

REQUEST FOR PROPOSAL (RFP)
<ZAMBIA SERVICE PROVIDER>

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1. LIST OF ACRONYMS AND DEFINITIONS:

RFP	Request for Proposals
NGO	Non-governmental Organization
WHO	World Health Organization
ZMW	Zambian Kwacha
USD	United States Dollar

2. BACKGROUND INFORMATION:

FIND is looking to contract a supplier to provide a range of administrative support services in Zambia, as described below. Responsibilities associated with organizing and managing events and meetings will require communication with and coordination of senior representatives from a wide range of sectors including government, industry, national and international NGOs, community, and private groups.

FIND is accelerating equitable access to reliable diagnosis around the world. We are working to close critical testing gaps that leave people at risk from preventable and treatable illnesses, enable effective disease surveillance, and build sustainable, resilient health systems. In partnership with WHO, other global health agencies and the G20/G7, we are driving progress towards global health security and universal health coverage. We are a WHO Collaborating Centre for Laboratory Strengthening and Diagnostic Technology Evaluation.

For more information, please visit www.finddx.org

3. STATEMENT OF PURPOSE:

FIND is looking to contract a supplier to provide (or sub-contract and arrange) a range of administrative support services in Zambia, including preparation and promotion, logistics, materials and resources, resourcing and financial management as detailed in the Scope of Work and Deliverables.

4. SCOPE OF WORK AND DELIVERABLES:

Based on FIND's needs, as and when required, the scope of services may be any of the following. For the purpose of this call for proposals, applicants can base their approach on a total estimated value of business of about 100,000 USD over a period of 12 months. **Preparation and promotion**

- I. Secure detailed quotes for planned in-person meetings to enable cost-effective decision making by the project team – leveraging information on number of participants, duration of meetings to be provided by FIND
- II. Manage event venues (including pre-payments, coordinating catering, access, audiovisual equipment/services etc, as required)
- III. Manage attendee registrations and promote workshops through appropriate channels as necessary and as directed by FIND.

a. Logistics

- I. Travel booking for participants for transport and accommodation, approved by FIND project team in advance.
- II. Provide support required to register participants, record and provide proof of attendance, and issue certificates as necessary.
- III. Arrange for note taking, photography or videographer services as necessary.
- IV. Provide on-site support to facilitate smooth operations of the meeting.
- V. Manage speakers and invited guests.

Pay per-diems and other incidental costs such as internet costs, fuel reimbursement etc, as guided by FIND (and strictly in line with FIND travel policy).

b. Materials and resources

- I. Prepare and print all necessary workshop materials, including meeting agenda, handouts, presentation slides, certificates and name badges per specifications provided by FIND project team.
- II. Prepare and create well-structured agendas for meetings and workshops including the schedule, presentation topics, break times and interactive sessions in collaboration with the FIND project team.

c. Financial

- I. Manage all local financial disbursements related to payment of locally provided services.
- II. Provide, in relevant format that aligns with local and donor requirements, all supporting documentation for transactions made during the project. This might include meeting minutes, attendance records, invoices, travel documents, tax submissions etc.

5. PERFORMANCE STANDARDS:

Applicants are expected to follow all policy and guidelines as specified by FIND as well as comply to any local policy and financial requirements.

Monthly reports will be provided to FIND on services rendered and financial reporting on costs incurred as well as a forecast for any future work planned.

6. APPLICATION GUIDELINES:

Applicants are to provide their proposals (in word.docx format) including three (3) sections that cover: i) applicant qualification and competence to perform the intended contract; ii) a technical proposal outlining how they would provide such services and iii) a financial response. Applications shall be accompanied by three verifiable references.

Within section i) applicants shall include information about the company including company background, professional experience in providing services stipulated in the RFP, company name, address, legal registration status and contact person. They also need to provide information on the human resources they will be able to allocate to support the services (number of staff, their roles and responsibilities).

For the technical proposal in section ii) and associated financial proposal, please see **Annex A** for further specifications.

In addition to the scenario-specific budget in section ii), applicants shall prepare in section iii) a financial response, a view on the full budget required to provide the services described in this RFP, including but not limited to the following:

- management fee,
- taxes,
- event cancellation fee (if any),
- preferred term of payment,
- any other charges

7. AWARD CONDITIONS (EXCLUSION CRITERIA):

Applicants/Bidders that are selected for final awards are required to:

- Be legally permitted to perform work in Zambia.
- Commit to and follow [FIND Global Access Policy](#) and [FIND Code of Conduct and Ethics](#).

8. HOW TO APPLY

The application shall be sent by email to at amr-rfp@finddx.org within two weeks of the RFP publication date, unless otherwise agreed in writing.

9. EVALUATION AND AWARD PROCESS:

Applications will be evaluated on the following criteria: Experience, Price, Bid documentation, Legal status, Financial, References, Responsiveness, Staffing. FIND typically uses a single-step application process but additional information or a virtual presentation may be requested of applicants if deemed necessary by FIND.

10. CONTRACTUAL TERMS AND CONDITIONS:

FIND will use a commercial level contractual mechanism including standard Terms and Conditions.

11. TERM OF CONTRACT:

The contract will start as soon as possible and be for an initial duration of 6 months, with the possibility of renewal or extension.

12. CONFIDENTIALITY:

FIND considers any proposal received under the RFP as confidential. If required, FIND can sign a Confidentiality Disclosure Agreement (CDA) with interested Applicants/Bidders prior to proposal submission. FIND will not disclose the proposal to third parties without the prior written agreement of the proposal submitter. Review of proposals will be carried out by an internal FIND team as well as a team of external experts (which may or may not include members of FIND's independent Scientific Advisory Committee), all of whom are under confidentiality and are recused if found to have a potential conflict of interest (which they are obliged to disclose). Any specific questions concerning confidentiality should be addressed to the FIND team.

13. TIMELINES:

The table below outlines the timelines for the publication and closing of the RFP and indicative dates for the subsequent process and ensuing contract.

	Activity	Expected date
1	Publication of RFP	14 th May 2024
2	Closing for submission of written queries (responses to the queries will be shared to all applicants soon after this deadline)	20 th May 2024
3	Closing of RFP	27 th May 2024
4	Communication on Award/s of Contract	17 th June 2024
5	Contract/s signed with selected Contractors	28 th June 2024
6	Monthly reports	Within 5 working days of end of month
7	Final reports and accounts	30 th June 2025

14. QUESTIONS AND COMMUNICATIONS PROTOCOL:

Please email questions to: Ms. Gwenaelle Hamon at amr-rfp@finddx.org. Questions will be accepted until 20th May 2024. Submitted questions (and corresponding answers) will be made available to all applicants.

15. APPENDIX/ICES:

Annex A. Technical Proposal scenario

Applications are to be developed based on the following scenarios (for the purpose of this application), where FIND might expect to host an on-site 3-day training workshop for 20 participants from the Ministry of Health on the week of June 15th 2024, in one of three destinations. The three possible destinations where the workshop could be held are Lusaka, Kabwe or Ndola, and workshop participants can be expected to travel from and to any of the three destinations

Applicants are required to prepare **three (3) budgets in ZMW** with costings appropriate for each destination (Lusaka, Kabwe, Ndola), and **one (1) Project Implementation Plan** describing the steps applicants expect to take when planning the workshop, implementing the workshop and reporting back to FIND on the workshop.

The budget sample shall include, but are not limited to, the following budget lines:

- Accommodation cost in a 4-star hotel
- Full Day meeting package (1x Lunch, 2 Coffee Breaks) in a 4-star hotel
- Transport cost
- Training Package (lanyard, folder, printed materials, stationaries)
- Hybrid /virtual meeting equipment

Budget Sample Template (3-day training in person, 20 participants) to be conducted in Lusaka, Kabwe, Ndola (3 budget samples)

Description		Unit Cost (ZMW)	Unit	Total Projected in ZMW
Travel and Accommodation				
1	Transport cost			
Subtotal transport				
2	LODGING (4 stars hotel standards, superior single room)			
Subtotal Lodging				
3	Perdiem			
Subtotal perdiem				
TOTAL TRAVEL AND ACCOMODATION COST				
Training				
1	TRAINING EXPENSES			
	Full day Meeting Package (1x Lunch, 2x Coffee Break) (4 stars hotel standards)			

