

DATE: 10th of June 2024

REQUEST FOR PROPOSAL: RFP/24/014/DENMARK/PSP

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

**OUTBOUND TELEMARKETING SERVICES FOR UNHCR PRIVATE SECTOR PARTNERSHIP
IN DENMARK**

CLOSING DATE AND TIME: 4TH OF JULY 2024 – 23:59 pm CET

INTRODUCTION TO UNHCR

In almost seven decades, UNHCR has helped tens of millions of people restart their lives. Today, a staff of more than 20,000 people in 135 countries continue to help more than 110 million globally displaced persons. 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>.

UNHCR has an ambitious Private Sector Partnership (PSP) program which endeavors to capitalize donations from private-sector donors, through a variety of channels including Face-to-Face, Direct Mailing, DRTV, Digital channels and Telemarketing. Fundraising in Denmark includes all channels except for Face-to-Face. As part of the international UNHCR PSP strategy, and to build a good relationship with new and existing donors, increase donors' retention and maximize contributions, PSP Denmark is pushing a lot to increase its Telemarketing program.

1. REQUIREMENTS

The UNHCR PSP team in Denmark is looking for a competent in-country, external provider for the provision of outbound telemarketing services for two (2) years plus one (1) year extension upon satisfactory performance. The service commencement date is upon completion of the selection process, tentatively from September 2024:

- Phase 1 - 1st of September 2024 – 31st of August 2025
- Phase 2 - 1st of September 2025 – 31st of August 2026
- Phase 3 - 1st of September 2026 – 31st of August 2027

The service provision will take place in Denmark. Inbound calls will be handled in-house.

The service provider(s) will be requested to maintain their proposed pricing structure for the duration of the contract. PSP Denmark is looking for contracting more than one service provider to have a main and back-up vendor for telemarketing services.

<p>IMPORTANT: Terms of Reference (ToR) are detailed in Annex A of this RFP. Please use the ToR to structure your technical proposal and make sure to include all requested information in your proposal, with special attention for the technical evaluation criteria stipulated in the ToR.</p>

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 Terms and Conditions (Annex c).

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

To be eligible to participate in this bidding, your company must be compliant with the below pre-selection criteria. Failure to comply will result in disqualification.

Criteria (pass or fail)	Documents, information to be provided to establish compliance with the set criteria
Your company must be registered and eligible to do business in Denmark	To establish compliance with these criteria: 1. Copy of Certificate of Business Registration/ Certificate of Incorporation is to be sent* 2. Vendor registration form to be filled out and submitted (Annex D)*
UNHCR Data protection	Compliance with UNHCR data protection clause, acceptance of Annex E.
UNHCR general terms and conditions	Compliance with UNHCR general terms and conditions, acceptance of Annex F.
All telemarketing agents must be fluent in Danish.	Confirmation on your technical proposal that for all operators working on this project agents are fluent in Danish.

* In case your company is a registered PO supplier to UNHCR, i.e., you have already received purchase orders, there is no need to re-send the above documents unless some changes are to be implemented on your current profile (address, bank account etc.). Please add the necessary comments to your technical offer. **Compliance with the rest of the pre-selection criteria is still mandatory.**

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

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

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Erzsebet Gal, galer@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 are required to submit any request for clarification or any question in respect of this RFP by e-mail to Erzsebet Gal, galer@unhcr.org. The deadline for receipt of questions is **the 20th of June 2024 23:59 CET**. 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. For bid submission please follow the instructions in section 2.6 of this document.

UNHCR will compile the questions received and the corresponding Q&A file will be posted and sent to all bidders.

2.4 **YOUR OFFER**

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.

Please fill out Annex B as your technical response form. General company profile will not be accepted.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A under section 2**. Your technical offer should be concisely presented and structured, but not necessarily be limited to, the information provided under **Annex A section 3 (company qualification, proposed service, and personnel qualification)**.

2.4.2 **Content of the FINANCIAL OFFER**

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

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. Please quote in Euro, as only accepted currency.

Bidders should provide costs, as per Annex C, for each service as per relevant lots.

You are requested to hold your offer valid for 120 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 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:

Only offers compliant with the pre-selection criteria will be considered for evaluation.

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (on a 100 points scale, i.e. max 70 points obtainable for the technical offer).

The minimum passing scores of the technical evaluation is 42 out of 70; if a bid does not meet these minimums it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Company Qualifications (max 15 points)	Documents, information to be submitted to establish compliance with the set criteria and to ease the scoring process
Telemarketing experience in the charity sector	<p>Please list your clients from the charity sector in total. Clients from the past 5 years.</p> <p>The scores will be allocated based on the number of clients.</p>
Proposed services (max 40 points)	Documents, information to be submitted to establish compliance with the set criteria and to ease the scoring process
Compliance with the requirements listed under section 2.1, 2.2 and 2.3 Standard Service Requirements (30 points)	<p>Comprehensive proposal presented by addressing all requirements under section 2 as for standard, emergency, and operations services.</p> <p>The following samples are to be sent (or similar examples used by your company):</p> <ul style="list-style-type: none"> ✓ one (1) sample report for daily result ✓ one (1) sample report of result summary ✓ one (1) performance analysis report <p>Please note that without the samples provided 0 points will be allocated.</p> <p>The scores will be allocated for the comprehensiveness and quality/clarity of the proposed services.</p>
Capacity to achieve the estimated results (max 10 points)	<p>A description of your organization's capacity and strategy to provide the service in the ToRs and achieve the estimated results with any innovative solutions proposed.</p> <p>The scores will be allocated for the comprehensiveness and quality/clarity of the proposed strategy and innovative solutions.</p>
Personnel Qualifications (max 15 points)	Documents, information to be submitted to establish compliance with the set criteria and to ease the scoring process
Experience and skills of core team who will work on UNHCR project (max 10 points)	<p>Please list the telemarketing agents to be assigned to UNHCR account and outline their experience.</p> <p>The scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account.</p>
Staff turnover rate (max 5 points)	<p>Describe current headcount volume for telemarketing agents and confirm 2021, 2022 and 2023 turnover rate.</p> <p>Scores will be allocated based on staff turnover rate.</p>

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

The max score allocated to the financial components is 30% (of the total scores), i.e., max 30 points. The financial proposal is to be submitted **ONLY** by filling in Annex C. No other format will be accepted.

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.

DEADLINE: 4TH OF JULY 2024 – 23:59 pm 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 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 enough 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.

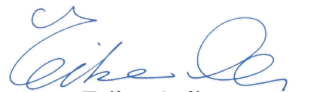
2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

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 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.

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,



Erika Celi

Supply Associate

Private Sector Partnerships Europe

United Nations High Commissioner for Refugees (UNHCR)