

**SHHBK Nena Tereze-Rr Muje Krasniqi Pn 10 000 Prishtinë tel:+383 38542864/5**

**Terms of Reference**

**I. Background**

KHCS "Mother Theresa" is a non-governmental organization, established 30 years ago (No. Reg.510002-1) being in the service of the most vulnerable groups of the society. Its mission is to contribute to the reduction of poverty in the country and development of a general social well-being. Mother Teresa's organization seeks to support the social rights policies of vulnerable groups and to build the overall well-being in the country. Considering every member of society to have social and democratic rights and human values as paramount in every activity of the organization. The field action of the organization includes educational, social, humanitarian and civil society programs

**II. Objective and Scope**

The company will prepare and submit hygiene packs for the project “Live ad Age with Dignity”-supported by EU-Office in Kosovo, via Save the Children Kosovo. The proposed products must be of good quality. The preparation of hygienic packs are to be made available upon received request by MTS or it is agreed by parties a mutual date for delivery. The scheduling is prepared and delivered in coordination with Project Manager and Project Assistant

**III. Tasks and expected output.**

Under the overall supervision and consultation of Mother Teresa Society staff , the qualified company is expected to accomplish the following,

* Prepare the thirty (30) hygienic pack with hygienic items for project beneficiaries
* Submit/deliver the agreed thirty (30) hygienic packs in timely manner to beneficiaries
* The proposed hygienic items to be of good quality
* Inform in timely manner in case of increase /decrease of the selected items based on the market trends;
* Submit monthly waybill with list of hygienic items

 **IV. Mother Teresa Society Responsibilities**

The organization is responsible for:

* Provide the company with list of necessary hygienic items
* Provide basic information on the expected results.
* Provide timely feedback to all the company’s enquiries related to a project supply.

**V. Qualifications/specialized knowledge/experience required to complete the task by individual/company:**

* Must be a reputable company with prior experience as grocery/hygienic shop
* Must have experience in packing hygienic items properly.
* Must guarantee quality of the selected hygienic items- all items must contain CE logo.
* Must guarantee timely delivery of delivery packs
* Must be familiar with the ethical standards on issues related to children and required to sign and adhere to the Child Safeguarding Policy.

**VI. Timeframe**

The expected timeframe will be for a period from 1.10.2022 up, 28.02.2023. Throughout the timeframe, there will be different hygiene packs ordered for supply.

**IV. Performance indicators for evaluation of results**

Performance Indicators for evaluation of results will be based on the following below criteria:

1. **ESSENTIAL CRITERIA: All bidders must meet the essential criteria**

|  |  |
| --- | --- |
| Criteria | Yes/No |
| * Bidder meets the following:
* Provide list of basic hygienic items. Requested
 |  |
| * Bidder’s registration in country
 |  |
| * Bidders’ prices offered are fixed under specification of requirement for the duration of the contract
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| * Bidder must present items originality (CE trade mark)
 |  |

1. PREFERRED CRITERIA

|  |  |
| --- | --- |
| **Criteria** | **Maximum Points** |
| * Reputable company with prior experience in hygienic items and supply. Comprehensive track record of previous (similar) work completed must be included in this tender - minimum 2 references, including details of at least 2 client reference which Mother Teresa Society may contact. *Previous experience with International organizations/NGOs is an advantage.*
 | 10 |
| * Experience of staff in packing and delivering in timely manner ( CV of team leader and staff who will be working)

 *(CV screening done according to experience, professional background and education. The team leader must have a minimum of five years of experience and have at least three assigned staff working, with a:** *Desirable - 3 years of experience each in design and layout*
 | 15 |
| * Quality of hygienic Items

(provide sample of each products as specified in request for quotation): *Each product will be scored with 1- 6 points (maximum) by Mother Teresa Society*  | 30 |
| * Bidders’ capacity to supply Mother Teresa Society, particularly in terms of stock levels and lead times.
 | 10 |
| * Bidders’ prices demonstrate an economically advantageous position for Mother Teresa Society.
 | 25 |
| **Total points** | **90** |

c) DESIRABLE CRITERIA (Non-essential Criteria)

|  |  |
| --- | --- |
| **Criteria** | **Points** |
| * Bidders’ responsiveness in emergency situations
 | 2.5 |
| * Bidders ability to provide warranties and guarantees as part of the contract
 | 2.5 |
| * Bidder demonstrates unique selling points and additional benefits or services that are of value to Mother Teresa Society
 | 2.5 |
| * Provision of insurance cover and maximum value
 | **2.5** |
| **Total points** | **10** |

**All bidders must meet the essential criteria. There will be a maximum of 100 points allocated, 90 in preferred criteria and 10 in desirable criteria.**

In case of unsatisfactory performance Mother Teresa Society will negotiate with offers chosen in order for work / materials to be amended. If the work fails to fulfill the expectations, the contract will be terminated through a notification letter one month prior to termination. In the meantime, Mother Teresa Society will initiate another selection in order to identify appropriate companies.