



Date: November, 7th 2024

REQUEST FOR QUOTATION RFQ N^o UNFPA/MYS/RFQ/24/02

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Facilitation of Team Building for UNFPA Malaysia and Thailand Country Offices Joint Staff Retreat”

We are seeking a quotation from your company to facilitate the UNFPA Malaysia and Thailand Country Offices Joint Staff Retreat scheduled from **16 December to 19 December 2024** in **Penang, Malaysia**. We require the provision of services to lead team-building activities, facilitate sessions on Resource Mobilisation Strategy and Organisational Cultural and Key Principles, and contribute to the development of a draft action plan for UNFPA Organizational Cultural and Key Principles. The selected company should coordinate with focal points from Malaysia and Thailand Country Offices and collaborate with our team for specific sessions and activities during the retreat.

A. About UNFPA

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe, and every young person's potential is fulfilled. UNFPA's strategic plan (2022-2025) focuses on three transformative results:

- To end preventable maternal deaths
- End unmet need for family planning and
- End gender-based violence and harmful practices against women and girls

In a world where fundamental human rights are at risk, we need principled and ethical staff who embody these international norms and standards and who will defend them courageously and with full conviction. UNFPA Malaysia Country Office is dedicated to ensuring UNFPA's position as a credible and trusted development agency in the country, supporting advocacy efforts and raising awareness about UNFPA's work and its impact in Malaysia.

UNFPA expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, log on to: <https://malaysia.unfpa.org/en>

B. Services Requirements/Terms of Reference (ToR)

The selected company is expected to lead team-building activities, facilitate strategic sessions on Resource Mobilisation and Organisational Cultural Principles, and actively engage in group activities fostering trust, respect, belonging, commitment, accountability, team spirit, and innovation. The services should align with the outlined agenda and objectives of the retreat, contributing to a collaborative and productive environment. We kindly request a quotation for the following services based on the outlined Terms of Reference (ToR):

i. Lead Ice-Breaking Sessions, Team-Building Activities, and Refreshing Sessions

- Foster a positive and energised atmosphere, creating an environment conducive to effective collaboration.



- Engaging in ice-breaking activities, energising team-building exercises, and refreshing sessions to maintain participants' focus.

ii. Conduct Group Work and Activities Related to Trust, Respect, Belonging, Commitment, Accountability, Team Spirit, and Innovation:

- Strengthen the organisational culture, build trust, and enhance team dynamics.
- Tailored group activities, discussions, and workshops addressing trust, respect, belonging, commitment, accountability, team spirit, and innovation.

iii. Facilitate Team-Building Activities During the Joint Staff Retreat:

- Enhance collaboration, communication, and camaraderie among staff members.
- Experienced facilitators, team-building materials, and engaging activities that promote teamwork.

iv. Proposal of Activities:

- Provide a proposal that is tailored to the needs of the activities during the retreat (indoor and outdoor)

C. Objectives and Scope of the Services

This scope of services aims to ensure the successful execution of the UNFPA Joint Staff Retreat, creating an environment conducive to collaboration, team building, and the implementation of organisational principles.

i. Background of the Event

The 2024 joint staff retreat is a follow-up workshop from 2022, when both country offices jointly developed a resource mobilisation strategy for Middle-income countries based on the experiences and contexts of Malaysia and Thailand. In addition, in 2023, UNFPA corporately launched its Organizational Cultural and Key Principles of UNFPA to be applied to all UNFPA globally, including both Malaysia and Thailand Country Offices, along with the Almaty leadership pledge. This will strengthen the offices to have a more accountable and safe space environment for team members to deliver their work more efficiently as a team.

The primary objective of this joint retreat is to enhance collaboration and improve operational effectiveness in key areas. Firstly, the retreat will focus on optimising the implementation of the Resource Mobilization Strategy by fostering the exchange of lessons learned and experiences between the two Country Offices (COs). This collaborative effort aims to streamline and enhance resource mobilisation processes. Secondly, the retreat will delve into discussions surrounding the office's Organizational Culture and Key Principles, emphasising the importance of aligning organisational values and principles for a cohesive working environment. Lastly, a dedicated focus will be placed on Teamwork and Trust Building, recognising these factors' pivotal role in promoting team synergy and cooperation. The retreat aims to fortify these aspects through targeted discussions and interactive sessions, fostering a more collaborative and harmonious working relationship between the two Country Offices.

The anticipated outcomes of this initiative encompass formulating a preliminary action plan tailored for the Malaysia and Thailand Country Offices, outlining strategies for effectively implementing the UNFPA Organizational Culture and Key Principles. This action plan provides a structured framework for aligning the offices with the organisational values. A comprehensive workshop report is also envisioned, encapsulating valuable insights, lessons learned, and



experiences exchanged during discussions on Resource Mobilization Strategy implementation. This report will serve as a repository of key takeaways, enabling both Country Offices to leverage each other's experiences for enhanced resource mobilisation practices. Together, these expected results aim to fortify the organisational culture, principles, and resource mobilisation strategies within the Malaysia and Thailand Country Offices.

ii. Immediate Objective(s) for the Facilitator Company:

- Facilitate engaging team-building activities that foster collaboration, trust, and effective communication.
- Assist in developing a draft action plan to implement UNFPA Organisational Cultural and Key Principles.

iii. Outputs/Deliverable(s) for the Facilitator Company:

- Successfully facilitated team-building activities during the retreat.
- Contributed to developing a draft UNFPA Organisational Cultural and Key Principles action plan.

iv. Input(s):

- Coordination with focal points from both Malaysia and Thailand Country Offices.
- The toolkit can be accessed [HERE](#). The toolkit already has pre-proposed activities that can be utilised/improvised. The toolkit on the UNFPA Organisational Culture module guidelines is also attached for reference.
- Concept note and draft agenda as attached.

v. Timing/Schedule for the Hotel

- The services are required **from 16 December to 19 December 2024**, in Penang, Malaysia.

D. Questions

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

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|----------------------------------|----------------------------|
| Name of contact person at UNFPA: | <i>Ridzuan Reese</i> |
| Tel N ^o : | <i>+60 12 278 7003</i> |
| Fax N ^o : | <i>+603-8881 0458</i> |
| Email address of contact person: | <i>Shahjahan@unfpa.org</i> |

| | |
|----------------------------------|---------------------------------------|
| Name of contact person at UNFPA: | <i>Hanis Athirah Noor Heshamuddin</i> |
| Tel N ^o : | <i>+60 13 280 6403</i> |
| Email address of contact person: | <i>noorheshamuddin@unfpa.org</i> |



E. Deadline

The deadline for submission of questions is **Monday, 18th November 2024**, at **1:00 PM Malaysian Time**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

F. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process, you must comply with the following:

- A bidder must be a legally constituted company that can provide the requested services and have the legal capacity to enter into a contract with UNFPA to deliver in the country or through an authorised representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group.
- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on UN Supplier Code of Conduct.

G. Content of Quotations

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

- Price quotation is to be submitted strictly in accordance with the price quotation form.
- The signed declaration form is to be submitted strictly in accordance with the document.
- The quotation must be signed by the bidding company's relevant authority and submitted in PDF format.
- Please include hotel portfolio, details of service availability, check-in-out time, and other services.

H. 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 **Wednesday, 20th November 2024 at 1:00 PM Malaysian Time¹**.

| | |
|---|--|
| Name of contact person at UNFPA: | <i>Mohamad Sufian mohamad sallah</i> |
| Email address of contact person: | <i>mysprocurement@unfpa.org</i> |

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N^o UNFPA/MYS/RFQ/24/02 – “Facilities Services of UNFPA Malaysia and Thailand Country Offices Joint Staff Retreat”**. Financial proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.

¹ <http://www.timeanddate.com/worldclock/city.html?n=69>



- 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.

I. Overview of Evaluation Process

Quotations will be evaluated based on the technical compliant financial proposal of the services (price quote).

J. 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 lowest-price technically acceptable offer.

K. 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.

L. 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.

M. 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](#).

N. 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](#).

O. 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 Asa Torkelsson, Representative of UNFPA Malaysia Country Office at torkelsson@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, Supply Chain Management Unit at procurement@unfpa.org.

P. 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).