

DATE: 08 Jan 2024

REQUEST FOR PROPOSAL: RFP/24/001/RBAP/PSP

FOR THE PROVISION OF

REQUEST FOR PROPOSAL FOR FRAME AGREEMENT FOR STAFF ADMINISTRATION SERVICES FOR  
UNHCR PHILIPPINES PRIVATE SECTOR PARTNERSHIPS UNIT

CLOSING DATE AND TIME: 31 January 2024 – 23:59 UTC + 8 hrs. (Manila time zone)

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## **INTRODUCTION**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950, by the United Nations General Assembly. Our primary purpose is to safeguard the rights and well-being of people who have been forced to flee. They include refugees, returnees, stateless people, the internally displaced and asylum-seekers. For 70 years, UNHCR has helped millions of people to restart their lives. Our protection, shelter, health, and education has been crucial, healing broken pasts and building brighter futures.

UNHCR has been operating in the Philippines for over 30 years. For many years, its presence was limited to Manila with a focus on asylum seekers, refugees, broader asylum migration issues and statelessness. In May 2010, with renewed dialogue between the government & armed groups, UNHCR established its presence in Mindanao to address issues on internal displacement.

The Private Sector Partnership (PSP) team of the UNHCR Philippines raises awareness on refugee issues and asks individuals to financially support UNHCR's programs through professional Face-to-Face (F2F) interactions with members of the public and other fundraising channels. This has been done since 2014 as part of a global UNHCR strategy of awareness raising and increasing private sector funding.

In the Philippines, the PSP team started in 2014 and has since engaged over 50,000 individual donors, majority of whom are signed up through F2F. Despite interruptions of the program during the prevailing pandemic, F2F remains to be the main donor acquisition channel in UNHCR's Individual Giving strategy in the coming years.

UNHCR Philippines seeks to work with a new F2F service provider in the market to augment the current capacity in place. This engagement is planned to commence in April 2024.

## **1. REQUIREMENTS**

To achieve cost efficiency whilst ensuring quality service, UNHCR is seeking to appoint a provider for staff administration support services for In-House F2F fundraisers and telefundraising agents in the Philippines. PSP Philippines is looking for a qualified vendor to establish a frame agreement with one year, potentially further extendable twice for a period one year, subject to satisfactory performance (1+1+1).

The supplier must have proven experience and expertise in comprehensive staff administration services including individual contractors contract management, payroll service and group health insurance. The confirmed service fees will be maintained for the duration of the contract.

The expected number of fundraisers to be administered is listed below.

	Face-to-Face fundraisers	Tele-Fundraisers	Total
<b>Year 1</b>			
Total individual contractors	20	5	25

	Face-to-Face fundraisers	Tele-Fundraisers	Total
<b>Year 2</b>			
Total individual contractors	30	10	40

	Face-to-Face fundraisers	Tele-Fundraisers	Total
<b>Year 3</b>			
Total individual contractors	40	15	55

**IMPORTANT:**

The Terms of Reference (TOR) and other relevant documentation are detailed in the Annexes of this Request for Proposal (RFP).

**IMPORTANT:**

When a Frame Agreement (FA) is awarded, the successful bidder(s) are requested to maintain their quoted price model for the duration of the FA.

**IMPORTANT:**

When a Frame Agreement (FA) is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be a termination clause.

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 of Contracts for provision of Services.

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

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

Please kindly note that this RFP is posted on UNHCR Global and UNGM websites too.

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to Yun Ling [ling@unhcr.org](mailto:ling@unhcr.org) and Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org) as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting your proposal

**IMPORTANT:**

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

## 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 Yun Ling [ling@unhcr.org](mailto:ling@unhcr.org) and Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org) **The deadline for receipt of questions is the 18 January 2024 23:59 UTC + 8 hrs. (Manila time zone).** Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Proposal Submissions are **NOT** to be sent to the e-mail addresses above.

UNHCR will compile and answer all questions received. UNHCR may, at its discretion, copy and reply to all or a question(s) to all other invited bidders at once for transparency purposes in line with applicable confidentiality clauses.

The consolidated Q&A file will be also posted on UNHCR Global website and UNGM.

**IMPORTANT:**

UNHCR may invite all bidders who have sent their confirmation of receipt of the RFP and expressed their interest in submitting a proposal to a Supplier Conference to explain ToRs, the RFP process and answer any questions raised by the potential bidders.

## 2.4 YOUR OFFER

Your offer shall be prepared in English.

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

**IMPORTANT:**

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 prescribed submission method will result in disqualification of the offer. Please send your bid only in the manner specified 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 information required.

**Pre-selection criteria (mandatory to fulfil with this criteria):**

**Please take note of the pre-qualification criteria hereunder, failure to comply with the below criteria will result in disqualification:**

1. **Locally based and registered:** your company must be registered in the Philippines and licensed to provide staff administration services. To establish compliance please send your company registration certificate.
2. **Personal data protection policy:** your company must have such policy in place. In case of any certificate, please attach it to your technical proposal.
3. Acceptance of **UNHCR general terms and conditions** (Annex D)
4. Acceptance of **UNHCR data protection clause** (Annex E)
5. Acceptance of **UN Suppliers Code of Conduct** (Annex F)
6. Provision of **all government mandated benefits and contributions**; please submit your health insurance benefit/package you offer.

## Requirements

### Staff administration services

- Entirely prepare and manage profile registration per UNHCR selection and collect documents to comply with UNHCR guidelines and the most recent update on labor laws in the Philippines.
- Issue a staff contract between the service provider and the selected candidate and discontinue staff contract according to the instruction of UNHCR based on existing policies and guidelines
- Prepare accurate salary reports in a professional and timely manner.
- Issue salaries pay slips for employees (electronic file and/or carbon slips)
- Manage entire employee resignation process including determination of contracts, health insurance and settle their End of Service benefits per UNHCR instruction in accordance with existing policies and guidelines.
- Provide individual contractors retention reports with accurate data on entry on duty, and last working day.
- Provide Employment Certificate if requested by the employee.
- Provide Monthly, Quarterly and Yearly Payroll Service and F2F Fundraiser Retention reports per UNHCR guidelines

**Important note 1: any fees related to termination must be stated in the proposal and reflected in the financial form (Annex B)**

- Prepare invoicing fundraisers travel cost (as needed); tickets, accommodation, local transportation, incentives in a timely manner.
- Prepare invoicing operational payment cost; rental office, venue payment, uniforms, equipment (including booths) and vendors payment in a timely manner.
- Fully manage employee health insurance including providing necessary notifications and health insurance reports to newly hired, existing, resigned and terminated employees.

**Important note 2: UNHCR shall inform all candidates, before their recruitment, that no contractual relation (such as employer–employee) exists between the employee and UNHCR. The contract is to be signed between the selected candidate and the service provider. UNHCR would not be liable to the selected face to face fundraiser staff for any sort of compensation, and UNHCR is protected by its privileges and immunities.**

### Medical Insurance Minimum Requirements

Area of cover	Philippines Nationwide
Daily Room and Board – Regular Private -Max. Benefit Limit (MBL)	PHP 100,000 (MBL)
Death Benefit	PHP 50,000

Accidental Death and Dismemberment of benefit	PHP 50,000
Dental Care	Covered
<b>IPD</b>	
1. Daily room & board	Covered subject to MBL
2. I.C.U.	Covered subject to MBL
3. Miscellaneous Hospital Expenses	Covered subject to MBL
4. Surgical Fees	Covered subject to MBL
5. In-Hospital Physician's Visits and Services	Covered subject to MBL
6. Emergency outpatient treatment	Covered
8. Ambulance service fees	Covered
<b>Outpatient benefit</b>	
Outpatient prescribed medicine	Covered up to PHP 1,000

### **Customer Responsibilities**

Appointed agency will work closely with UNHCR Philippines' PSP unit where UNHCR will be responsible for:

- Provision of Administrative support to the service provider to create employee contract for the selected candidates
- Provision of Terms of Reference for different positions
- Provision of salary and incentive calculations for payroll services
- Provision of Entry and Exit working date information
- Provision of payment of fundraisers travel cost during team travel (if needed); tickets, accommodation, local transportation and incentive reward
- Provision of payment operational cost; rental office and equipment's, venues and vendors payment (loading/unloading).

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

Your separate **Financial Offers** must contain an overall offer in a single currency, which shall be Philippine Peso (PHP)

#### **IMPORTANT:**

The Financial Offer is to be submitted as per the Financial Offer Form. Financial offers and bids submitted in different manner and that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given excluding any taxes and/or duties.

You are requested to hold your offer valid for ninety (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 thirty (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:

The overall evaluation is based on a 100 points scale. The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution; **60% (i.e., max 60 points)** from the total score.

1. Company Qualifications (20)	Documents, information to be provided to establish compliance with the set criteria
Service provision experience ( <u>project based</u> ) (10)	Service provision experience in administrative services. List the number of projects with short description successfully completed and currently under-way. Scores will be given based on the number of relevant projects.  <i>Please note that without the list of projects, 0 point will be given.</i>
Service provision experience ( <u>client based</u> ) (10)	Service provision experience in administrative services. Please list the current and previous clients. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted.  Reference and background checks are part of the due diligence during the selection process and in case of negative feedback may lead to disqualification.  <i>Please note that without the list of clients, 0 point will be given.</i>
2. Proposed services (30)	Documents, information to be provided to establish compliance with the set criteria
Compliance with the services required under administrative services (2.1) (15)	Comprehensive proposal presented including all services listed under point 2.1., outlining your company`s experience and strategy to fulfil requirements; please outline ability/capacity to provide timely hiring services.  Please include your company policy, Code of Conduct and the terms of conditions related the requested services.  <i>Please note that if you don`t add information about this section on Annex B, 0 point will be given.</i>

Reporting capabilities (15)	<p>Sample reports to be provided:</p> <ol style="list-style-type: none"> <li>1. One (1) employee contract template.</li> <li>2. One (1) monthly salary report upon payroll completion</li> <li>3. One (1) sample of individual contractor's retention report</li> </ol> <p>The scores will be allocated for the quality of the samples.</p> <p><i>You are requested to add all the three samples to your proposal. Please note that without the samples, 0 point will be given.</i></p>
<b>3. Personnel qualifications (10)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Experience of core people who will work on UNHCR project.	<p>UNHCR requires a designated account manager to handle day to day interactions. Please provide a short CV (max half page) of the account manager assigned to UNHCR account;</p> <p>The scores will be allocated for the average number of years` of the account manager dedicated to UNHCR account.</p> <p><i>Please note that without the CV, 0 point will be given.</i></p>

**IMPORTANT:**

The minimum passing score of the evaluation is 45 out of 60; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Bidders might be requested to deliver a presentation on their proposal and to introduce the team members who will work with UNHCR via web/teleconference in case PSP deems necessary the agencies will be informed on time.

The minimum passing score of the evaluation is 45 out of 60; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

The **Financial offers** will use the following percentage distribution: **40%** from the total score.

The maximum number of points (40 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.,  $[\text{total Price Component}] \times [\text{PHP lowest}] \setminus [\text{PHP other}] = \text{points for other supplier's Price Component}$ .

## 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.

**CLOSING DATE AND TIME: 31 January 2024 – 23:59 UTC + 8 hrs. (Manila time zone)**

**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 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:**

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.

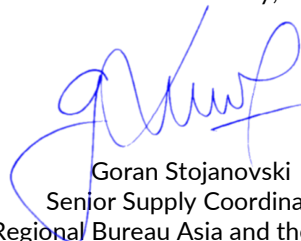
**2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

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 to 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,



Goran Stojanovski  
Senior Supply Coordinator  
Regional Bureau Asia and the Pacific  
United Nations High Commissioner for Refugees (UNHCR)