

REQUEST FOR PROPOSAL: No. RFP/2019/BEL/006

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF**

**PRODUCTION AND DESIGN OF A UNHCR
ON-LINE TEACHER TRAINING COURSE ON REFUGEES, ASYLUM AND MIGRATION**

CLOSING DATE AND TIME: 6 December 2019 – 23:59 hrs CET

REQUESTS FOR CLARIFICATION (DATE: 3 DECEMBER 2019)

Bidders had the opportunity to submit requests for clarification to UNHCR's RFP/2019/BEL/006 by 23:59 hrs CET on 29/11/2019. Below are questions received and answers provided by UNHCR. These answers are published on this web site <https://www.unhcr.org/be/fournisseurs-2>.

Q1- Are potential suppliers required to budget for subject matter expertise on refugees for the development of course materials, or will this be provided by UNHCR?

No, bidders are not required to budget for subject matter expertise on refugees to be provided for the project.

However, '*knowledge of refugees, asylum and migration*' and '*knowledge of UNHCR and its work in education*' are listed under '*Desirable skills and experience*' in para. 3 of the Terms of Reference (Annex B).

Bidders are expected to use the Technical Offer Information Form (Annex C) to demonstrate these desirable skills and expertise by adding relevant information in boxes under points 22 and 23 of the Annex C.

The information provided will be evaluated and compared to other bids in accordance with UNHCR's rules and procedures and will be taken into account for the technical evaluation of the bid, using the weighting described in the RFP.

During the project, UNHCR will share all relevant information and expertise to enable the Contractor to deliver high quality services and materials.

Q2 - Section 2.6 of the RFP mentions that “proposals must include a table of contents, consisting of a copy of the UNHCR provided list of documents (see annexes)”. We cannot locate this list of documents. Please could you kindly send.

The numbering of the envelopes to be delivered described in the RFP section 2.6 is not clear.

For clarification, UNHCR will accept bids submitted by e-mail to hqbeloffer@unhcr.org. These bids need to also be submitted by express mail to UNHCR, at the address mentioned in the RFP.

The bids delivered by express mail should contain the following documents:

1. A Table of Contents:

- *We expect this to be a separate page mentioning all documents and envelopes provided for the bid, in a format of the bidder's choosing (e.g. one printed A4 size page)*

2. A sealed envelope containing the **Technical Offer, which consists of the following documents (see section 2.4.1 of the RFP):**

- *The Annex C - Technical Offer Information Form, duly completed and signed by the bidder*
- *A signed copy of a fully completed Annex E - Vendor Registration Form. Note: this form need not be included for those bidders who are already registered as a Vendor with UNHCR (if you are registered, please mention this in the Table of Contents). However, to make sure your data is up-to-date, we encourage you to include a Vendor Registration Form if you think your registration as a Vendor with UNHCR needs to be updated (e.g. as a result of a change of address).*
- *A signed copy of the Annex F - General Conditions*

3. A sealed envelope containing the **Financial Offer which consists of the following document (see section 2.4.2 of the RFP):**

- *The Annex D - Financial Offer Information Form, duly completed and signed by the bidder.*

Digital copies of all the documents contained in the bid sent by express mail should also be submitted via e-mail to hqbeloffer@unhcr.org, as required in section 2.6 of the RFP.

Q3 - Could you provide an indication of the expected size and scale of the course, for example is there an expected number of hours of learning for each ‘lesson ’or course?

There is no expected number of hours of learning for each course in the Building Knowledge Module or in any future Modules that may be developed under the projected Frame Agreement.

UNHCR will design and build the lessons and determine lengths and format of the lessons as appropriate with the Contractor, during the project, taking into account the required content and training approach for each lesson, available resources and specifications included in Purchase Orders linked to the Frame Agreement.

UNHCR expects the on-line teacher training course to be used in several country operations in Europe and, potentially, other regions where needs for this type of teacher training arise.

The course needs to have sufficient capacity to be used with various numbers of trainees, from small groups of a few individuals to larger-scale sessions with tens or hundreds of participants.