



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 16<sup>th</sup> of May 2024

REQUEST FOR PROPOSAL: RFP/24/011/NETHERLANDS/PSP

FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF

DONOR CARE SERVICES VIA INBOUND AND OUTBOUND TELEMARKETING SERVICES  
IN THE NETHERLANDS

**EXTENDED CLOSING DATE AND TIME: 22<sup>ND</sup> OF MAY 2024 – 23:59 pm CET**

---

Section “2.6 SUBMISSION OF BID” of the RFP Cover Letter is amended as follows to reflect the new submission deadline:

## **2.6 SUBMISSION OF BID:**

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

### **IMPORTANT:**

The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the ‘Save & Submit’ button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier’s responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**EXTENDED CLOSING DATE AND TIME: 22<sup>ND</sup> OF MAY 2024 – 23:59 pm CET**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

All other sections of the RFP Cover Letter are not modified and shall remain unchanged.

Yours faithfully,



Erika Celi

Supply Associate

Private Sector Partnerships Europe

United Nations High Commissioner for Refugees (UNHCR)



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 29<sup>th</sup> of April 2024

REQUEST FOR PROPOSAL: RFP/24/011/NETHERLANDS/PSP

FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF

DONOR CARE SERVICES VIA INBOUND AND OUTBOUND TELEMARKETING SERVICES  
IN THE NETHERLANDS

**CLOSING DATE AND TIME: 20<sup>TH</sup> OF MAY 2024 - 23:59 pm CET**

## INTRODUCTION TO UNHCR

In almost seven decades, UNHCR has helped tens of millions of people restart their lives. Today, a staff of more than 18,000 people in 137 countries continue to help more than 89 million globally displaced persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

The primary purpose of the UNHCR Private Sector Partnership Service (PSP) in the Netherlands is to generate income from individual donors, corporates, and foundations, to support UNHCR activities worldwide. PSP activities in the Netherlands include two different main programs: Individual Giving (IG), raising money from individuals both regular and one-off, and Private Partnerships and Philanthropy (PPH) seeking support from companies, foundations, and High Net-Worth individuals.

## 1. REQUIREMENTS

UNHCR Private Sector Partnerships (PSP) Netherlands is seeking to appoint qualified service providers, offering donor care through inbound and outbound telemarketing and back-office donor care to support our fundraising and communication activities in the Netherlands.

PSP Netherlands might consider appointing a back-up supplier as well in case the main service provider fails to perform or might encounter capacity issues. In case the primary service provider fails to perform then the back-up will be activated.

The UNHCR PSP team in the Netherlands is currently looking to identify a competent in-country external providers for the provision of donor care services for two (2) years plus one (1) year extension upon satisfactory performance, tentatively from June 2024:

- Phase 1 - 1st of June 2024 - 31st of May 2025
- Phase 2 - 1st of June 2025 - 31st of May 2026
- Phase 3 - 1st of June 2026 - 31st of May 2027

**IMPORTANT:** Terms of Reference (ToR) are detailed in Annex A of this RFP. Please use the ToR to structure your technical proposal and make sure to include all requested information in your proposal, with special attention for the technical evaluation criteria stipulated in the ToR.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex c).

Note: this document is not construed in any way as an offer to contract with your firm.

To be eligible to participate in this bidding, your company must be compliant with the below pre-selection criteria. Failure to comply will result in disqualification.

Criteria (pass or fail)	Documents, information to be provided to establish compliance with the set criteria
Your company must be registered and eligible to do business in Netherlands	To establish compliance with these criteria: 1. Copy of Certificate of Business Registration/ Certificate of Incorporation is to be sent* 2. Vendor registration form to be filled out and submitted (Annex F)*
UNHCR Data protection	Compliance with UNHCR data protection clause, acceptance of Annex D.
UNHCR general terms and conditions	Compliance with UNHCR general terms and conditions, acceptance of Annex E.
Fluency in Dutch	Confirmation on your technical proposal that for all operators working on this project agents are fluent in Dutch.

\* In case your company is a registered PO supplier to UNHCR Netherlands, i.e., you have already received purchase orders, there is no need to re-send the above documents unless some changes are to be implemented on your current profile (address, bank account etc.). Please add the necessary comments to your technical offer. **Compliance with the rest of the pre-selection criteria is still mandatory.**

## 2. BIDDING INFORMATION:

### 2.1. RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal:

- Annex A: Terms of Reference (TORs)
- Annex B: Technical response Form
- Annex C: Financial Offer Form
- Annex D: UNHCR Special Data Protection Conditions
- Annex E: UN General Conditions of Contracts for the Provision of Services
- Annex F: Vendor Registration Form
- Annex G: eTenderBox Registration Guide
- Annex H: eTenderBox Supplier User Manual

### 2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Erzsebet Gal, [galer@unhcr.org](mailto:galer@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

## 2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Erzsebet Gal, [galer@unhcr.org](mailto:galer@unhcr.org). The deadline for receipt of questions is **the 10<sup>th</sup> of May 2024 23:59 CET**. Bidders are requested to keep all questions concise.

**IMPORTANT:** Please note that Bid Submissions are **not** to be sent to the e-mail address above. For bid submission please follow the instructions in section 2.6 of this document.

UNHCR will compile the questions received and the corresponding Q&A file will be posted and sent to all bidders.

## 2.4 YOUR OFFER

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

### 2.4.1 Content of the TECHNICAL OFFER

**IMPORTANT:** No pricing information should be included in the **Technical Offer**. Failure to comply may risk disqualification. The technical offer should contain all information required.

Please fill out Annex B as your technical response form. **General company profile will not be accepted.**

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A under section 2**. Your technical offer should be concisely presented and structured, but not necessarily be limited to, the information provided under **Annex A section 4 (company qualification, proposed service, and personnel qualification)**.

### 2.4.2 Content of the FINANCIAL OFFER

The financial offer must cover all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted. Please quote in Euro, as only accepted currency.

Bidders should provide costs, as per Annex C, for each service as per relevant lots.

You are requested to hold your offer valid for 120 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

## 2.5 BID EVALUATION:

### 2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

### 2.5.2 Technical and Financial evaluation:

Only offers compliant with the pre-selection criteria will be considered for evaluation.

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (on a 100 points scale, i.e. max 70 points obtainable for the technical offer).

The minimum passing scores of the technical evaluation is 42 out of 70; if a bid does not meet these minimums it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Company Qualifications (max 15 points)	Documents, information to be submitted to establish compliance with the set criteria
Service provision experience in the non-profit sector	<p>Please list your clients for telemarketing services currently underway and/or completed in the non-profit sector (i.e., in the charity sector), and describe the type of calls and duration of work with each non-profit organization.</p> <p>The scores will be allocated for the number of clients in the non-profit.</p>
Proposed services (max 45 points)	Documents, information to be submitted to establish compliance with the set criteria
Donor retention strategy via inbound and outbound campaigns (25 points)	<p>A description of your company strategy to offer calling services for donor retention via inbound and outbound campaigns to achieve or even exceed the planned objectives.</p> <p>The scores will be allocated based on the comprehensiveness and the quality of the strategy proposed</p>
Compliance with the requirements listed under 2.3 back-office services, 2.4 Standard service requirements and 2.5 Operation Management (20 points)	<p>Comprehensive proposal presented by addressing all requirements under 2.4 for Operation Management &amp; Supervision, human relations and Quality Control &amp; Analysis and Reporting. The following samples are to be sent:</p> <ul style="list-style-type: none"> <li>✓ one (1) sample report for daily result</li> <li>✓ one (1) sample report of result summary</li> <li>✓ one (1) performance analysis report</li> </ul> <p><i>Please note that without the samples provided 0 points will be allocated.</i></p>
Personnel Qualifications (max 10 points)	Documents, information to be submitted to establish compliance with the set criteria
Team structure and retention (max 10 points)	Please describe the composition of the team assigned to UNHCR to present the number of telemarketing and the team leader(s).

	<p>It is essential for UNHCR to have a list on the number of the years your company`s staff have been on board to assess the turnover rate and to ensure contingency. Please add this information accordingly.</p> <p>The scores will be allocated based on the average years` of the core people working with your company.</p>
--	--

The **Financial offer** will use the following percentage distribution: **30%** from the total score. The max score allocated to the financial components is 30% (of the total scores), i.e., max 40 points. The financial proposal is to be submitted **ONLY** by filling in Annex C. No other format will be accepted.

## 2.6 **SUBMISSION OF BID:**

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

### **IMPORTANT:**

The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier`s responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**DEADLINE: 20<sup>TH</sup> OF MAY 2024 – 23:59 pm CET**

### **IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

## **2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms' submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

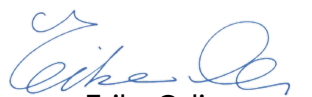
## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the General Conditions of Contracts for Provision of Services will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Yours faithfully,



Erika Celi

Supply Associate

Private Sector Partnerships Europe

United Nations High Commissioner for Refugees (UNHCR)