

**REQUEST FOR PROPOSAL
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF
CONSULTANCY SERVICES ON TECHNICAL MATTERS
FOR SOURCING AND PROCUREMENT MANAGEMENT**

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established in 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 people who have been forced to flee.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of 18,879 people in 135 countries continues to help 108.4 million 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>.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Supply Management Services (SMS), invites qualified suppliers and service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of **consultancy services on technical matters for sourcing and procurement management**.

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

Please note that figures, indicated in this RFP, 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 goods / 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(s). 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 Goods and 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 15 July 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 and/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.

NOTE TO BIDDERS:

Proposals must be submitted through the ERP portal. In case you have never registered before, you can register a profile using the registration link Supplier Registration (oraclecloud.com) and follow the instruction in guides available in the UNHCR website: [How to become a supplier | UNHCR](#). Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember your password or username from previous registration.

In the event suppliers need to change the e-mail account in the system, it will be required to edit the focal person information and contact details in the system. Registration Guide and User Manual are available in the following link: [Supplier Portal Manual](#)

ENVIRONMENTAL POLICY:

UNHCR's policy is to purchase products and services with the least negative impact on the environment. Environmental considerations, including manufacture, transport, packaging, use, and disposal of goods, are integral to UNHCR's evaluation and selection process.

ZERO TOLERANCE POLICY:

Note that UNHCR strictly adhered to a zero-tolerance policy, advising its Suppliers not to offer any gifts, favors, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found engaging in such activities may face sanctions from UNHCR and other UN agencies

Fabrizio Bertora
Chief of Section (HQ Procurement)
Supply Management Service
UNHCR

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1 Overview

1.1 General Information

Title **Consultancy services for sourcing and procurement management.**
 Synopsis **Consultancy services on technical matters for sourcing and procurement management.**

Introduction

RFP DOCUMENTS

Annex A: Terms of Reference (TORs)

Annex B: Technical Offer Form

Annex C: Financial Offer Form

Annex D: UNHCR General Conditions of Contracts for the provision of Goods and Services - 2018

Annex E: UN Supplier Code of Conduct

YOUR PROPOSAL

Your proposal shall be prepared in English.

Please submit your offer using the Annexes provided under the requirement section. Proposals 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		Open Date	2024.07.01. 9:39
Close Date	2024.07.29. 12:00	Award Date	
Time Zone	Coordinated Universal Time		

1,3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Multiattribute scoring**

1,4 Terms

Instructions **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR GOODS AND SERVICES AND UN SUPPLIER CODE OF CONDUCT**

Please note that the General Conditions of Contracts (Annex D) 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. The bidder shall also confirm acceptance of UN Supplier Code of Conduct (Annex E).

CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

All prices shall be quoted in the currencies indicated in this RFP. 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 to the General Conditions for Contract of Services and in the currency in which the PO is issued.

Payments shall only be initiated after confirmation of successful delivery of goods by UNHCR business owner.

Agreement Start Date		Agreement End Date	
Agreement Amount (USD)		Minimum Release Amount (USD)	
Payment Terms	HCR Net 30	Freight Terms	FOB
Shipping Method			<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"/>	INR	Indian Rupee	2
<input type="checkbox"/>	JPY	Japanese yen	2
<input type="checkbox"/>	NZD	New Zealand Dollar	2
<input type="checkbox"/>	ZAR	Rand	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. UNHCR will ensure that all documents and information requested and provided in connection with this tender will be treated with the utmost confidentiality.

Eligibility criteria: The below are minimum requirement that must meet to be eligible to participate in this tender.

- Acceptance of UNHCR General Conditions of Contracts for Services
- Acceptance of UN Supplier Code of Conduct
- Financial stability: The company has not been declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
- The company has not been listed on any ineligible list maintained by any international organization.

Note: As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors. 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:

- Core business;
- Track record;
- Contract capacity.

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 proposal** will be evaluated using inter alia the following criteria and percentage distribution: 60% from the total score.

Section 1. Bidder's qualification, capacity and experience (Max. Score: 20)

- 1.1 Minimum 5 years of experience providing consultancy services. 1 point for each additional year. Score: 5
- 1.2 Minimum 3 contracts providing consultancy services in the field of supply chain, logistics or procurement in the last 5 years. 2 points for each additional contract. Score: 10
- 1.3 Organization demonstrates significant commitment to sustainability through internal company policy in

social, environmental and economic field (e.g. women empowerment, disability inclusion and environmental practices). Score: 5

Section 2. Proposed Methodology and approach (Max. Score 15 points)

2.1 The company's methodology and approach meet or exceed the requirements of the Terms of Reference. Description of the company's approach and methodology for meeting or exceeding the requirements of the Terms of Reference. Score: 10

2.2 The company has quality assurance procedures and measures to ensure deliverables meet the requirements. Score: 5

Section 3. Management Structure and Key Personnel (Maximum Score: 25)

3.1 Composition and structure of the team proposed: description of the organizational structure to provide the consulting services and support as well as composition of the team. Score: 10

3.2 Qualifications of key personnel proposed (technical experts). Evidence of the professional capacity of experts. Score: 15

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

The cut-off point for submissions to be considered technically-compliant will be 35% out of the 60%.

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 proposal** will use the following percentage distribution: 40/% 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 proposals 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. Preliminary examination (Technical)

***1. General Conditions of Contracts**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Please confirm your acceptance to UNHCR General Conditions for Services (Annex D) which is attached to this requirement.

Attachments:

File Name or URL	Type	Description
Annex D- UNHCR General Condit	File	UNHCR General Conditions of Contract for Services

Hint: Please download, read and confirm acceptance of UNHCR General Conditions of Contracts for the provision of Services

Select one of the following:-

- a. Yes, I accept UNHCR General Conditions of Contracts for the provision of services (Score: 0) *(Response attachments are optional)*

Comments:

***2. UN Supplier Code of Conduct**

Please confirm your acceptance to the UN Supplier Code of Conduct (E) which is attached to this requirement.

Attachments:

File Name or URL	Type	Description
Annex E- UN Supplier Code of C	File	UN Supplier Code of Conduct

Select one of the following:-

- a. Yes, I accept of the UN Supplier Code of Conduct (Score: 0) *(Response attachments are optional)*

***3. Financial Capacity:**

Bidders shall have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments;

Please confirm if your company has not been declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgement or pending legal action against them that could impair their operations in the foreseeable future.

Please also provide the financial statements of your Company for the last three (3) years prior to the closing date of this negotiation.

Hint: Please upload the statements here.

Select one of the following:-

- a. we declare, our company has not been declared bankruptcy, is not involved in bankruptcy or receivership proceedings *(Response attachments are optional)*
- b. Statements uploaded
- c. Statements not available

- *4. Please confirm that your company has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.**

Select one of the following:-

- a. We declare that our company has not been listed on any ineligible list maintained by any government or international organization

2.2 Section 2. Technical Proposal (Technical)

***1. Company Qualifications**

Please include a description of your company with the following information (maximum number of pages: 10 pages incl. annexes):

- Company profile, registration certificate and year founded. If multi location company, specify headquarters location;
- Number of years experience working including work experience
- Number of similar and successfully completed contracts (consultancy services in the field of supply chain, procurement, logistics);
- Organization demonstrates commitment to sustainability

Please include any information in the Technical Proposal Form (Annex B-Section Company Qualifications) and supporting documentation that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

Maximum score: 20

Attachments:

File Name or URL	Type	Description
Annex A-Terms of Reference.pdf	File	Annex A-Terms of Reference
Annex B-Technical Proposal For	File	Annex B-Technical Proposal Form-Section 1 Company's qualification

Hint: Please upload all required documents

Select one of the following:-

- a. Technical proposal (Section 1) uploaded(*Response attachments are required*)
 b. Supporting documents(*Response attachments are required*)

***2. Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs:**

Please refer to the Terms Of Reference (TOR) attached to this requirement. (Maximum number of pages: 10 pages incl. annexes)

Please provide a description of the company's approach and methodology for meeting or exceeding the requirements of the Terms of Reference (Annex B- Technical Proposal Form_Section Technical Proposal). Include the following information

- A description of your organization's capacity to provide the services
- A description of your organization's approach and methodology to meet the requirements stated on the TOR.
- A description of the quality assurance processes the vendor should follow to ensure deliverables meet the required standards.

Maximum score: 15

Attachments:

File Name or URL	Type	Description
Annex A-Terms of Reference.pdf	File	Annex A-Terms of Reference
Annex B-Technical Proposal For	File	Annex B-Technical Proposal Form -Section 2 Proposed methodology and approach

Select all that apply:-

- a. Technical proposal (Section 2) attached(*Response attachments are required*)
 b. Supporting document(*Response attachments are optional*)

***3. Proposed Personnel Capacity:**

Please provide a description of the organizational structure to provide the consulting and support services as well as composition of the team including evidence of the professional capacity of the experts (Max. number of pages 20 incl. annexes):

- Management Structure
- Curriculum Vitae/Resume of the core staff
- Any additional documents if available

The bidders have to show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TORs. No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the service provider for the provision of the

relevant visa and work permits for the proposed resources. UNHCR can assist by issuing attestation letters for a specified time frame, during the duration of the project. The company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

Maximum score: 25

Attachments:

File Name or URL	Type	Description
Annex A-Terms of Reference.pdf	File	Annex A-Terms of Reference
Annex B-Technical Proposal For	File	Annex B-Technical Proposal Form (Section 3)

Select all that apply:-

- a. Technical Proposal (Section 3) uploaded(*Response attachments are required*)
- b. Key Personnel CVs uploaded(*Response attachments are required*)
- c. Additional supporting documents if available(*Response attachments are optional*)

2.3 Section 3. Financial Proposal (Commercial)

*1. Financial Proposal

Please provide the cost breakdown of your financial proposal as per the template and instructions provided. Your Financial Proposal must contain an overall offer in a single currency which is indicated in this Request for Proposal.

The financial proposal must cover all the services to be provided (price "all inclusive"). The financial proposal shall include a **daily rate per consultant** including any related cost required to deliver the services.

The financial proposal is to be submitted as per the Financial Proposal Form (attached here). Proposals 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 180 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 proposal and of negotiating a contract 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 Proposal For	File	Annex C-Financial Proposal Form

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. Financial proposal submitted(*Response attachments are required*)

3 Lines

Instructions	<p>The financial proposal must cover all the services to be provided (price "all inclusive"). The financial proposal shall include a daily rate per consultant including any related cost required to deliver the services.</p> <p>The Financial Proposal is to be submitted as per the Financial Proposal Form (attached here). Proposals that have a different price structure may not be accepted.</p> <p>Please disregard the below section related to Price Breaks.</p>
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3.1 Line Information

Line	Estimated Quantity	UOM	Response Price	Line Amount	Response Minimum Release Amount
1-Please insert 1 in the system for your financial proposal	1	Each			

3.2 Line Details

3.2.1 Line 1 Please insert 1 in the system for your financial proposal

Category Name **PRF Corporate consultancy**

Item Revision

Allow Alternate Lines **No**

Target Minimum Release Amount (USD)

Start Price (USD)

Price Breaks

You may propose price breaks in the space provided or on a separate sheet of paper. The break quantity is cumulative.

Location	Quantity	Pricing Basis (Circle One Value)	Response Value