



United Nations Population Fund
26 Nablus road, Khan ElOmdan building
(former Mt.Scopus hotel)Sheik Jarah ,
Jerusalem.
Tel: 02 581 71 67 Ext. 71011
Website: www.unfpa.org

Date: [March, 22, 2022]

REQUEST FOR QUOTATION RFQ N° UNFPA/PAL/RFQ/2022/004

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

““Consulting Services to Develop the National Youth Volunteerism Service Electronic Platform ”.

Your company is kindly invited to submit your best technical and financial offer for the requested service. If you are interested in submitting a quotation for these services, kindly fill in the attached:

- General Conditions of Contracts: De Minimis Contracts ANNEX I
- Terms of Reference (ToR). Technical proposal should be in line with the ToR ANNEX II
- Previous Experience and Clients Form ANNEX III

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:	Mustafa Abu Mudalalla
Tel N°:	0592017064
Email address of contact person:	abumudalalla@unfpa.org

The deadline for submission of questions is [27 March 2022, 12:p.m,Jerusalem time]. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

A google meet will be held to answer all of your questions on Monday 28 March at 12:00 p.m. Jerusalem time on the following link:

Video call link <https://meet.google.com/fgd-wxyc-nuz>

III. 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/works and have legal capacity to enter into a contract with UNFPA to perform the development of the platform in the country, or through an authorized 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](#).

IV. Content of quotations

Quotations should be submitted via a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid **separately** from their Financial Bid containing the price information. Each envelope shall consist of a single email whenever possible, depending on file size.

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- b) Price quotation, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation 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: **[Tuesday 5 April 2022, 12:00 P.m Jerusalem time]¹**.

Name of contact person at UNFPA:	<i>UNFPA procurement</i>
Email address of contact person:	palestine.proc@unfpa.org

Please note the following guidelines for electronic submissions:

- The following reference must be included by the Bidder in the email subject line:
 - UNFPA/PAL/RFQ/2022/004 – [Company name], Technical Bid
 - UNFPA/PAL/RFQ/2022/004 - [Company name], Financial Bid
 - Submissions without this text in the email subject line may be rejected or overlooked and therefore not considered.
- It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.
- 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.

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



- 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.
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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.

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum Points Obtainable
1.	Expertise of Firm / Institution submitting Proposal	40%	40
1.1	<i>Past experiences, network, provided similar work</i>	25%	10
1.2	<i>Quality and ability to deliver high quality products, samples of previous work, samples of references recommendation</i>	25%	10
1.3	<i>Company Profile:</i> <ul style="list-style-type: none"> • <i>Geographic coverage</i> • <i>Years of experience</i> • <i>Links / samples of previous/ similar productions</i> 	50%	20
2.	Proposed Work Plan and Approach	30%	30
2.1	<i>To what degree does the work plan reflect the idea and deliverables mentioned in the ToR., A completed and detailed timeline</i>	30%	30
3.	Personnel	30%	30
3.1	<i>Technical Profile of the consulting company's team including qualifications, CVs.</i>	30%	30
Total			100

The following scoring scale will be used to ensure objective evaluation:

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 the quotation .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.

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

VII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a (Purchase Order / Professional Service Contract)to the Bidder(s) that obtain the highest total score.

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](#).



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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 treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint directly to the operation Manager unit Mrs. Mayyada Malki at malki@unfpa.org. Should the protestor be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the protestor may contact the Country Representative, Mrs. Kristine Blokhuis, at blokhuis@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/PAL/RFQ/2022/004
Currency of quotation :	USD
Delivery charges based on the following 2020 Incoterm:	Choose an item.
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	General Description	Total Price USD
	“[Development of platform”	
	Total USD excluding VAT	

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/PAL/RFQ/2022/004 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: TERMS OF REFERENCE (TOR)

Request for External Consultancy Services

TOR

Within the framework of the project of

“YOUTH LEADS”

Improve Palestinian youth contribution to economic, social and public life

Funded by:

EUROPEAN UNION



External Consulting Services to Develop the National Youth Volunteerism Service Electronic Platform

March 2022

Contents



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1. Introduction	9
2. Program Background	10
3. Objectives of the Assignment	12
4. Consultancy Deliverables:	13
5. Evaluation Criteria	14
6. Duration of Consultancy	14
7. Payment Schedule	15
8. Profile of the consulting firm	16

1. Introduction



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The United Nations Population Fund (UNFPA) is the lead United Nations agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person’s potential is fulfilled. UNFPA expands the possibilities of women and young people to lead healthy and productive lives. The strategic goal of UNFPA is to “achieve universal access to sexual and reproductive health, realize reproductive rights, and reduce maternal mortality to accelerate progress on the agenda of the Programme of Action of the International Conference on Population and Development (ICPD), to improve the lives of women, adolescents and youth, enabled by population dynamics, human rights and gender equality”.¹ In pursuit of this goal, UNFPA works towards three transformative and people-centred results: (i) end preventable maternal deaths; (ii) end the unmet need for family planning; and (iii) end gender-based violence and all harmful practices, including female genital mutilation and child, early and forced marriage. These transformative results will contribute to the achievement of the Sustainable Development Goals (SDGs), in particular good health and well-being (Goal 3), the achievement of gender equality and the empowerment of women and girls (Goal 5), the reduction of inequality within and among countries (Goal 10), and peace, justice and strong institutions (Goal 16).

Young people are too often excluded by decision-makers – to the detriment of youth themselves and future generations. To empower young people and to enable them to become drivers of change, UNFPA aims to:

- **Understand the conditions** facing vulnerable, marginalized adolescents, using data from censuses, demographic and health surveys, and other sources;
- **Bring together** governments, civil society, donors, the private sector and youth-led organizations to advocate for more investment in young people as a development priority;
- **Build the skills** of young leaders and involve young people and youth-led organizations in policymaking and programming;
- **Support independent**, effective and sustainable organizations led by young people, especially marginalized adolescents, to advocate for their human rights and development priorities.

2. Program Background

Palestine has a youthful population. Some 69% of the population is under 30 years old; 22% (1.14 million) of the population are youth between the ages of 18-29 (23% in the West Bank and 22% in the Gaza Strip). The youth population is set to double by 2050 – and to increase by one million people by 2030. UNFPA project “YOUTH LEADS” seeks to leverage the youth population in meaningful ways - for them and their society. To do so, it targets them as political and civic actors, capable of initiating and implementing meaningful change, articulating a vision for the future, and carrying the Palestinian vision in years to come. The intervention will bring together diverse actors such as community members, youth CBOs, NGOs, universities, municipalities, community, media leaders, and relevant national government institutions, in recognition that while youth should be at the center



of the action, they are dependent on a supportive and enabling environment, both in their immediate communities and at the highest policy level. UNFPA is to achieve this through:

- First, personal transformation of youth’s knowledge, skills and attitudes (Capacity Development);
- Second, a collective transformation of the community’s understanding of the youth’s role and importance within the society through campaigning and intercultural initiatives highlighting youth’s leadership and sense of belonging (Contribution); and
- Third, structural transformation of institutions and policies pertaining to youth issues through policy and advocacy (Enabling Environment).

UNFPA will contribute with this action to the achievement of the following:

Overall Objective:	Youth in Palestine are active participants and contributors to society
Outcomes	Outcome I: Young People are better equipped and motivated to participate in the governance processes in Palestine Outcome II: Expand Palestinian youth’s meaningful community participation and representation in the society
Beneficiaries:	Direct: 4,500 youth 65% females Indirect: 30,000 community members and leaders
Communities/locations:	West Bank, East Jerusalem, and Gaza Strip
Duration:	36 months 2021-2024

As part of the program activities, UNFPA aims to support PA and other stakeholders to improve youth’s engagement and utilization of volunteering opportunities and learning. Volunteerism, once considered a ‘cornerstone value’ of Palestinian society, has seen a decline, closely linked with the disenchantment and apathy described above in relation to political processes. There is limited legislation specifically related to the promotion of volunteerism in Palestine, despite the fact that both the Higher Council for Youth and Sports, and the Ministry of Social Development have incorporated volunteerism in their strategies. These commitments remain theoretical to date, but do provide a good platform for regulation and formalization of volunteerism².

Young Palestinians are relatively active as informal volunteers and are often supported in their activities by small-scale NGO programmes, universities and similar, but rarely scaled up or formalized. The Palestinian government recognizes the importance of introducing legislation to promote volunteering, which would enable greater support systems for formal volunteering to grow, including greater incentives for volunteerism, funding, and data collection to monitor the impact of volunteerism in Palestine. A recent Palestinian cabinet Decision on 31 August 2020 lays the basis for the establishment of a national civil service/volunteer Programme. UNFPA, UNDP, UNICEF will jointly support the Prime Minister’s office to establish this Programme, starting with an assessment

² 2018, UNDP/UNV, National Situation Analysis on Voluntarism for the 2030 Agenda for Sustainable Development



of the current youth volunteerism platform on which a road map will be built to strengthen existing and new volunteerism programs in Palestine. This project will continue the joint work with the UN and PMO and HCYS through the establishment of volunteerism opportunities via dynamic and accessible platforms.

An assessment on Development of the National Youth Volunteer Service Program Platform in Palestine (NYVSP) was carried out last year and concluded several findings related to status of volunteering and priority interventions. The assessment revealed the absence of a unified definition of volunteering work in the country. A member of the League of Arab States, Palestine, has reportedly taken part in the Volunteering Framework initiated by LAS over ten years ago, which was not activated. In recent years, PCBS appears to have adopted ICLS definition and guidelines in measuring volunteering work in the national Labor Force Survey, which differentiates 'Volunteer Work' from 'Unpaid Trainee Work'. PCBS produces two major indicators; volunteering rate and the number of weekly hours worked. The published data almost meets ILO guidelines on minimum indicators but less so on disaggregation⁸. Until 2013, the PCBS had provided some data through 'time-use series' mainly on the prevalence of volunteering. Additionally, the study has identified few weaknesses of the existing platform including: The PLV is not internally institutionalized within the HCYS and its different departments.

- *No organizational awareness or buy-in towards the PLV.*
- *The volunteering department and other departments and directorates are not mandated or engaged in the PLV.*
- *Lack of supporting structures and committees to guide and support the platform's outreach, partnership, and management.*
- *Absence of PS engagement and win-win incentives*
- *HCYS's volunteering activities are not posted online.*

The online platform consultancy will upgrade the existing electronic website owned by the Higher Council for Youth & Sports (<https://palestinevolunteers.org>) which is in need of significant update. This will be inspired by Jordan's electronic volunteerism platform <https://www.nahno.org/?lang=en> as well as learning experiences from other volunteering platforms such as Kosovo: [Volunteer Matching Platform \(kosovovolunteers.org\)](https://www.kosovovolunteers.org). The platform will connect universities, CSOs, the UN and the private sector together. This entails the update of the existing volunteer database/platform, hosted by the HCYS, to provide a variety of volunteer and internship placements available. As such, young people will be able to apply to a wide range of opportunities based on their interests and qualifications. UNFPA, in partnership with other UN Agencies, is engaging with a number of private sector entities to identify specific opportunities, and how private sector opportunities can be leveraged as part of the opportunities provided to youth.

3. Objectives of the Assignment



The overall objective of the consultancy is to upgrade and develop the Palestinian national volunteer's digital platform including its tools to be utilized by youth volunteers and their organizations across Palestine. By having an upgraded national volunteerism platform, UNFPA will help unify efforts in the fields of volunteerism and youth engagement at all levels. By building partnerships with CBOs, NGOs, public agencies and private companies, the platform will be able to offer as many volunteer opportunities as possible with the belief that volunteering brings new skills to young people, enhances their personal and practical experience, and ensures a bright future for the communities that embrace them. Together with other partners and key stakeholders, UNFPA will work to ensure that volunteers' rights including the rights of youth with disabilities are prioritized by documenting their participation in volunteer opportunities through the platform.

4. Consultancy Deliverables:

The consulting company will be responsible for delivering the following pieces of work to UNFPA:

1st: Thorough technical review of the existing volunteering website hosted by HCYS including any other related reports or assessments conducted about it.

2nd: To share full assessment report to UNFPA highlighting main areas of development needed per each function/screen of the platform.

3rd: To implement the needed updates to the website based on agreed-upon guidance from UNFPA as well as in line with existing platforms such as the Nahno platform in Jordan:

<https://www.nahno.org/?lang=en>>

4th: Insuring the updated platform serves the following features:

- **The Language of the Platform** is "Arabic".
- **Communicate with volunteers:** Send SMS messages/ Target and send emails / Chat rooms/message board capacity for volunteers to discuss issues, ask questions, propose activities/Automatic reminders/thank you's/etc.
- **Connect via social media:** Build microsites, signup forms and splash pages, and interlink with other social media platforms (Instagram, Facebook, ..etc)
- **Encourage volunteers to take action:** Create and manage volunteer events/ Ability to segment/create groups based on previous actions, geography etc./ Multiple permission levels, including ability to approve/reject/edit event / Gamify engagement
- **Securely collect and store information:** Drag and drop editing of forms, platform/ Store files/ Produce reports.
- **Integration:** Syncs to Salesforce, can export data to CSV/Language translation capacity
- **Include Mobile friendly application.**
- **PwDs Accessibility options exist** (font size, text colors, screen reading, etc.).



- *Provide options to interactive map tracking volunteering activities per governorate. This will help demonstrate volunteer work according to current areas of focus, show the impact of volunteer work in communities and their actions.*
- *Enable the option of “remote volunteering” for related tasks as needed.*

5th: Complete additional feedback and development of the platforms as directed by UNFPA staff.

6th: Submit a final report to UNFPA in English.

5. Evaluation Criteria

The technical proposal is evaluated on the basis of its responsiveness in line with the technical evaluation criteria shown table below. The technical proposal will be given a technical score based on the following technical evaluation

Summary of Technical Proposal Evaluation Forms		Score Weight	Maximum Points Obtainable
1.	Expertise of Firm / Institution submitting Proposal	40%	40
1.1	<i>Past experiences, network, provided similar work</i>	25%	10
1.2	<i>Quality and ability to deliver high quality products, samples of previous work, samples of references recommendation</i>	25%	10
1.3	<i>Company Profile:</i> <ul style="list-style-type: none"> • <i>Geographic coverage</i> • <i>Years of experience</i> • <i>Links / samples of previous/ similar productions</i> 	50%	20
2.	Proposed Work Plan and Approach	30%	30
2.1	<i>To what degree does the work plan reflect the idea and deliverables mentioned in the ToR. , A completed and detailed timeline</i>	30%	30
3.	Personnel	30%	30
3.1	<i>Technical Profile of the consulting company’s team including qualifications, CVs.</i>	30%	30
Total			100

A minimum passing score of 70 points (out of 100 points) is required for the technical bid to pass technical evaluation, technical bids failing to obtain this minimum threshold will not be eligible for further consideration.

The Evaluation of the Technical Proposal will be weighted 70% (i.e. 70% x obtained technical score).

- **Financial Evaluation**



The financial proposal will only be evaluated if the technical proposal achieves a minimum of **70** points in the technical evaluation. Proposals failing to obtain this minimum threshold will not be eligible for further consideration.

The financial proposal is evaluated on the basis of its responsiveness to the Price Schedule Form (Annex II). The maximum number of points for the price proposal is **100**. This maximum number of points will be allocated to the lowest price (i.e. lowest price-scored 100), all other proposals will receive points in inverse proportion according to the following formula:

$$\text{Points for the Price Proposal of a Proposal being evaluated} = \frac{100 [\text{Maximum number of points for the Price Bid}] \times [\text{Lowest price}]}{[\text{Price of Proposal being evaluated}]}$$

The Evaluation of the Financial Proposal will be weighted 30%. (i.e. 30% x obtained financial score)

Total Score

The total score for each bidder will be the weighted sum of the technical score and financial score. The maximum total score is **100 points**.

$$\text{Total score} = 70\% \times \text{technical score} + 30\% \times \text{financial score}$$

- Award Criteria: UNFPA shall award the Contract to the bidder who obtains the **highest combined score** of the Technical and Financial Evaluation, according to the weighted average method.

6. Duration of Consultancy

The assignment is expected to be completed over **a period of 3 months from 10 April to 10 July 2022**. Applicants are kindly requested to indicate in their offers the actually required number of days broken down by deliverable/ activity versus cost, in addition to the team involved.

7. Payment Schedule

Payment to the consulting company shall be done in accordance with the normal procedures of UNFPA. In principle however, consultancy fees will be paid upon the satisfactory report of performance from UNFPA and its partners and donors. The company is expected to pay all government taxes for which they are responsible.

The payment schedule will be as follows:

- 1st Payment: After successful implementation and presentation of the first draft of the developed platform and its screens- **30% of contract value.**



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- 2nd and Final payment: Upon finalizing the project and incorporating all feedback from UNPFA and its UN partners and donors as well as submission and acceptance of final consultancy report. **70% of contract value.**

8. Profile of the consulting firm

- Leading team qualification in IT and Web design, Master degree, PhD is a plus.
- Profound experience 10+ years of work in interactive Web designs for Governmental and Non-governmental platforms.
- Proven implemented similar works (3-5 related examples).
- Mastery skills in HTML, CSS, Illustrator, CSS, Word press, Java, MySQL,
- Ability to meet tight deadlines with strong attention to detail and accuracy;
- Experience working with PA and UN agencies- EU funded projects is a plus.
- Strong background in working for youth and volunteerism services.
- Knowledge in data security and website design and maintenance.

The Consultant will report directly to the UNFPA Project Manager: Salem Nassr snaser@unfpa.org 0569431620, who will be responsible for overseeing the entire process of the consultancy.

* The Consultant will be responsible for updating UNFPA' project team throughout the process and integrate observations/recommendations made by UNFPA and its partners and donor.



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ANNEX III

FORMAT OF QUOTTER'S PREVIOUS EXPERIENCE AND CLIENTS

UNFPA/PAL/2022/004

No.	Description (1)	Client	Contact person, phone number, email address	Date of service		Contract Amount
				From	To	(Currency)

(1) Quotter shall indicate the description of products, services or works provided to their clients. Please indicate relevant contracts to the one requested in the RFQ.