

## **REQUEST FOR PROPOSALS**

*(PROCUREMENT OF SERVICES)*

*For Simple Assignments*

### **SERVICES FOR**

*PROVISION OF MEDICAL SERVICES FOR IOM BENEFICIARIES IN SANAA,  
YEMEN ON A LONG-TERM FOR ONE YEAR*

**Prepared by**



International Organization for Migration (IOM)

The UN Migration Agency

***International Organization for Migration, the UN Migration Agency, Mission in the  
Republic of Yemen  
IOM Aden office, UN Enclave, Khormaksar, Aden***

*13 Oct 2021*

**REQUEST FOR PROPOSALS**

**RFP No.:**

*SAH-MHU-2021-10536*

**Mission: Republic of Yemen**

**WBS: To be Projectized on a Monthly Basis**

**Title of Services:** Provision of Medical Services to IOM Beneficiaries Sana'a- Yemen on a Long-term Basis for One Year



International Organization for Migration (IOM)  
The UN Migration Agency

## Request for Proposals

The International Organization for Migration (hereinafter called **IOM**) intends to hire Service Provider for the ***Provision of Medical Services to IOM Beneficiaries in Sana'a- Yemen on a Long-term Basis for One Year*** for which this Request for Proposals (RFP) is issued.

IOM now invites Service Providers to provide Technical and Financial Proposal for the following Services mentioned above. More details on the services are provided in the attached Terms of Reference (TOR).

The Service Provider will be selected under a Quality – Cost Based Selection procedures described in this RFP.

The RFP includes the following documents:

- Section I. Instructions to Service Providers
- Section III. Financial Proposal – Standard Forms
- Section IV. Terms of Reference B and C

The Proposals must be delivered through the email of IOM [iomyemenproctender@iom.int](mailto:iomyemenproctender@iom.int) on or *before 27<sup>th</sup> Of Oct.* No late proposal shall be accepted.

IOM reserves the right to accept or reject any proposal and to annul the selection process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to affected Service Providers/ Consulting Firms

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IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.

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## **Section I. Instructions to Service Providers**

### **1. Introduction**

- 1.1 Only eligible Service Providers may submit a Technical Proposal and Financial Proposal for the Services required. The Proposal shall be the basis for contract negotiations and ultimately for a signed long-term agreement with the selected one or several Service Providers.
- 1.2 Service Providers should familiarize themselves with local conditions and take them into account in preparing the Proposal. Service Providers are encouraged to visit IOM before submitting a Proposal and to attend a pre-Proposal conference if is specified in Item 4.3. of this Instruction.
- 1.3 The Service Providers costs of preparing the Proposal and of negotiating the contract, including visit/s to the IOM, are not reimbursable as a direct cost of the assignment.
- 1.4 Service Providers shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the IOM.
- 1.5 IOM is not bound to accept any Proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the ServiceProviders.

### **2. Corrupt, Fraudulent, and Coercive Practices**

- 2.1 IOM Policy requires that all IOM Staff, bidders, manufacturers, suppliers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any Proposal put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:
  - Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of any thing of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
  - Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
  - Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a

financial gain or other benefit;

- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

### **3. Conflict of Interest**

3.1 All bidders found to have conflicting interests shall be disqualified to participate in the procurement at hand. A bidder may be considered to have conflicting interest under any of the circumstances set forth below:

- A Bidder has controlling shareholders in common with another Bidder;
- A Bidder receives or has received any direct or indirect subsidy from another Bidder;
- A Bidder has the same representative as that of another Bidder for purposes of this bid;
- A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Bid of another or influence the decisions of the Procuring/Contracting Entity regarding this bidding process;
- A Bidder submits more than one bid in this bidding process;
- A Bidder who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of the bid.

### **4. Clarifications and Amendments to RFP Documents**

4.1 At any time before the submission of the Proposals, IOM may, for any reason, whether at its own initiative or in response to a clarification amend the RFP. Any amendment made will be made available to all Service Providers who have received bidding documents and posted at Yemen HR advertisement platform.

4.2. Service Providers may request for clarification(s) on any part of the RFP. The request must be sent in writing or by standard electronic means and submitted to IOM at the address indicated in the RFP at least five (5) calendar days before the set deadline for the submission and receipt of Proposals. IOM will respond in writing or by standard electronic means to the said request and this will be made available to all those who received bidding documents without identifying the source of the inquiry.

4.3 There is no a pre-Proposal conference envisaged for this RFP.

### **5. Preparation of the Proposal**

- 5.1 A Service Provider's Proposal shall have two (2) components:
- a) the Technical Proposal, and
  - b) the Financial Proposal.
- 5.2 The Proposal, and all related correspondence exchanged by the Service Providers and IOM, shall be in English or Arabic. All reports prepared by the contracted Service Provider shall be in English or Arabic.
- 5.3 The Service Providers are expected to examine in detail the documents constituting this Request for Proposal (RFP). Material deficiencies in providing the information requested may result in rejection of a Proposal.

## **6. Technical Proposal**

- 6.1 When preparing the Technical Proposal, Service Providers must give particular attention to the following:
- a) If a Service Provider deems that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Service Providers may associate with the other consultants invited for this assignment or to enter into a joint venture with consultants not invited, only with the approval of IOM. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.
  - b) For assignment of the staff, the Proposal shall be based on the number of professional staff-months estimated by the Service Provider, no alternative professional staff shall be proposed.
  - c) It is desirable that the majority of the key professional staff proposed is permanent employees of the Service Provider or have an extended and stable working relationship with it.
  - d) Proposed professional staff must, at a minimum, have the experience of at least three (3) years preferably working under conditions similar to those prevailing in the country of the assignment.
- 6.2 The Technical Proposal shall provide the following information using the attached Technical Proposal Standard Forms TPF 1 to TPF 4 (Section III).
- a) A brief description of the Service Providers organization and an outline of recent experience on assignments of a similar nature (TPF-2), if it is a joint venture, for each partner. For each assignment, the outline should indicate the profiles of the staff proposed, duration of the assignment, contract amount, and Service Provider's involvement.
  - b) The list of proposed Professional Staff team by area of expertise, the position

and tasks that would be assigned to each staff team members (TPF-3).

- c) Latest CVs signed by the proposed professional staff and the authorized representative submitting the Proposal (TPF-4). Key information should include number of years working for the firm and degree of responsibility held in various assignments during the last three (3) years.

6.3 The technical Proposal shall not include any financial information.

## **7. Financial Proposal**

- 7.1 In preparing the Financial Proposal, Service Providers are expected to take into account the requirements and conditions outlined in the RFP. The Financial Proposal shall follow the Financial Proposal Standard Forms FPF 1 to FPF 2 (Section IV).
- 7.2 The Financial Proposal shall include all costs associated with the assignment, be all-inclusive and submitted in the FPF 2. All items and activities described in the Technical Proposal must be priced separately; activities and items in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.
- 7.3 The Service Provider may be subject to local taxes on amounts payable under the Contract. If such is the case, the Financial Proposal should be submitted including taxes except for VAT. IOM is VAT exempt organization.
- 7.4 Service Providers shall express the price of their services in national currency of the Republic of Yemen – YER (Yemeni Riyals).
- 7.5 The Financial Proposal shall be valid for forty-five (45) calendar days. During this period, the Service Provider is expected to keep available the professional staff for the assignment. IOM will make its best effort to complete negotiations and determine the award within the validity period. If IOM wishes to extend the validity period of the Proposals, the Service Provider has the right not to extend the validity of the Proposals.

## **8. Submission, Receipt, and Opening of Proposals**

- 8.1 Service Providers may only submit one Proposal. If a Service Provider submits or participates in more than one Proposal such Proposal shall be disqualified.
- 8.2 The Service Providers shall submit one original copy of the Proposal.



- 8.3 Proposals must be received by IOM at the place, date and time indicated in the invitation to submit Proposal or any new place and date established by the IOM. Any Proposal submitted by the Service Provider after the deadline for receipt of Proposals prescribed by IOM shall be declared "Late," and shall not be accepted by the IOM and returned to the Service Provider unopened.
- 8.4 After the deadline for the submission of Proposals, all the Technical Proposal shall be opened first by the BEAC. The Financial Proposal shall remain sealed until all submitted Technical Proposals are opened and evaluated. The BEAC has the option to open the Proposals publicly or not.

## **9. Evaluation of Proposals**

- 9.1 After the Proposals have been submitted to the BEAC and during the evaluation period, Service Providers that have submitted their Proposals are prohibited from making any kind of communication with any BEAC member, as well as its Secretariat regarding matters connected to their Proposals. Any effort by the Service Providers to influence IOM in the examination, evaluation, ranking of Proposal, and recommendation for the award of contract may result in the rejection of the Service Providers Proposal.

## **10. Technical Evaluation**

- 10.1 The entire evaluation process, including the submission of the results and approval by the approving authority, shall be completed in not more than twenty-one (21) calendar days after the deadline for receipt of Proposals.
- 10.2 The BEAC shall evaluate the Proposals on the basis of their responsiveness to the Terms of Reference, compliance to the requirements of the RFP and by applying an evaluation criterion and point system. Each responsive Proposal shall be given a technical score (St). The Proposal with the highest score or rank shall be identified as the Highest Rated/Ranked Proposal.
- 10.3 A Proposal shall be rejected at this stage if it does not respond to important aspects of the TOR or if it fails to achieve the minimum technical qualifying score which is 70%.
- 10.4 The technical Proposals of Service Providers shall be evaluated based on the following criteria:

### **Eligibility criteria of the referral hospitals :**

- a) Service provider can be governmental and private hospitals
- b) Service provider should have the capacity to provide comprehensive medical services (Outpatient and inpatient services, Emergency Care and hospital admission, Medical, Surgical, Obstetrical and Pediatric services, Intensive Care Unit (ICU), Lab Investigations, Pharmacy and Medical Imaging)
- c) Experience working with UN agencies or international organizations is an advantage
- d) Service provider should be available in Amanat Al-Asimah and in accessible, appropriate, and safe location

**Eligibility criteria of the pharmacies:**

- e) Service provider should have many branches especially near to the referral hospitals
  - f) Service provider should be committed to the protocol of government and they have valid permits such as taxes' decelerations,.. etc
  - g) The ability to provide variety of medicines
  - h) Service provider should have electronic system for issuing the bills
  - i) Any bid doesn't meet the above condition will be rejected.
- 10.5 Technical Proposal shall not be considered for evaluation in any of the following cases:
- a) late submission, *i.e.*, after the deadline set;
  - b) failure to submit any of the technical requirements and provisions provided under the Instruction to Service Providers and Terms of Reference (TOR);

**11. Financial Evaluation**

- 11.1 After completion of the Technical Proposal evaluation, IOM shall notify those Service Providers whose Proposal did not meet the minimum qualifying score or were considered non responsive based on the requirements in the RFP, indicating that their Financial Proposals shall be returned unopened after the completion of the selection process.
- 11.2 IOM shall simultaneously notify the Service Providers that have passed the minimum qualifying score indicating the date and opening of the Financial Proposal. The BEAC has the option to open the Financial Proposals publicly or not.
- 11.3 The BEAC shall determine the completeness of the Financial Proposal whether all the Forms are present and the required to be priced are so priced.
- 11.4 The BEAC will correct any computational errors. In case of a discrepancy between a partial amount and the total amount, or between words and figures, the former will prevail. In addition, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.
- 11.5 The Financial Proposal of Service Providers who passed the qualifying score shall be opened, the lowest Financial Proposal (F1) shall be given a financial score (Sf) of 100 points.

The firm achieving the highest combined technical and financial score will be invited for negotiations.

**12. Negotiations**

- 12.1 The aim of the negotiation is to reach agreement on all points and sign a contract. The expected date and address for contract negotiation is IOM Sana'a [is almost](#)

two weeks from receiving the proposals.

- 12.2 Negotiation will include: a) discussion and clarification of the Terms of Reference (TOR) and Scope of Services; b) Discussion and finalization of the methodology and work program proposed by the Service Provider; c) Consideration of appropriateness of qualifications and pertinent compensation, number of man-months and the personnel to be assigned to the job, and schedule of activities (manning schedule); d) Discussion on the services, facilities and data, if any, to be provided by IOM; e) Discussion on the Financial Proposal submitted by the Service Provider; and f) Provisions of the contract. IOM shall prepare minutes of negotiation which will be signed both by IOM and the Service Providers.
- 12.3 The financial negotiations will include clarification on the tax liability and the manner in which it will be reflected in the contract and will reflect the agreed technical modifications (if any) in the cost of the services. Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.
- 12.4 Having selected the Service Provider on the basis of, among other things, an evaluation of proposed key professional staff, IOM expects to negotiate a contract on the basis of the experts named in the Proposal. Before contract negotiations, IOM shall require assurances that the experts shall be actually available. IOM will not consider substitutions during contract negotiation unless both parties agree that the undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that staff were referred in their Proposal without confirming their availability the Service Provider may be disqualified. Any proposed substitution shall have equivalent or better qualifications and experience than the original candidate.
- 12.5 All agreement in the negotiation will then be incorporated in the description of services and form part of the Contract.
- 12.6 The negotiations shall conclude with a review of the draft form of the Contract which forms part of this RFP (Section VI). To complete negotiations, IOM and the Service Provider shall initial the agreed Contract. If negotiations fail, IOM shall invite the second ranked Service Provider to negotiate a contract. If negotiations still fail, the IOM shall repeat the process for the next-in-rank Service Providers until the negotiation is successfully completed.

### **13. Award of Contract**

- 13.1 The contract shall be awarded, through a notice of award, following negotiations and subsequent post-qualification to the Service Provider with the Highest Rated Responsive Proposal. Thereafter, the IOM shall promptly notify other Service Providers on the shortlist that they were unsuccessful and shall return their unopened Financial Proposals. Notification will also be sent to those Service Providers who did not pass the technical evaluation.
- 13.2 The Service Provider is expected to commence the assignment on *First of Dec 2021*.

## **14. Confidentiality**

14.1 Information relating to the evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Service Provider who submitted Proposals or to other persons not officially concerned with the process. The undue use by any Service Provider of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of IOM's anti-fraud and corruption policy.

## **Section II. Technical Proposal Standard Forms**

The forms are attached with this RFP.

## **Section III. Financial Proposal Standard Forms**

The forms are attached with this RFP