

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR
STRENGTHENING THE RESPONSE CAPACITY TO COUNTRY INFORMATION
NEEDS**

CLOSING DATE AND TIME: as indicated in the ERP Portal

RFP DOCUMENTS

- Annex A: Terms of Reference (TORs)
- 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 – 2018
- Annex F: UNHCR Code of Conduct

RFP KEY DATES:

RFP Issue Date	20 May 2024
Questions submission deadline	04 June 2024

RFP Submission deadline	As indicated in the ERP Portal
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Chief of Section (HQ Procurement)

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UNHCR

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1 Overview

1.1 General Information

Title	RFP FOR STRENGTHENING THE RESPONSE CAPACITY TO COUNTRY INFORMATION NEEDS		
Buyer	Alessio BRACCHITTA	Outcome	Frame Agreement
E-Mail	BRACCHIT@unhcr.org	Two Stage Evaluation	Yes
Introduction			

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 co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Division of International Protection (DIP), invites qualified suppliers and service providers to make a firm offer for the establishment of Frame Agreement for the provision of services.

UNHCR may award Frame Agreement with initial duration of 3 (three) years, potentially extendable for two further periods of 1 (one) year each. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated requirement of UNHCR is specified in Annex A.

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 issuance of individual Purchase Orders against the Frame Agreement.

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance to the General Conditions for the Provision of Goods and 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.

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.

IMPORTANT

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' 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 in itself a termination clause.

It is strongly recommended that this Request for Proposal (RFP) 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 General Terms and Conditions attached under "Requirements-Preliminary examination"

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

INTENTION TO BID:

Bidders intending to participate in this tender are requested to create a draft response to this RFP in the ERP system.

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs CET on 04 June 2024.** Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal an/or by attaching the list of Questions and Answers to this RFP in this ERP portal.

IMPORTANT

Please note that proposals are **NOT** to be sent using the messaging functionality. Proposals sent using the messaging functionality will result in disqualification of the offer.

YOUR OFFER

Your offer shall be prepared in **English**.

Please submit your offer using the forms provided under the requirement section. 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 will result in disqualification of the offer.

SUBMISSION OF PROPOSAL

Proposals should be submitted directly in the portal and all attachments should be uploaded 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 submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the online portal will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements 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 your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

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

ACCEPTANCE OF PROPOSAL

UNHCR reserves the right to accept the whole or part of your proposal, or allow split or partial awards on this project.

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.

Please note that UNHCR is not bound to select any of the firms submitting

proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposal considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

This is a two stage negotiation and all responses will be evaluated in two stages.

1,2 Schedule

Preview Date
Close Date **2024.07.04. 14:00**
Time Zone **Central European Time**

Open Date **2024.05.17. 16:42**
Award Date

1,3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
Ranking Method **Price only**

1,4 Terms

Agreement Start Date		Agreement End Date	
Agreement Amount (USD)		Minimum Release Amount (USD)	
Payment Terms HCR Net 30		Freight Terms None	
Shipping Method		FOB <input type="checkbox"/>	Buyer managed transportation
Negotiation Currency USD (US Dollar)		Price Precision 2	

Eligible Response Currencies

Check the one currency in which you will enter your response.

	Response Currency	Description	Price Precision
<input type="checkbox"/>	USD	US Dollar	2
<input type="checkbox"/>	AUD	Australian Dollar	2
<input type="checkbox"/>	CAD	Canadian Dollars	2
<input type="checkbox"/>	CHF	Swiss Franc	2
<input type="checkbox"/>	CNY	Yuan Renminbi	2
<input type="checkbox"/>	EUR	Pan-European Currency	2
<input type="checkbox"/>	GBP	Pound Sterling	2
<input type="checkbox"/>	HKD	Hong Kong Dollar	2
<input type="checkbox"/>	JPY	Japanese yen	2
<input type="checkbox"/>	NZD	New Zealand Dollar	2

2 Requirements

**Response is required*

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical and Financial evaluation:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

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. 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. The technical evaluation consists of two (2) steps. At first, compliance with established mandatory pre-qualification criteria will be assessed following the exact same structure as it is outlined in Annex B Technical Offer Form.

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

Only offers which passed all mandatory PASS/FAIL criteria will be further evaluated against weighted criteria.

The cut-off point for submissions to be considered technically compliant will be 42 Points.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and 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., $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

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.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

2.1 Section 1. General Terms and Conditions (Technical)

*1. Acceptance of UNHCR General Terms and Conditions for Contracts

Please confirm your full acceptance of UNHCR's General Terms and Conditions for Contract (Annex E)

Attachments:

File Name or URL	Type	Description
Annex E_ General Terms and Con	File	

Select one of the following:-

☐ a. Yes, I confirm full acceptance of of UNHCR's General Terms and Conditions for Contract.

*2. Acceptance of UNHCR Supplier Code of Conduct.

Please confirm your full acceptance of UNHCR Supplier Code of Conduct (Annex F)

Attachments:

File Name or URL	Type	Description
Annex F_Supplier Code of Condu	File	

Select one of the following:-

☐ a. Yes, I confirm full acceptance of UNHCR Supplier Code of Conduct.

3. Intention to Bid

To confirm your intention to participate in this tender, please create a draft in the ERP system, which will validate your interest.

Attached you can find a document with further instructions.

Attachments:

File Name or URL	Type	Description
Letter of Intention to Bid.pdf	File	

Target: This is a display only query.

*4. Vendor Registration Form

If your company is not already registered with UNHCR, you should complete, sign and submit the attached Vendor Registration Form (Annex D).

If selected, the vendor(s) will be requested to formally register through UNHCR Supplier Portal.

UNHCR Supplier Portal: <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

Attachments:

File Name or URL	Type	Description
Annex D_Vendor Registration Fo	File	

Select one of the following:-

- ☐ a. Already registered in UNHCR Supplier Portal.(Response attachments are optional)
- ☐ b. The Company I represent, is not registered in UNHCR ERP Portal, please find the completed and signed Vendor Registration Form attached.(Response attachments are required)

Comments:

2.2 Section 2. RFP Documents (Technical)

*1. Annex A - Terms of Reference

Bidder is required to read carefully the attached Annex A - Terms of Reference.

Attachments:

File Name or URL	Type	Description
Annex A_Terms of Reference_UNH	File	

Select one of the following:-

- ☐ a. I have read and understood the attached Annex A - Terms of Reference.(Response attachments are optional)

*2. Annex B - Technical Offer

Bidder is required to read carefully the attached Annex B - Technical Offer.

The attachment summarize the requirements of the Technical offer.

Attachments:

File Name or URL	Type	Description
Annex B_Technical Offer Form_U	File	

Select one of the following:-

- ☐ a. I have read and understood the attached Annex B - Technical Offer.(Response attachments are optional)

2.3 Section 3. Mandatory Pre-qualification criteria (Technical)

***1. Mandatory Pre-qualification criterion: The bidder is a registered business concern.**

Please attach the Company registration documents with the Government of the country of origin.

Select one of the following:-

☐ a. Yes, please find attached the Business Registration Certificate. *(Response attachments are required)*

Comments:

***2. Mandatory Pre-qualification criterion: Proof of Similar Projects.**

Please provide one page summary (each) of at least two similar successfully implemented projects, including the names of the clients, nature of the projects and time-frames.

Select one of the following:-

☐ a. Yes, please find attached the summary and related details of at least two similar successfully implemented projects. *(Response attachments are required)*

2.4 Section 4. Technical Offer - Company Qualification (Max 15 Points) (Technical)

***1. Experience in providing similar services to UN organizations, other international organizations, non-profit organizations or in the public sector**

Please provide detailed and compelling evidence of recent and extensive experience or projects of a similar nature, implemented for UNHCR, other UN organizations, (N)GOs, legal aid providers, etc.

Select one of the following:-

☐ a. Yes, please find attached the related evidence. *(Response attachments are required)*

Comments:

***2. Sustainability initiatives undertaken by the company.**

Please provide evidence of undertaken sustainability initiatives to minimize the environmental impact and/or promoting social responsibility within your operation.

Examples: environmental management system, internal policies on gender equality and disability inclusion, corporate social responsibility, ISO standards and/or social audits.

Select one of the following:-

☐ a. Yes, please find attached related evidence. *(Response attachments are required)*

Comments:

2.5 Section 5. Technical Offer - Proposed Services, Approach and Methodology (Max 35 Points) (Technical)

***1. Quality of the standards and policies put in place by the company with regard to COI research methodology and COI quality standards.**

Please provide evidence in relation to COI research methodology and COI quality standards provided in the 2024 ACCORD Training Manual on COI.

Select one of the following:-

- ☐ a. Yes, please find attached related evidence. *(Response attachments are required)*

Comments:

***2. Evidence of understanding the purpose and use of COI in RSD procedures and measures in place to maintain the distinction between information and analysis in the context of asylum procedures.**

Please provide a detailed understanding of the purpose and use of COI in RSD procedures making reference to the refugee definition, clear understanding of the need for COI products, assessments of international protection needs, boundaries between COI and analysis / assessment.

Select one of the following:-

- ☐ a. Yes, please find attached related detailed documentation. *(Response attachments are required)*

Comments:

2.6 Section 6. Technical Offer - Personnel Qualification, Team Composition and Strength (Max 20 Points) (Technical)

***1. Qualifications of proposed staff:**

Please provide the Curriculum Vitae of core staff, COI training certifications, extensive experience of conducting COI research for use in refugee status determination.

Select one of the following:-

- ☐ a. Yes, please find attached related documents. *(Response attachments are required)*

Comments:

***2. Ability to work under time pressure / with tight deadlines.**

Please provide proven track records including dates and timelines.

Select one of the following:-

- ☐ a. Yes, please find attached related detailed documentation. *(Response attachments are required)*

Comments:

***3. English drafting skills of proposed staff**

Please provide evidence/certifications of English at C2 level, with a broad and adaptable vocabulary and flawless grammar.

Select one of the following:-

- ☐ a. Yes, please find attached related detailed documentation. *(Response attachments are required)*

Comments:

2.7 Section 7. Financial Offer (Commercial)

*1.

Annex C_ Financial Proposal

Please provide the cost breakdown of your financial proposal as per the attached template (Annex C) and instructions provided. Indicate the services giving the price on a fixed and all-inclusive basis, and make sure it matches with the total amount **indicated** in line items. Please make sure that the completed file is attached to this requirement. Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, Euros or in the currency of your company's country.

Attaching the file with the breakdown of the financial proposal under any other section will result with disqualifying.

The financial offer shall include the following information:

- a) All-inclusive daily rates.
- b) Other costs, if any (indicating nature and breakdown).
- c) Any assumption made for the provision of the estimates without compromising the delivery of services.

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.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for at least 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

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

expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

Attachments:

File Name or URL	Type	Description
Annex C_ Financial Offer Form_	File	

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

☐ a. Yes, please find attached the financial proposal. *(Response attachments are required)*

Comments:

3 Lines

Instructions Please ensure that your financial proposal matches the amount reported in this section. Prices shall be given on a fixed and all-inclusive basis and expressed in only one currency, excluding VAT.

Disclaimer 1: Payment will be made only upon UNHCR's acceptance of the work performed in accordance with agreed schedule of payment and/or achievement of contractual milestones.

Disclaimer 2: Travel costs and all other costs shall not be reimbursed by UNHCR and should be covered in the financial offer of the bidder (if required).

Estimated number of days of service per year is around 120 days. However please note that these numbers may fluctuate over the course of the FA.

Fee per day; Day is considered as 8 hours.

3.1 Line Information

Line	Estimated Quantity	UOM	Response Price	Line Amount	Response Minimum Release Amount
1-Consulting Fees - please enter in the system the all-inclusive daily rate	120	Day			

3.2 Line Details

3.2.1 Line 1 Consulting Fees - please enter in the system the all-inclusive daily rate

Category Name	PRF Corporate consultancy	
Item		Revision
Allow Alternate Lines	No	
Target Minimum Release Amount (USD)		
Start Price (USD)		

