

Ref: LRPS-2022/9179317

REQUEST FOR PROPOSAL (RFP)

07 November 2022

UNITED NATIONS CHILDREN’S FUND (UNICEF)

Wishes to invite you to submit a proposal for

Institutional Consultancy for installation and commissioning of walk in Cold Rooms, Ice lined refrigerators, freezers, remote temperature monitoring devices and solar direct drives

SEALED Proposals should be sent to:

UNICEF Vientiane, Lao PDR
Bid Reference Number: **LRPS/2022/9179317**
Km3 Thadeua Road, Ban Watnak
Vientiane, Lao PDR
Telephone +856 21 487500
Facsimile +856 21 314852

IMPORTANT – ESSENTIAL INFORMATION

The reference **LRPS/2022/9179317** must be shown on the envelope containing the **Technical Proposal** and, on the envelope, containing the **Financial Proposal**, as well as on the outer packaging containing both envelopes.

The bid form must be used when replying to this request for proposal.

The Proposals **MUST** be received at the above address by latest **17:00 Local Time on 28 November 2022**. Due to the nature of this RFP, there will be no public opening of proposals.

Proposals received after the stipulated date and time will be invalidated.

It is important that you read all of the provisions of the request for proposal, to ensure that you understand UNICEF’s requirements and can submit a proposal in compliance with them. Note that failure to provide compliant proposals may result in invalidation of your proposal.

BID FORM

THIS PAGE/BID FORM must be completed, signed and returned to UNICEF. Bid must be made in accordance with the instructions contained in this Request for Proposal.

TERMS AND CONDITIONS OF CONTRACT

Any Contract or Purchase Order resulting from this INVITATION shall contain UNICEF General Terms and Conditions and any other Specific Terms and Conditions detailed in this INVITATION.

INFORMATION

Any request for information regarding this INVITATION must be forwarded by email to the attention of the person who prepared this document, with specific reference to the Invitation Number.

The Undersigned, having read the Terms and Conditions of **LRPS/2022/9179317** set out in the attached document, hereby offers to supply the services specified in the schedule at the price or prices quoted, in accordance with any specifications stated and subject to the Terms and Conditions set out or specified in the document.

Signature: _____
Date: _____
Name & Title: _____
Company: _____
Postal Address: _____
Tel. No.: _____
E-mail: _____
Validity of Offer: _____
Currency of Offer: _____

THIS REQUEST FOR PROPOSAL HAS BEEN:

PREPARED BY: Phomma Insysiengmai
OIC Supply Officer
Email: schounlamany@unicef.org; pinsysiengmsi@unicef.org
To be contacted for additional information. NOT FOR SENDING OFFERS

APPROVED BY: Helena Soldatova
Deputy Representative, Operations
Email: hsoldatova@unicef.org

1.0 PROCEDURES AND RULES

1.1 ORGANISATIONAL BACKGROUND

UNICEF is the agency of the United Nations mandated to advocate for the protection of children's rights, to help meet their basic needs and to expand their opportunities to reach their full potential. Guided by the Convention on the Rights of the Child, UNICEF strives to establish children's rights as international standards of behaviour towards children. UNICEF's role is to mobilise political will and material resources to help countries ensure a "first call for children". UNICEF is committed to ensuring special protection for the most disadvantaged children.

UNICEF carries out its work through its headquarters in New York, 8 regional offices and 125 country offices world-wide. UNICEF also has a research centre in Florence, a supply operation based in Copenhagen and offices in Tokyo and Brussels. UNICEF's 37 committees raise funds and spread awareness about the organisation's mission and work.

1.2 PURPOSE OF THE REQUEST FOR PROPOSAL

The purpose of this RFP is to invite proposals for [Institutional Consultancy for installation and commissioning of walk in Cold Rooms, Ice lined refrigerators, freezers, remote temperature monitoring devices and solar direct drives](#)

1.3 FORECAST SCHEDULE

The schedule of the contractual process is as follows:

- | | |
|--|---|
| a) Closing date and time for submission of full proposal: | 28 November 2022 @17:00 Local Time |
| b) Opening of Technical proposal: | 29 December 2022 |
| c) Opening of Financial proposal: | 06 December 2022 (estimated date) |
| d) Award Notice: | 15 December 2022 (estimated date) |
| e) Signature of contract: | 30 December 2022 (TBC) |

1.4 RFP CHANGE POLICY

All requests for formal clarification or queries on this RFP must be submitted in writing to laosupply@unicef.org and copy to hsoldatova@unicef.org. Please make sure that the e-mail mentions the RFP reference number.

Only written inquiries will be entertained. Please be informed that if the question is of common interest, the answer will be shared with all potential RFP bidders.

Erasures or other corrections in the proposal must be explained and the signature of the applicant shown alongside. All changes to a proposal must be received prior to the closing time and date. It must be clearly indicated that it is a modification and supersedes the earlier proposal or state the changes from the original proposal. Proposals may be withdrawn on written request received from bidders prior to the opening time and date. Bidders are expected to examine all instructions pertaining to the work. Failure to do so will be at bidder's own risk and disadvantage.

1.5 RFP RESPONSE FORMAT

Full proposals should be submitted in ENGLISH and must be received not later **28 November 2022 @17:00 Local Time**, duly signed and dated. Bidders must submit a sealed proposal, with two **separate sealed envelopes inside for (a) the Technical Proposal and (b) the Price Proposal**.

Sealed proposals must be securely closed in suitable envelopes and dispatched to arrive at the UNICEF

office indicated no later than the closing time and date. They must be clearly marked as follows:

- Outer envelope: **Name of company**
Bid Reference Number [LRPS/2022/9179317](#)
Km3 Thadeua Road, Ban Watnak
Vientiane, Lao PDR
Telephone +856 21 487500
Facsimile +856 21 314852
- Inner envelope – technical proposal: Name of company, RFP number - technical proposal
- Inner envelope – financial proposal: Name of company, RFP number - financial proposal

Alternatively, bidders/consultants are allowed to submit their proposal by email. Bidders/consultants who intend to submit electronic proposals must follow the submission instruction as follows:

- Bidders can submit proposals through email. The proposal shall consist of two separate files i.e. one Technical Proposal and one Price Proposal.
- The file for the Price proposal shall be protected by a password which is retained by the bidder. If the technical proposal passes the minimum technical requirement, UNICEF will then request the password to open the Price Proposal file from the bidder. However, if the company loses the password, fails to submit within a period of 3 days, or in the case that the file does not open with the password provided, UNICEF will not be responsible for this matter.
- The file shall be in the form of pdf files only.
- Max. Files Size per transmission: 5MB
- Please send the electronic proposal to laosupply@unicef.org and copy to hsoldatova@unicef.org
- Please be aware that bids or proposals emailed to UNICEF will be rejected if they are received after the deadline for bid submission. As an email may take some time to arrive after it is sent, especially if it contains a lot of information, we advise all bidders to send email submissions before the deadline.

Please note that the proposal must arrive in the email box before the submission deadline.

Proposals received in any other manner will be invalidated.

Sealed proposals received prior to the stated closing time and date will be kept unopened. The responsible officers will open technical proposals when the specified time has arrived, and no proposal received thereafter will be considered. UNICEF will accept no responsibility for the premature opening of a proposal not properly addressed or identified. Any delays encountered in the mail delivery will be at the risk of the bidder.

Offers delivered at a different address or in a different form than prescribed in this RFP, or which do not respect the required confidentiality, or received after the designated time and date, will be rejected.

All references to descriptive materials should be included in the appropriate response paragraph, though the material/documents themselves may be provided as annexes to the proposal/response.

The bidder must also provide sufficient information in the proposal to address each area of the Proposal Evaluation contained in 1.10 to allow the evaluation team to make a fair assessment of the candidates and their proposal.

1.6 BIDDER RESPONSE

1.6.1 Formal submission requirements

The formal submission requirements as outlined in this Request for Proposal must be followed, e.g. regarding form and timing of submission, marking of the envelopes, no price information in the technical proposal, etc.

1.6.2 Bid Form

The completed and signed bid form must be submitted together with the proposal.

1.6.3 Mandatory criteria

All mandatory (i.e. must/have to/shall/should/will) criteria mentioned throughout this Request for Proposal have to be addressed and met in your proposal.

1.6.4 Technical Proposal

The technical proposal should address all aspects and criteria outlined in this Request for Proposal, especially in its statement of work, terms of reference and paragraph 1.10 of this Request for Proposal. However, all these requirements represent a wish list from UNICEF. The bidders are free to suggest/ propose any other solution. UNICEF welcomes new ideas and innovative approaches.

No price information should be contained in the technical proposal.

1.6.5 Financial Proposal

The financial proposal should be as per but not limited to paragraph 1.10 of this Request for Proposal.

1.6.6 Checklist for submission of proposals

- Bid form filled in and signed
- Envelope for technical proposal
 - o Technical proposal
 - o Technical proposal does not contain prices
 - o Envelope is sealed
 - o Envelope is marked as follows: Name of company, RFP number - technical proposal
- Envelope for financial proposal
 - o Financial proposal
 - o Envelope is sealed
 - o Envelope is marked as follows: Name of company, RFP number - financial proposal
- One outer enveloped
 - o Containing: (i) bid form, (ii) envelope for technical proposal, and (iii) envelope for financial proposal
 - o Envelope is sealed
 - o Envelope is marked as follows:

Name of company

Bid Reference Number: [LRPS/2022/9179317](#)

Vientiane, Lao PDR

Telephone +856 21 487500

Facsimile +856 21 314852

1.7 CONFIDENTIAL INFORMATION

Information, which the bidder considers proprietary, should be clearly marked "proprietary", if any, next to the relevant part of the text, and UNICEF will treat such information accordingly.

1.8 RIGHTS OF UNICEF

UNICEF reserves the right to accept any proposal, in whole or in part; or, to reject any or all proposals. UNICEF reserves the right to invalidate any Proposal received from a Bidder who has previously failed to perform properly or complete contracts on time, or a Proposal received from a Bidder who, in the opinion of UNICEF, is not in a position to perform the contract. UNICEF shall not be held responsible for any cost incurred by the Bidder in preparing the response to this Request for Proposal.

The Bidder agrees to be bound by the decision of UNICEF as to whether her/his proposal meets the

requirements stated in this Request for Proposal. Specifically, UNICEF reserves the right to:

- contact any or all references supplied by the bidder(s);
- request additional supporting or supplementary data from the bidder(s);
- arrange interviews with the bidder(s);
- reject any or all proposals submitted;
- accept any proposals in whole or in part;
- negotiate with the service provider(s) who has/have attained the best rating/ranking, i.e. the one(s) providing the overall best value proposal(s);
- contact any number of candidates as required to achieve the overall evaluation objectives.

1.9 PROPOSAL OPENING

Due to the nature of this RFP, there will be no public opening of proposals.

1.10 PROPOSAL EVALUATION

After the opening, each proposal will be assessed first on its technical merits and subsequently on its price. The proposal with the best overall value, composed of technical merit and price, will be recommended for approval. UNICEF will set up an evaluation panel composed of technical UNICEF staff and their conclusions will be forwarded to the internal UNICEF Contracts Review Committee.

The evaluation panel will first evaluate each response for compliance with the requirements of this RFP. Responses deemed not to meet all of the mandatory requirements will be considered non-compliant and rejected at this stage without further consideration. Failure to comply with any of the terms and conditions contained in this RFP, including provision of all required information, may result in a response or proposal being disqualified from further consideration. The proposals will be evaluated against the following:

A) Evaluation Process and Methods

A two-stage procedure shall be utilized in evaluating proposals, with evaluation of the technical proposal being completed prior to any price proposal being compared.

Applications shall therefore contain the following required documentation:

1. Technical Proposal, including a cover letter, updated CV.,
2. Financial Proposal: Lump-sum offer with the cost breakdown: Consultancy fee.

No financial information should be contained in the technical proposal.

For evaluation and selection method, the Cumulative Analysis Method (weight combined score method) shall be used for this recruitment:

(a) Technical Qualification (max. 70 points)

- Overall response of the technical proposal and understanding the context (40 points)
- Methodology (10 points)
- Proposed team and organisational capacity (20 points)

(b) Financial Proposal (max. 30 points)

The price proposal must be fully separated from the technical proposal. The financial proposal will be submitted in hard copy or in PDF format (Financial Proposal Template of the RFP is attached). Costs will be formulated in USD and free of all taxes. It will include the following elements:

(C) Evaluation Criteria

The evaluation criteria for selecting the institution is as follows:

CATEGORY	MAX. POINTS
1. OVERALL RESPONSE *Understanding of, and responsiveness to, the requirements (x) *Understanding of scope, objectives and completeness of response (x) *Overall concord between UNICEF requirements and the proposal (x)	40
2. METHODOLOGY *Quality of the proposed approach and methodology (x) *Quality of proposed implementation plan, i.e how the bidder will undertake each task, and time-schedules (x) *Risk assessment - recognition of the peripheral problems and methods to prevent and manage peripheral problems / quality controls (x)	10
3. PROPOSED TEAM and ORGANISATIONAL CAPACITY * Team leader: Relevant experience, qualifications, and position with firm (x) * Team members - Relevant experience, skills & competencies (x) * Organization of the team and roles & responsibilities (x) * Professional expertise, knowledge and experience with similar projects, contracts, clients and consulting assignments (x)	20
TOTAL MARKS FOR TECHNICAL COMPONENT	70
4. FINANCIAL PROPOSAL - PRICE Full marks are allocated to the lowest priced proposal. The financial scores of the other proposals will be in inverse proportion to the lowest price.	30
TOTAL MARKS POINTS	100

The total amount of points allocated for the price component is **30**. The maximum number of points will be allotted to the lowest financial proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical. All other financial proposals will receive points in inverse proportion to the lowest price, e.g.:

$$\text{Score for financial proposal X} = \frac{\text{Max. score for financial proposal} * \text{Price of lowest financial proposal}}{\text{Financial of proposal X}}$$

Total Technical and Financial Proposals = 100 Pts

Each valid proposal will be assessed by an evaluation panel first on its technical merits and subsequently on its price. The weight allocated to this technical evaluation is 70% of the total evaluation. To be further considered for the financial evaluation, a minimum score of 50 points from the maximum 70 points from the technical proposal in the technical evaluation is required.

The weight allocated to the financial proposal is 30% as per the following: the maximum 30 points will be allotted to the lowest technically compliant proposal. All other price proposals will receive points in the inverse proportion to the lowest price. The proposal(s) obtaining the overall highest score after adding the score for the technical and financial proposals in the proposal that offers best value for money and will be recommended for award of the contract.

It is essential that the financial proposal includes all cost implications for successfully completing the required assignment. The bidders should ensure that all pricing information is provided in accordance with the following:

The currency of the proposal shall be in **US Dollars**. Invoicing will be in the currency of the proposal. The bidder will suggest providing a payment schedule for the Contract, linked to unambiguous Contract milestones. All prices/rates quoted must be exclusive of all taxes as UNICEF is a tax-exempt organization.

The national bidders can submit the price proposal either in local currency (LAK) or US dollar. For price proposal quoted in USD dollar, the payment will be made in local currency (LAK) using the official UN exchange rate at the month of payment.

1.10 PROPERTY OF DELIVERABLES

This RFP, along with any responses there to, shall be considered the property of MoES and UNICEF and the proposals will not be returned to their originators. In submitting this proposal, the bidder will accept the decision of UNICEF as to whether the proposal meets the requirements stated in this RFP.

1.11 VALIDITY

Proposal must be valid for a minimum of ninety (90) days from the date of opening of this RFP and must be signed by all candidates included in the submission. For proposals from institutions, the proposal must also be signed by an authorised representative of the institution. Bidders are requested to indicate the validity period of their proposal in the Proposal Form. UNICEF may also request for an extension of the validity of the proposal.

1.12 CONTRACTUAL TERMS AND CONDITIONS

The UNICEF Special and General Terms and Conditions are attached and will form part of any contract resulting from this RFP.

1.13 FULL RIGHT TO USE AND SELL

The bidder warrants that it has not and shall not enter into any agreement or arrangement that restrains or restricts UNICEF or the recipient government's rights to use, sell, dispose of or otherwise deal with any item that may be acquired under any resulting contract.

1.14 PAYMENT TERMS

Payment will be made only upon UNICEF's acceptance of the work performed in accordance with the contractual milestones. The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be made by bank transfer in the currency of billing. Price proposals should include proposed stage payments.

ANNEX I: STATEMENT OF WORK AND TERMS OF REFERENCE

1- Background

Lao PDR is one of the few countries in the region and globally that have passed an immunisation law which sets forth regulations on immunisation program. There are still equity gaps to be addressed, access and demand for immunisation services are lower for children in hard-to-reach areas, therefore, more efforts are required to improve vaccination coverage of all vaccines in the national immunisation calendar which are still below the target of 95 per cent as stated in the Immunisation Law of Lao PDR. To achieve the country's immunization programme goals there is a need for a strong cold chain equipment management system and adequate capacity at all levels.

UNICEF is supporting government in implementation of CCEOP de-linking initiative and augmentation of cold chain capacity as part of COVID-19 response. During the implementation, government will be responsible for customs clearance, warehousing, distribution of cold chain equipment however the quality of installations will be jointly monitored by government and UNICEF.

UNICEF and partners have worked with the Gavi Alliance to establish the Gavi Cold Chain Optimization Platform that provides financing to countries to ensure adequate and optimal cold chain capacity is available at subnational level to help achieve the programmatic coverage and equity objectives. It will also help countries to accelerate the deployment of COVID-19 vaccine and introduction of higher-performing technologies that have lower operating costs. UNICEF is assisting the Laos Expanded Programme on Immunization (EPI) with the procurement of following cold chain equipment as part of CCEOP and some new supplies as part of COVID-19 response:

CCEOP supplies phase 2+3		
Items	Model	Quantity
Refrigerators	Vestfrost VLS 204A AC	312
Refrigerators	Vestfrost VLS 304A AC	137
SDD	Vestfrost VLS 056 RF SDD	90
Total		539

New Supplies as part of COVID-19 response		
Items	Model	Quantity
Walk in cold rooms	Viesmann monoblock 10 CBM	2
Solar Direct Drive	BMedical TCW40SDD	25
Refrigerators	Vestfrost VLS204A AC	150
Freezers	Vestfrost MF314	50
Total		227

The operational deployment plan for the above cold chain equipment is annexed at the end of this document. The Purchase Order for all the above-mentioned equipment have been placed by UNICEF Supply Division and are expected to arrive in country by early January 2023. These Terms of Reference outline the required services only. As a result of this tender for services, the Contract for Services will be signed between the recommended Supplier and UNICEF Supply Division or UNICEF Country Office in Laos directly.

Services to be provided will be coordinated at local level by the focal points from UNICEF Country Office and EPI. Exact project dates will be agreed with the supplier based on actual site readiness and availability of MoH staff for the training.

2- Objective, Purpose and Expected Results:

This consultancy will specifically support the Government of Lao PDR in implementing the installation of cold chain equipment (539+227=766) as per Operational Deployment Plan shared by UNICEF Lao PDR. The scope of work includes installation and commissioning of 766 cold chain equipment, training of cold chain technicians, earthing and fixing electric problem wherever required, installation of remote temperature monitoring systems and maintenance support for walk in cold rooms under warranty period.

3- Description of the two major components of assignment

3.1 Cold Room Installation and Commissioning component:

A. Installation & commissioning and training

- Installation and commissioning of one cold room each in Xeingkhong and Xaiyanbouly provinces

Installation & commissioning services shall include:

1. Installation of the cold rooms (Room, Ceiling, duckboards, door, accessories)
2. Electrical work (Installation of the electric panels for: the refrigeration equipment, the alarm, the lighting and for the accessories)
3. Installation of the Monoblock refrigeration units.
4. Connection of support equipment such as voltage stabilizer and generator.
5. Functionality testing and commissioning.

(The following will be ready by the customer (MOH) to perform the installation and commissioning and therefore are not to be delivered by the supplier:

1. *The building should be designed and constructed to a good standard to suit local climatic conditions. It must have suitable finishes, adequate ventilation, and correct electricity supply.*
2. *The MOH/UNICEF CO focal point shall assure before the contractor starts the works that the site is completely ready for the cold and freezer rooms to be installed.*
3. *The concrete flooring onto which the cold rooms must sit need to be a levelled and even surface.*
4. *Drainage system to evacuate the water coming from the cold room as a result of defrosting/condensation should be in place.*
5. *The power supply cables, for supply in 220V/1/50Hz Neutral + Earth, protected by appropriate circuit breaker and by 30 milliamps differential.*
6. *Earthing/grounding must be tested for the Laos electricity standards, ensuring that the grounding/earthing is safe enough for the personnel/equipment.*
7. *Transport in Laos, WIC equipment to the installation sites will be provided by the customer (MOH).*

The contractor shall have available all the installation tools required for his performance of installations services under this TOR. The contractor shall submit the implementation timelines in his offer clarifying the number of working days required for implementation of services under this TOR, with justification in case the above proposed UNICEF timelines have to be exceeded.

B. Training

The contractor is expected to deliver one (1) on-site training during installation for the users and MOH's cold room technicians (max of ten (10) participants). 5 participants are experienced technicians, so it will be a refresher training for them, while 5 participants are relatively new.

Objective of the on-site training during installation is to enable trainees understand construction and assembly of the equipment at site.

The training should cover the following:

1. Installation of the cold/Freezer rooms (Room, Ceiling, duckboards, door, accessories);
2. Electrical work (Installation of the electric panels for: the refrigeration equipment, the alarm, the lighting and for the accessories);
3. Installation of the Monoblock refrigeration units.
4. Connection of support equipment such as voltage stabilizer and generator.
5. Functionality testing and commissioning.
 - Basic handling and user-level, simple daily, weekly monthly maintenance
 - Monitoring of temperature and alarms,
 - Preventive maintenance & periodic preventive maintenance checks
 - Troubleshooting (Diagnostic)
 - Warranty and claims procedure
 - SOP on Cold room maintenance, daily / monthly and annual tasks

Training materials will be handed out to participants in English and Lao language (Local language of the Laos) in printed version for each participant and provided in electronic copy. The requested training is for two days. Training and trainee assessment report is a requirement.

C. Reporting for the equipment failure

The equipment shall be covered by the warranty conditions in line with established LTA as follows: WICs to be covered by a 2-year warranty in the event of any component failure arising from defective design, materials, or workmanship.

During the 2-year warranty duration of the equipment, contractor shall be required to submit an annual report to UNICEF Laos Country Office with information on product failure, in case such failure occurs, and the Supplier is notified of such failure/malfunctioning by the Country Office or Supply Division. This report should include but not be limited to root cause analysis of product failure as well as corrective and preventive actions (CAPA) taken.

3.2. Implementation Technical Assistance Component

- a) Validation and execution of Operational Deployment Plan, conducting country specific stakeholder mapping, timely readiness of sites for installation, quality of data and mapping of country specific risk and agree on its management strategy.
- b) Provide technical assistance and guidance on technical aspects of CCEs and SDDs, ensuring that the sites are ready and appropriate for the deployment and installation of the equipment.
- c) Monitor implementation of preventive maintenance plan as per country application, and monitor deployment and installation of CCEs, in coordination with the Provincial program management teams
- d) Prepare a report for UNICEF on the correct deployment of equipment and implementation of the CCEOP project in general.
- e) Plan, coordinate and ensure quality of trainings conducted for installation of ILRs and SDDs. Ensure that there is relevant and maximum participation from the cold chain technicians.
- f) Assess the technical procedures during installation and report on the process and quality of the installation of the cold chain equipment
- g) Evaluate the quality of training for technicians on preventive maintenance, installation, trouble shooting and repair of the new cold chain equipment (CCE); the designated health worker on correct use and preventive maintenance of the new CCE.
- h) Plan and evaluate and participate on random quality survey at the end of the installation (using UNICEF SD methodology).

- i) Support MOH to update and maintain the government's CCEI (cold chain equipment inventory) on an on-going basis and as referenced deliverable for the CCEOP process.
- j) Provide technical support to establish and install SMS based Temperature Monitoring System.
- k) Mentor, supervise and provide regular training to staff at National Store and all the regional Cold Chain hubs on Cold chain management, preventive and basic maintenance.

4- Deliverables:

4.1. Deliverables linked to Cold Room Installation and Commissioning

A. Installation, Supervision of installation & commissioning of Refrigerators and Freezers

Completion report must be signed by the contractor's technician and the designated authorities at the site. One set of signed completion report should remain with the health facility, one set with the contractor. Completion report shall include the following:

- Installation checklist submitted
- Photographic dossier submitted

B. Training

Training report (including the program, dates of implementation, results of the evaluation of the training course done by participants, copies of training materials).

The signed Final completion report and the Training report shall be required for payment.

C. Installation & commissioning and supervision of installation of two cold rooms

Completion report must be signed by the contractor's technician and the designated authorities at the site. One set of signed completion report should remain with the health facility, one set with the contractor.

Completion report shall include the following:

- Installation checklist submitted
- Photographic dossier submitted

D. Performance monitoring reporting for the equipment

Annual report to UNICEF with information on product failure during the warranty period.

Note: In case the Supplier is not notified of any equipment failure/malfunctioning during the 2-year warranty period, no report is required.

4.2. Deliverables linked to Cold Chain Equipment Optimization Plan technical assistance

- a) Create and Institutionalize installation checklist and ensure that all CCEs are installed according to the installation checklist.
- b) Design a process and mechanism for reporting installation at sites.
- c) Monitor installations on sites, ensure installation reports are submitted on time compile installation reports and address any technical issues during installation.
- d) Provide technical inputs and guidance on CCEs, its preventive maintenance.
- e) Weekly updates on the progress of the CCEs at the time of implementation.
- f) A detailed project plan outlining cold chain management activity to be conducted by country with objectives and timelines.
- g) Monthly update report outlining country specific timelines, status of implementation, anticipated challenges, risks, and proposed way forward.
- h) Plan on the capacity building of National Centre of Excellence and all the regional cold chain hubs.

5- Reporting Requirements:

The contractor shall submit progress reports and deliverables electronically to the Cold Chain Specialist, UNICEF Lao PDR.

6- Location and Duration

Vientiane, Lao PDR, with planned monthly travel to the field.

7- Qualification requirements or specialized skills/experience required:

Qualifications and Experience

- a. Cold Chain Engineering, Public Health, or Data Management and Analysis.
- b. Qualification in project management will be an asset.

Work experience:

- c. Minimum 10-year experience in cold chain management.
- d. Work experience managing large-scale projects, working with governments, working in resource-limited settings, monitoring and evaluating supply chains, and risk management and mitigation will be an asset.

Number of requested experts per category:

Team leader, Cold chain technician, Electrical engineer, Data analyst and training focal point

Knowledge and Skills:

- e. Product knowledge on cold chain equipment, new cold chain technologies and understanding of the principles of vaccine management, knowledge and experience with data collection, data management analysis and reporting are essential. Knowledge of procurement processes and good distribution practice could be beneficial.
- f. Solid technical knowledge on cold chain equipment, related accessories, tools and temperature monitoring devices.

Competencies

- g. Strong interpersonal communication and writing skills.
- h. Experience in the Laos and familiarity with East Asia and Pacific countries context is an asset.

Languages

Professional level knowledge of Written and Spoken English is a must. All reports must be submitted in English. Knowledge of Lao is a great asset.

Local agent requirements

The local agent must be a local business entity holding necessary registration documents/trade license/permits etc. As may be applicable to conduct such business in accordance with local regulations.

It is preferred that the local agent holds/possesses a valid agreement with its principal (that is the manufacturer/supplier of in Laos) to act on behalf of the principal as principal's representative, to ensure necessary warranty actions are carried out with regards to the installed in Laos.

The local agent must have proven track record of minimum experience of 3 years in the supply, installation and commissioning, maintenance and servicing of cold rooms and other refrigeration equipment.

The local agent shall have available basic tools as recommended by the manufacturer/supplier of the WIC to carry out repair work as per manufacturer's guidelines.

8- Administrative issues

The company will complete the assigned tasks as mentioned above on site. Local travel will be part of this TOR embedded in the contractual fee and no separate funding is covered. The company will coordinate its work UNICEF and the MOH as per need. The company will bear the cost of all transportation, communication and must arrange medical insurance covering medical evacuation for the whole duration of the assignment.

9- Payment Schedule

Payment for deliverable number 3 and 4 could be made partially in 2 to 3 installments as it will take several months to implement installation of equipment across different districts and health centers. The payment or partial payment will be released once the installations are confirmed by Government.

<i>S. No</i>	<i>Deliverables</i>	<i>Payment Schedule</i>	<i>Reporting Requirements for each deliverable</i>
1	Detailed project plan for implementing installation of all 766 cold chain equipment. Re-validation of ODP, ensure accuracy and validity of data in ODP. Highlight deviations during implementation of project.	1st	Process and checklists. Updated ODP Activities mapping + Gantt Chart. (Existing platform to be used)
2	Installation and commissioning of 2 walk in cold rooms with Diesel Generator (10 CBM) and remote temperature monitoring systems including on-site training of 5 cold chain technicians	2nd	Cold rooms are installed, and reports submitted
3	On ground installation of CCEs supplied by UNICEF as part of Covid-19 response: Installation of 150 refrigerators, 50 freezers and 25 solar direct drives. Provide technical guidance and supervision on installation. Troubleshooting if required. Reports on implementation of ODP and installation of equipment	3rd	Installation confirmations. CCEI dashboard updated. Installation reports submitted
4	On ground installation of CCEOP supplies: Installation of 449 refrigerators and 90 solar direct drives. Provide technical guidance and supervision on installation. Troubleshooting if required. Reports on implementation of ODP and installation of equipment	4th	Installation confirmations. CCEI dashboard updated. Installation reports submitted
5	Technical Assistance for facilitating the trainings of cold chain technicians as requested by UNICEF. Three days training of 25 participants (two batches) to be supported on minor repair and basic preventive maintenance of cold chain equipment.	5th	Training content finalized and sessions conducted. Training report submitted.
6	Quarterly supervision of 5 cold chain hubs and progress update on inventory of CCEs, review of complaints from HCs, troubleshooting and feedback	6th	Inventory updating and progress report submitted
7	Management of 5 cold chain technicians at 5 cold chain hubs including support for monthly wages, travel and capacity building	7th	Monthly progress report submitted
8	Urgent technical assistance for repair and maintenance of UCCs and walk-in cold rooms (three major repairs can be considered for budgeting purpose).	8th	Fault diagnosis and final report submitted
9	Final report outlining country good practices throughout the process including challenges, lessons learned and critical success factors	9th	Final project report submitted

10- Contract Supervisor
Cold Chain Specialist, UNICEF Lao PDR

Financial Proposal Template:

RFP Financial Proposal Template			
RFP number:			
Company name:			
UNGM reference number:			
Main contact person and title:			
Email address of contact person:			
Direct telephone number of contact person:			
Date of proposal:			
Validity of proposal:			
Currency of proposal:			
Commercial proposals should be submitted on an all-inclusive basis for providing the contracted Deliverable as described in the TOR.			
Service Fee Description		Costs to be provided based on Deliverables	
TOTAL			
Please indicate proposed payment term			
Breakdown of above rates to be provided for information purposes			