



UNHCR

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

DATE: 16/07/2024

REQUEST FOR QUOTATION: No. RFQ/BEL/2024/004

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR ANIMATED VIDEO PRODUCTION

CLOSING DATE AND TIME: 23/07/2024 – 23:59 hrs CET

INTRODUCTION TO UNHCR

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution.

We lead international action to protect refugees, forcibly displaced communities and stateless people.

We deliver life-saving assistance, help safeguard fundamental human rights, and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality.

We work in over 130 countries, using our expertise to protect and care for millions.

For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

UNHCR has been present in Brussels since 1951. The UNHCR Representation in Brussels is responsible for UNHCR's relations with the European Union Institutions and Agencies, and European countries including Belgium, Ireland, Luxembourg and the Netherlands.

1. REQUIREMENTS

The UNHCR Brussels Office invites qualified animators to make a firm offer for the establishment of a Frame Agreement for the provision of animated video production, as set out in the attached Terms of Reference (Annex A).

The supplier must be able to understand, speak and write in English and/or French, as well as to be able to write and apply subtitles.

Bidders assume full responsibility for the quality and delivery times for any production that they contract out to third parties.

IMPORTANT: The Terms of Reference (TOR), which describe the project, are detailed in Annex A of this document.

UNHCR may award a Frame Agreement with an initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidder will be requested to maintain his quoted price model for the duration of the Frame Agreement.

As set out in Annex A, the annual number of projects estimated by the Brussels office is 10, not including versions of the same videos in other languages.

Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available, regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

It is strongly recommended that this Request for Quotation 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 E).

2. BIDDING INFORMATION

2.1. RFQ DOCUMENTS

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

- Annex A: Terms of Reference (TOR)
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services - July 2018 (signed, stamped and e-document labelled with your company name)
- Annex F: UN Supplier Code of Conduct (signed, stamped and e-document labelled with your company name)

2.2 ACKNOWLEDGMENT of receipt of our RFQ

We would appreciate it if you could confirm receipt of this RFQ by **23:59 hrs CET on Thursday 18 July 2024** by email to beloffer@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 may submit any requests for clarification or any question in respect of this RFQ by e-mail to: beloffer@unhcr.org

The deadline for receipt of questions is 23:59 hrs CET on Friday 19 July 2024.

Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and will share the questions and answers with all candidate bidders.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes and tables provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT

Annexes B, C, D, E and F must be completed, signed and show your company's name, and returned as explained under Point 2.6 below. Failure to send in this information may result in disqualification of your offer from further evaluation.

Your offer shall comprise the following two sets of documents as well as a signed copy of the Annexes:

- Annex B: Technical offer
- Annex C: Financial offer
- and
- Annex D: Vendor Registration Form
(completed, signed, stamped and attaching a bank account confirmation (in French: relevé d'identité bancaire), certificate of registration and tax registration certificate of your company)
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services-2018 (signed, stamped and PDF document labelled with your company name)
- Annex F: UN Supplier Code of Conduct
(signed, stamped)

IMPORTANT

Inclusion of copies of your offer with any correspondence sent directly to the attention of a UNHCR staff member will result in disqualification of the offer. Please only send your bid to the email address: beloffer@unhcr.org

2.4.1 Content of the Technical offer

Your technical offer will be evaluated as follows:

1.	Company's Description	10 points
2.	Company's Qualifications	60 points
	Total	70 points

IMPORTANT:

The technical offer must **NOT** include pricing information. Failure to do so may disqualify your offer.

The Terms of Reference (TOR) describing the services requested by UNHCR can be found in **Annex A**.

Please submit your technical offer by filling in the **Technical Offer Form (Annex B)**, keeping the same structure and order.

Please include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

Vendor Registration Form: please complete, sign and submit the Vendor Registration Form (Annex D) and attach a bank account confirmation, certificate of registration and tax registration certificate of your company.

UNHCR General Conditions of Contract for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contract for Provision of Services by including a signed copy of Annex E.

UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by including a signed copy of Annex F.

2.4.2 Content of the Financial Offer (Annex C):

Your **separate** Financial Offer must contain an overall offer in Euro and must be submitted as per the **Financial Offer form (Annex C)**. Bids that have a different price structure may not be accepted.

The Financial Offer must cover all the services to be provided (price "all inclusive").

UNHCR is exempt from all direct taxes and customs duties. The price must be indicated without VAT.

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 UNHCR's 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

For the award of this Frame Agreement contract, UNHCR has established technical evaluation criteria, based on which UNHCR will review the technical offers which are received.

Technical offers which are evaluated as scoring **55 points** or more will be considered technically compliant.

Only the financial offers from the companies whose technical offers scored as 55 points or above will be reviewed.

The cheapest, technically compliant offer will be awarded the frame agreement contract.

UNHCR reserves the right to select two companies for frame agreements for animated video production services.

2.6 SUBMISSION OF BID

Bids must be sent by email to: beloffer@unhcr.org

Please indicate in the email subject:

Bid for **RFQ/2024/BEL/004 – name of your company** - Bid Animated Video - Brussels

Please attach inside this email:

One attachment named "Technical Offer"

One attachment named "Financial Offer",

And the annexes and documents listed under 2.4.

Deadline: Tuesday 23 July 2024 – 23:59 hrs 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 the Bidders' responsibility to verify that all documents have been properly sent 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 sufficient information is available, the Bidder shall provide, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its proposal.

The offers must bear your signature and company stamp or logo, clearly identifying your company.

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 Frame Agreement 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 Frame Agreement and Purchase Orders (PO) issued as a result of this RFQ will be made in the currency of the winning offer(s).

Payment will be made in accordance with the General Conditions for the Provision of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of satisfactory completion of contracted services by the UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (Annex E) 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.

UNHCR Representation for EU Affairs, Belgium, Ireland, Luxembourg and the Netherlands,
Avenue Louise 283
B-1050 Brussels
Belgium