



**UNHCR**

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

**DATE: 01.07.2024**

**REQUEST FOR PROPOSAL 2024-05/BGR  
RFP/2024-05/BGR**

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

**FACILITATING ACCESS TO QUALITY EDUCATION OF REFUGEE CHILDREN**

**CLOSING DATE AND TIME: 29/07/2024 –23:59 hrs EET**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is safeguarding the rights and well-being of refugees. It also has the mandate to help stateless people.

For more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 60 million people. 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>.

**1. REQUIREMENTS:**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Bulgaria, invites qualified service providers to make a firm offer to establish Frame Agreement(s) for the provision of **services aiming to facilitate access to quality education of refugee children** (referred to hereinafter as services).

**IMPORTANT:**

Terms of Reference (TOR) are detailed in Annex B of this document.

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

Please note that figures have been stated in order 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 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 Conditions (Annex A).

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

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

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

Annex A:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex B	Terms of Reference (TOR)
Annex C:	Financial Offer Form
Annex D:	Technical Offer Form
Annex E:	Vendor Registration Form

### **2.2 ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

#### **IMPORTANT:**

Failure to send the above-requested information may result in the disqualification of your offer from further evaluation.

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question regarding this RFP by e-mail to [bulsosup@unhcr.org](mailto:bulsosup@unhcr.org). **The deadline for receipt of questions is 23:59 hrs on 18/07/2024.** 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, as this will result in an automatic disqualification.

UNHCR will compile any questions received.

### **2.4 YOUR OFFER**

Your offer shall be prepared in English language.

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

**IMPORTANT:**

The inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the “Submission of Bid” section 2.6) of this RFP.

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 the information required.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in **Annex B**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

**Mandatory criteria:**

- a. Company registration certificate
- b. Bank Statement /удостоверение за банкова сметка с подпис и печат от банката/, signed and stamped.
- c. Vendor Registration Form Annex E signed and stamped!
- d. Signed UNHCR’s General Conditions of Contracts for the Provision of Services – 2018 [Annex A].

**IMPORTANT:**

Failure to send any of the above-requested documents will result in the disqualification of your offer from further evaluation.

**Lot 1: Training programme and facilitation of workshops on teaching Bulgarian as a foreign language for displaced and stateless children, including training and teaching materials.****1. Description of the company and the company’s qualifications**

A description of your company with the following:

- Entity's years of experience in field in Bulgaria
- Company’s years of experience in provision of capacity-building activities for teachers and other pedagogical staff:
- Past experience in capacity building activities with professionals working in the context of asylum and refugees
- Past experience in collaborating with UN agencies or international organizations
- Number of projects dedicated to teaching Bulgarian as a foreign language
- Approximate number of trained individuals in Bulgarian as a foreign language
- Number of teaching materials (textbook, exercise books, dictionaries, guidelines, teachers’ books, etc.) developed:

- Overall Impression and Proposal Coherence: The proposal clearly demonstrates the ability and capacity of the organization to effectively support and provide skills to teachers for fostering an environment of inclusion of forcibly displaced and stateless children in the education system in Bulgaria.

## **2. Training Program and Agenda**

### ***Submission of short training programme annotation for each of the four target groups of trainees!***

The training programs will be evaluated based on the following:

- The proposed topics provide in-depth, all-round knowledge on the main issue, as well as methodological guidelines for the practical application of newly acquired information:
- The programme offers methodological guidelines for the practical application of newly acquired information:
- The training programme steps on existing teaching materials which can be of further use to the participants upon the end of the training:
- The training programme offers dynamic and participatory learning process:
- The training programme provide opportunities for follow-up activities and participation in community of practice networks:
- The training programme provides for monitoring and impact evaluation:
- The organization can provide credits to participating teachers as per Chapter III of the Law on Preschool and School Education.

## **3. Proposed personnel to carry out the assignment**

- i. Curriculum Vitae/Biography of the trainers

## **Lot 2: Training programme and facilitation of workshops on inclusive education methodologies for teaching refugee and stateless children, including localising UNHCR programmes and tools, including training materials.**

### **1. Description of the company and the company's qualifications**

A description of your company with the following:

- Entity's years of experience in field in Bulgaria
- Company's years of experience in provision of capacity-building activities for teachers and other pedagogical staff:
- Past experience in capacity building activities with professionals working in the context of asylum and refugees
- Past experience in collaborating with UN agencies or international organizations
- Number of projects dedicated to teaching Bulgarian as a foreign language
- Approximate number of trained individuals in Bulgarian as a foreign language
- Number of teaching materials (textbook, exercise books, dictionaries, guidelines, teachers books, etc.) developed:
- Overall Impression and Proposal Coherence: The proposal clearly demonstrates the ability and capacity of the organization to effectively support and provide skills to teachers for fostering an environment of inclusion of forcibly displaced and stateless children in the education system in Bulgaria.

## 2. Training Program and Agenda

### ***Submission of short training programme annotation for each of the four target groups of trainees!***

The training program will be evaluated based on the following:

- The proposed topics provide in-depth, all-round knowledge on the main issue, as well as methodological guidelines for the practical application of newly acquired information:
- The programme offers methodological guidelines for the practical application of newly acquired information:
- The training programme steps on existing teaching materials which can be of further use to the participants upon the end of the training:
- The training programme offers dynamic and participatory learning process:
- The training programme provide opportunities for follow-up activities and participation in community of practice networks:
- The training programme provides for monitoring and impact evaluation:
- The organization can provide credits to participating teachers as per Chapter III of the Law on Preschool and School Education.

## 3. Proposed personnel to carry out the assignment

- ii. Curriculum Vitae/Biography of the trainers

### **Lot 3: Training programme and facilitation of workshops on trauma-informed teaching, including localising UNHCR programmes and tools, including training and teaching materials.**

#### 1. Description of the company and the company's qualifications

A description of your company with the following:

- Entity's years of experience in field in Bulgaria
- Company's years of experience in provision of capacity-building activities for teachers and other pedagogical staff:
- Past experience in capacity building activities with professionals working in the context of asylum and refugees
- Past experience in collaborating with UN agencies or international organizations
- Number of projects dedicated to teaching Bulgarian as a foreign language
- Approximate number of trained individuals in Bulgarian as a foreign language
- Number of teaching materials (textbook, exercise books, dictionaries, guidelines, teachers books, etc.) developed:
- Overall Impression and Proposal Coherence: The proposal clearly demonstrates the ability and capacity of the organization to effectively support and provide skills to teachers for fostering an environment of inclusion of forcibly displaced and stateless children in the education system in Bulgaria.

## 2. Training Program and Agenda

### **Submission of short training programme annotation**

The training program will be evaluated based on the following:

- The proposed topics provide in-depth, all-round knowledge on the main issue, as well as methodological guidelines for the practical application of newly acquired information:
- The programme offers methodological guidelines for the practical application of newly acquired information:
- The training programme steps on existing teaching materials which can be of further use to the participants upon the end of the training:
- The training programme offers dynamic and participatory learning process:
- The training programme provide opportunities for follow-up activities and participation in community of practice networks:
- The training programme provides for monitoring and impact evaluation:
- The organization can provide credits to participating teachers as per Chapter III of the Law on Preschool and School Education.

## 3. Proposed personnel to carry out the assignment

- iii. Curriculum Vitae/Biography of the trainers

### 2.4.2 **Content of the FINANCIAL OFFER**

Your **separate Financial Offer** must contain an overall offer in a single currency in BGN.

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

The Financial Offer must be submitted according to the Financial Offer Form (**Annex C**). Bids with a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. Therefore, the price is to be given without VAT.

You are requested to hold your offer valid for 90 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 all relevant documents.

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 **Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis.

There are 4 mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.

	Pass/Fail
<b>Mandatory Criteria</b>	
a. Company registration certificate	
b. Bank Statement, signed and stamped	
c. Vendor Registration Form Annex E	
d. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018 [Annex A].	

**IMPORTANT:**

Failure to send any of the above-requested documents will result in the disqualification of your offer from further evaluation.

The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **[70]**% from the total score.

Technical evaluation criteria	Score %
1. Description of the company and the company's qualifications	32.5
2. Training program and Agenda	32.5
3. Proposed staff	5
<b>Total %:</b>	<b>70</b>

**The maximum points that can be awarded in the Technical Evaluation are 140 points, representing 70 per cent of the full evaluation (technical and financial). (Please see Annex D- Technical criteria for detailed breakdown of the points)**

The cut-off point for submissions to be considered technically compliant will be 42% out of the 70%.

**Clarification of Proposals:**

To assist in the examination, evaluation, and comparison of proposals, UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price, e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

## **2.6 SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats, etc.). **The Technical and Financial offers shall be clearly separated, either in different e-mails or separate files. This is mandatory. Fail to do this will result in disqualification.**

**The RFP is divided into 3 lots, and each lot will be evaluated separately. You can choose to bid on one or more Lots.**

**Bids by e-mail must ONLY be sent to: [bulsobid@unhcr.org](mailto:bulsobid@unhcr.org).**

### **IMPORTANT:**

The technical offer and financial offer are to be sent in separate documents. Failure to do so will result in disqualification.

**Deadline 29/07/2024 23:59 hrs.**

### **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. 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.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **[20] Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- Bid [Number]
- Name of your firm with the title of the attachment
- Number of e-mails being sent (example: 1/3, 2/3, 3/4).

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 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:**

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 requirements, 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 as a result 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.

**Seda**  
**Kuzucu**

Digitally signed  
by Seda Kuzucu  
Date: 2024.07.01  
13:59:25 +03'00'

Signature  
Name: Seda Kuzucu  
UNHCR Representative in Bulgaria