Date: 15/05/2025

**REQUEST FOR QUOTATION**

**RFQ Nº UNFPA/TUN/RFQ/25/001– [Capacity building on digital resilience]**

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

UNFPA Tunisia seeks the services of a qualified company to design and implement a capacity-building initiative focused on digital threats and programmatic digital resilience, tailored to the risks and challenges faced by the organization due to the nature of its mandate, and its digital footprint.

This initiative is part of UNFPA’s broader effort to strengthen institutional resilience in the face of evolving digital risks—particularly those affecting public trust, program implementation, and online engagement. It complements existing strategies for technical infrastructure and internal digital systems, with a focus on building programmatic and reputational resilience in digital spaces.

The selected company will be expected to:

1. **Develop a capacity-building plan (2025–2026) focused on programmatic digital resilience, including:**
	* Analysis of risks specific to Sexual and Reproductive Health and Reproductive Rights, gender, and youth programming in digital environments;
	* Practical approaches for protecting the organization’s mission, messaging, and credibility online;
	* Frameworks for anticipating, mitigating, and responding to online threats at programmatic level;
	* Internal protocols and ethical considerations for digital engagement.
2. **Deliver an initial core training session in 2025**, covering:
	* Key types of digital threats affecting CSE, SRH and gender justice actors;
	* Strategic mitigation and preparedness tools for teams involved in communications, advocacy, partnerships, and program delivery;
	* Best practices for managing visibility, sensitive content, and reputational risks in online spaces.
3. **Provide tailored learning materials and reference tools** (e.g., risk scenario guides, checklists, case studies, simulation exercises) accessible to different staff profiles and partner organizations.
4. **Facilitate a series of additional workshops or strategic sessions through 2026**, building thematic depth (e.g., gendered disinformation, coordinated attacks, narrative defense, ethical digital engagement, and countering backlash), and adapting content to emerging risks.

The assignment will span a period of **two years (2025–2026)** and will include **punctual deliverables**, namely:

* A detailed programmatic digital resilience capacity-building plan;
* An initial training in 2025;
* A set of learning and reference materials;
* Thematic workshops or refreshers;

All activities must be developed in close collaboration with UNFPA Tunisia, adapted to its operational context, and aligned with the organization's values, mandate, and communications protocols.

1. **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](http://www.unfpa.org/about-us)

1. **Questions**

**FAQ:**

**1. What is the expected budget range for this assignment?**This is a Request for Quotation (RFQ), and as per UNFPA procurement policy, all offers must remain below USD 100 000. **However, UNFPA Tunisia is aiming for a reasonable financial offer within the range of USD 20,000 to 35,000. Please note that proposals close to the upper limit may be less competitive, as financial evaluation will consider previous similar quotations for reference. Submitting the highest bracket is discouraged, as it may negatively affect scoring during the evaluation process.**

**2. Is the capacity-building plan expected to target only UNFPA staff, or also implementing partners (IPs)?**The plan should target both UNFPA Tunisia staff and implementing partners (IPs), with tailored content and delivery as needed for each audience.

**3. How many participants should the trainings and workshops be designed for?**Trainings should be planned for approximately 15 to 20 participants per session.

**4. Will the trainings be delivered in-person, virtually, or hybrid?**The initial training is expected to be delivered in-person in Tunis. Follow-up workshops or sessions may be delivered virtually or in hybrid format, depending on logistical considerations and audience needs.

**5. Are travel or accommodation costs for facilitators covered by UNFPA, or should they be included in the financial proposal?**All related logistical costs (including travel, accommodation, and per diem) should be included in the financial proposal submitted by the bidder. The logistics of participants and beneficiaries are covered by UNFPA Tunisia

**6. Does UNFPA expect the bidder to propose the training content, or will the organization provide a base structure?**The bidder is expected to develop and propose the content based on their expertise and contextual understanding, in close consultation with UNFPA Tunisia. UNFPA will provide feedback and validate the proposed content.

**7. Are there any required formats or languages for the training materials and deliverables?**Yes. All deliverables and training materials must be provided in French. Arabic versions are also encouraged, especially for accessibility among implementing partners.

**8. Is the contract fixed-price or based on deliverables with flexible billing?**The contract will be structured around milestone-based payments tied to deliverables. Payment will follow UNFPA's standard terms (net 30 days after acceptance of deliverables and receipt of invoice).

**9. Is this assignment limited to companies registered in Tunisia?**No. Companies are not required to be legally constituted in Tunisia. However, they must be authorized to operate and deliver services in Tunisia.

**10. Will UNFPA provide a detailed calendar or timeline, or should bidders propose one?**Bidders are expected to propose a realistic timeline aligned with the multi-phase nature of the assignment (2025–2026), as outlined in the Terms of Reference. UNFPA will provide coordination and feedback during planning.

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

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Wafa Dhaouadi* |
| Tel Nº: |  |
| Email address of contact person: | *Dhaouadi@unfpa.org* |

**The deadline for submission of questions is 30/05/2025**

1. **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 products and have legal capacity to enter into a contract with UNFPA to deliver 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](https://www.un.org/securitycouncil/content/un-sc-consolidated-list) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](http://www.ungm.org/) or the [World Bank Group](https://www.worldbank.org/en/about/corporate-procurement/business-opportunities/non-responsible-vendors).
* Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](http://www.un.org/Depts/ptd/pdf/conduct_english.pdf).

**To be considered technically eligible, the bidding company must:**

* Have at least **3 years of institutional experience** in capacity building on digital resilience, online risk mitigation, or related fields within rights-based or development contexts.
* Demonstrate **expertise in digital threats** affecting public programming, including disinformation, cyber harassment, reputational risk, and content-sensitive backlash—especially in SRH , gender, or youth-related work.
* Provide evidence of **previous collaboration** with UN agencies, INGOs, or civil society organizations on programmatic or communications-focused digital strategies.
* Use a **participatory and context-adapted methodology** that includes needs assessments, interactive training design, and delivery methods suited for diverse audiences (program, advocacy, communications).
* Have the **capacity to deliver in French**, and provide relevant, accessible learning materials tailored to the Tunisian context.
* Be based in Tunisia or be able to travel to Tunisia on their own capacity and ressources
1. **Content of quotations**

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

1. Technical proposal, in response to the requirements outlined in the service requirements / TORs.
2. Signed Declaration Form, to be submitted strictly in accordance with the document. (see below)
3. Price quotation, to be submitted strictly in accordance with the price quotation form. (See Below)

Both parts of the quotation must be signed by the bidding company’s relevant authority and submitted in PDF format.

1. **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 : [10 June 2025 before 23H59 Tunis Time][[1]](#footnote-1).

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Farah Belhadj Ammar* |
| Email address of contact person: | *tunisia.office@unfpa.org* |

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: **RFQ Nº UNFPA/TUN/RFQ/25/001– [**Capacity building on digital resilience**].** 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.

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 : [][[2]](#footnote-2).

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | *Farah Belhadj Ammar* |
| Email address of contact person: | *tunisia.office@unfpa.org* |

1. **Overview of Evaluation Process**

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

1. **Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Purchase Order to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

1. **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.

1. **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.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

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](https://www.unfpa.org/sites/default/files/admin-resource/Eths_Fraud_policy.pdf). 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](http://web2.unfpa.org/help/hotline.cfm).

1. **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](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **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 [Aicha Khouildi, Operations Focal Point at: Khouildi@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.

1. **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 Nº:** | UNFPA/CCC/RFQ/YY/NNN |
| **Currency of quotation:** | USD |
| **Delivery charges based on the following 2020 Incoterm:**  | Choose an item. |
| **Validity of quotation:***(The quotation shall be valid for a period of at least 3 months after the submission deadline.)* |

* Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

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* | $$ |
| 1. Out-of-Pocket expenses
 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | $$ |
| ***Total Contract Price*** *(Professional Fees + Out of Pocket Expenses)* | $$ |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/CCC/RFQ/YY/NNN 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 |

**DECLARATION FROM**

The undersigned, being a duly authorized representative of the Company represents and declares that:

|  |  |  |  |
| --- | --- | --- | --- |
| 1.  | The Company and its Management[[3]](#footnote-3) have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following: | YES | NO |
|   | 1. Fraud;
 | ☐ | ☐ |
|   | 1. Corruption;
 | ☐ | ☐ |
|   | 1. conduct related to a criminal organization;
 | ☐ | ☐ |
|   | 1. money laundering or terrorist financing;
 | ☐ | ☐ |
|   | 1. terrorist offences or offences linked to terrorist activities;
 | ☐ | ☐ |
|   | 1. sexual exploitation and abuse;
 | ☐ | ☐ |
|   | 1. child labour, forced labour, human trafficking; or
 | ☐ | ☐ |
|   | 1. irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).
 | ☐ | ☐ |
| 2.  | The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.  | ☐ | ☐ |
| 3.  | The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law. | ☐ | ☐ |
| 4.  | The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions. | ☐ | ☐ |
| 5.  | The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (*creating a shell company*). | ☐ | ☐ |
| 6.  | The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (*being a shell company*). | ☐ | ☐ |

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

|  |  |
| --- | --- |
| Signature: |   |
| Date: |  |
| Name and Title: |   |
| Name of the Company: |   |
| UNGM Nº: |   |
| Postal Address: |   |
| Email: |   |

**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,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)

1. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-1)
2. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-2)
3. “Management” means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders. [↑](#footnote-ref-3)