys with key stakeholders, including women & girls (including with disabilities), GBV survivors, service providers from national and international organizations, community-based organizations, government institutions, and United Nations agencies.

- **Data Analysis Phase**

1. Provide an in-depth qualitative analysis from the collected data, identifying the obstacles faced by GBV survivors when accessing services from the various sectors (Health/ Medical, Legal Assistance, Safety Security, Livelihood, psychosocial, and Cash Assistance services).
2. Examine the socioeconomic factors that hinder survivors from seeking help and support.

- **Stakeholders Dialogue Phase**

1. Carry out a consultation workshop with the stakeholders on the first draft of the paper, discussing the preliminary findings and recommendations, aiming to incorporate the stakeholders' inputs afterwards.
2. UNFPA team will support in setting the participants and extending the invitations to the stakeholders.

- **Final Draft of the research Paper**

1. Develop the final draft of the research paper outlining the agreed structure in presenting the contextual background, literature review, the main findings, identified obstacles, and the analyzed factors hindering survivors from seeking help. Then the proposed set of recommendations to address the challenges.
2. Translate the paper into Arabic after the approval by UNFPA on the English Version.
3. Develop a powerpoint presentation presenting the research paper to be used in different key moments, including meetings of the project's Steering Committee, GBV SWG & the National Team for Family Protection for Domestic Violence.

Inputs by the Contractor

The consultancy entity will be expected to provide a desk review using a wide range of information resources, reports, analysis, reliable data sources, etc. to ensure validity and reliability of

³ The inception report needs to include ethical considerations to be referred to when conducting FGDs with survivors of violence (safety measures, confidentiality of information and protection of identity, protection of data and information obtained and used, and Informed consent forms).



information and data. Furthermore, the entity is expected to draft tools to collect the primary data during the inception phase of the mission, including tools for the focus group discussions and in-depth interviews as well as the list of the interviewees. These interviews include duty-bearers and rights holders.

In addition, FGDs with survivors (considering safety measures, to be organized through women’s organizations/NGOs to collect survivors’ voices (data and facts) are expected to be organized. The FGDs shall include participants of the most excluded groups such as women with disabilities, refugees, age, and geographical areas, including on how such factors intersect with each other.

Also, the consultancy entity will be facilitating one (1) consultation meeting with key stakeholders (Members of the National Team for Family Protection from Domestic Violence, the GBV SWG, the GBV IMS taskforce in Jordan, and National and international stakeholder’s service providers for survivors of GBV). The meeting will be informed by the first draft of the paper to validate the preliminary findings. Then the consultancy team will consolidate all inputs and produce the final report. During the 16 days of activism to eliminate GBV, the consultancy entity will be expected to support UNFPA and AECID to present the findings.

Inputs by UNFPA

- UNFPA will support the selected bidder by providing background studies/documents, facilitating stakeholder access where possible, and extending invitations to stakeholders for the consultation meeting.

Ownership of the Final Report

UNFPA and AECID reserve the right of full ownership of the project data, documents and the final report and its translated version(s).

Duration of the Assignment

The contract will be for a maximum **40 of working days** spread over a period of starting from **August- October 2024**. The Consultancy entity will need to have a certain level of flexibility, and work remotely to respond to any unexpected delays that could occur due to unforeseen issues.

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>Ms. Khawla Azizieh</i>
Tel N°:	+962 6 593 0689
Email address of contact person:	azizieh@unfpa.org



The deadline for submission of questions is **14 July 2024 at 11:59 PM Amman time (GMT+3)**. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

IV. Content of quotations

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

- a) Technical proposal, including the methodology and process to undertake the mission, as well as the timeframe of implementation. **The technical proposal shall be submitted in a separate file** and in response to the requirements outlined in the ToR.
- b) **Price quotation**, to be submitted strictly in accordance with the price quotation form.
- c) **Company registration documents**.
- d) **Company profile**.

Both parts of the quotation (Point A and B) 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 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: **[18 July 2024 at 11:59 PM Amman Time GMT+3]**⁴.

Name of contact person at UNFPA:	<i>Omar Kilani</i>
Email address of contact person:	jordan-bids@unfpa.org

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/JOR/RFQ/24/001 – Research on Obstacles to Access GBV Services by GBV Survivors**. 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.

⁴ <http://www.timeanddate.com/worldclock/city.html?n=69>



VI. 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 /TORs listed in Section II and in accordance with the evaluation criteria below.

Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Expertise and Capability of Organization				
Reputation of Organization and Staff (Competence / Reliability)	100		10%	
General organizational technical and financial capability, and the relevance of: <ul style="list-style-type: none"> Specialized knowledge Specific experience and expertise relevant to the assignment. Work for other UN agencies / major multilateral / bilateral programmes 	100		15%	
Proposed Work plan & Approach				
Technical approach, methodology and level of understanding of the objectives of the project	100		30%	
A detailed work plan and M&E framework	100		15%	
Key Personnel				
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		30%	
<i>Grand Total All Criteria</i>	500		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

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:

Financial score =	Lowest quote (\$)	X 100 (Maximum score)
	Quote being scored (\$)	

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.

$\text{Total score} = 70\% \text{ Technical score} + 30\% \text{ Financial score}$
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VII. Award Criteria

UNFPA shall award a Professional Service Contract on a fixed-cost basis to the Bidder that obtains the highest total score. It is expected to come into effect on 4 August 2024.



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 UNFPA Head of the Business Unit [Himyar Abdulmoghni, Representative] at aabubarham@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.

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).



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PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/JOR/RFQ/24/001
Currency of quotation :	JOD
Validity of quotation: <i>(The quotation must 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.

Item	Deliverable	Percent age of Total price	Delivery time	Price
1.	Inception Report (including the list of literature review, and the data collection tools)	10%		
2.	First draft of the paper (English Language) - Including the consultation workshop report	30%		
3.	Final draft of the research paper (English Language) for final validation	20%		
4.	Final research paper in both languages.	40%		
Total Contract Price (JOD)				

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/JOR/RFQ/24/001 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.

	Click here to enter a date.	
Name and title	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](#)

ANNEX II: Format of Technical Proposals

Bidders are expected to adhere to the below structure while submitting their proposals.

1. Expertise and Capability of Organization					
1.1 Organizational Architecture					
<ul style="list-style-type: none"> ● Background: Provide a brief description of the organization submitting the proposal, including if relevant the year and country of incorporation, types of activities undertaken, and approximate annual revenue. Any accreditations or certificates (e.g. ISO) 					
1.2 Relevance of Specialized Knowledge and Experience on Similar Projects					
<ul style="list-style-type: none"> ● Detail any specialized knowledge that may be applied to performance of the TOR. ● Describe the experience of the organization performing similar services/works. Experience with other UN organizations/ major multilateral / or bilateral programmes is highly desirable. ● Provide at least 3 references 					
Project	Client	Contract Value	Period of performance (from/to)	Role in relation to the undertaken services/works	Reference Contact Details (Name, Phone, Email)
1-					
2-					
3-					
1.3 General organizational technical and financial capability which is likely to affect implementation (i.e. holding company or one firm, size of the firm, strength of project management support and quality controls, internet & online strength, quality certifications ...etc.)					

2. Proposed Workplan & Approach	
Methodology and Approach	Description/Guidance
Executive Summary	An overview of the work and its aims.
Project Duration and tasks timeline	Should be aligned with the ToR
Context and Justification	This should outline how you intend to undertake the work.
Project Description	Technical approach, methodology and level of understanding of the objectives of the project. This section should reflect innovative approaches the bidder is proposing.
Logical Framework	Indicate the goal, outcome, activities, indicators, and means of verification for each deliverable
Workplan	Please indicate responsibilities and timeframes for each of your activities.

<p>Monitoring and Evaluation</p>	<p>This section should detail the plan for the monitoring of the project. This should also include information on reporting to UNFPA with clear indicators that are specific, measurable, achievable, and relevant and time bound (SMART). This section should detail the reporting system between the bidder and UNFPA.</p>
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3. Key Personnel

<p>Personnel / Qualifications</p>	<p>Provide Curriculum vitae of the proposed personnel that will be involved either full time or part time. Highlight the relevant academic qualifications, specialized training and pertinent work experience. Nominated celebrity/s and social media influencer/s that are public figures in Jordan with wide reach, and proven history of advocating for human rights. Female influencer/s are preferred.</p>
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ANNEX IX: Submission Checklist

Technical Proposal PDF sent to the e-mail address specified in Section V:	
• Technical Proposal to follow the format indicated in Annex II. Bidders use their own template	<input type="checkbox"/>
• All company registration papers	<input type="checkbox"/>
• Company profile	<input type="checkbox"/>
Financial Proposal PDF sent to the e-mail address specified in Section V:	
• Price Quotation Form (Page 11)	<input type="checkbox"/>

Please check-off to confirm the below:	
The general conditions of contracts have been read, understood, duly reviewed by a legal entity for my organization's ability to comply and accept all terms.	<input type="checkbox"/>