



# UNHCR

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

**DATE: 02 July 2024**

**REQUEST FOR PROPOSAL: No. RFP/CO/YEMSA/24/05/R1**

**ESTABLISHMENT OF FRAME AGREEMENT FOR  
THE PROVISION OF INTERPRETATION SERVICES FOR THE UNHCR YEMEN**

**CLOSING DATE AND TIME: Tuesday 23 July 2024, 23:59 hrs., Yemen Local time**

## **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 34 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>.

## **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sana'a Country Office, invites qualified service providers to make a firm offer for the establishment of Frame Agreements for the Provision of Interpretation Services (referred to hereinafter as "Services") to the UNHCR Yemen, as specified in the Terms of Reference (ToR)

No	Personal Job title	Duty Station	Number of required Interpreter/s
<b>Lot 1 - UNHCR Sanaa Office</b>			
1	Interpreter	UNHCR Reception Center Sanaa	4
2	Senior Interpreter	UNHCR Reception Center Sanaa	1
<b>Lot 2 - UNHCR Aden &amp; Kharaz Offices</b>			
3	Interpreter	UNHCR Sub-Office Aden	7
4	Interpreter	UNHCR Field Office Kharaz	3

### **Important Note: -**

**Bidders may bid for their offer as per the below options: -**

- Provided their offer for one Lot only. (OR)
- Provided their offers for all Lots.

**IMPORTANT:**

Exact service description is provided in Annex A - Terms of Reference (TOR).

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for an additional period of 1 (one) year, for the provision of Interpretation Services in Yemen. The successful bidders will be requested to maintain their quoted offer model for the entire duration of the Frame Agreement(s).

This tender may result in establishment of minimum three (3) Frame Agreements, one (1) Primary and two (2) backup suppliers.

The estimated annual requirement for provision of the interpretation services is specified in the ToR (Annex - A). Please note that this information has 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 volume of the services. The actual scope of needs may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement(s).

Other United Nations Agencies, Funds and Programmes shall be entitled to the same fees 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 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 in itself a termination clause.

It is strongly recommended that this Request for Proposal document 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 E).

UNHCR shall consider applications from a consortium (i.e. a local firm with an international firm registered in Yemen) if you company is awarded the frame agreement.

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 integral part of this Request for Proposal:

Annex A:	Terms of Reference
Annex B	Technical Proposal Form (to be completed and signed as part of technical offer)
Annex C:	Financial Bidding Form (to be completed and signed as part of financial offer)

- Annex D: Vendor Registration Form (to be completed and submitted as part of technical offer)  
Annex E: General Conditions of Contract for Provision of Services  
Annex F: UNHCR Code of Conduct  
Annex G: E-Tender Box Supplier User Manual  
Annex H: Online Link for Pre-Bid Meeting

## 2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid
- Whether or not you will participate at the supplier conference
- The source where you have acquired this tender document (e.g. E-Mail, UNHCR Office, Friend etc.)

**IMPORTANT:**

Failure to send the above requested information may result in miss-information with your company.

### 2.3.1 Pre-Bid Meeting

UNHCR will organize a supplier online **pre-bid conference** on **Tuesday 09 July 2024 at 10:00 am to 11:00 am**, interested bidders can attend online via the link provided in **Annex H**

### 2.3.2 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to the generic email of UNHCR Supply Unit, at [yemsasu@unhcr.org](mailto:yemsasu@unhcr.org) . The deadline for receipt of questions is 23:59 hrs., Sana'a local time, Yemen on **15 July 2024**. Bidders are requested to keep all questions concise and clear to the point.

UNHCR will compile the questions received. UNHCR may, at its discretion, respond to these questions at once. A Questions & Answers document will be prepared, and all questions raised will be compiled, clarified, and brought forward by means of email as well as on publication on Yemen HR website and UNGM for your information.

**IMPORTANT:**

**Please note that Bid Submissions are not to be sent to the e-mail address above.**

## 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 be not 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 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 (60%)**

**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.**

The Terms of Reference (TORs) of the services requested by UNHCR can be found in Annex A.

**Technical Offer:**

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

**Description of the company and the company’s qualifications:** A description of your company with the following documents: company profile, registration certificate, tax registration certificate and last audit reports, financial statements and bank references.

**Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:** A description of your company’s experience in these services in the past, including any contracts awarded or any other documents that supports your offer; Explain or present the detailed company methodology approach and understanding of the service requirement; submits a The composition of the team you propose to provide; show the proof by providing the staffing contract information with your company. Availability of technical mechanism and professional statistician; provide CVs of the key staff showing their area of qualification and experience based on the requested services; Maintains a good track record in serving international organizations, embassies and multinational corporations, minimum 3 contracts, orders/purchase orders should be provided; provision of the qualification certifications relevant to the requested services from recognized institutions and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any;

**Proposed personnel to carry out the assignment:** Employs competent and experienced personnel as evidenced by their track record in their Curriculum Vitae and copies of their certificates proving their specialization in area of required services including specialized technical trainings/seminars related to interpretation service as outlined in the TORs on request at any given time;

**Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex D). If already registered with UNHCR, please state your Vendor ID.

**UNHCR General Conditions of Contract for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

**UNHCR Code of Conduct:** Your technical offer should contain the acknowledgement of the UNHCR Code of Conduct (for consultancy services) by signing **Annex F**.

**IMPORTANT:**

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

#### **2.4.2 Content of the FINANCIAL OFFER (40%)**

Your separate **Financial Offer** must contain an overall offer in **US Dollars**. The financial offer must cover all the services to be provided (price “all inclusive”). The service provider must take into account all expenses (travel, accommodation, equipment etc.) that would be required for the discharge of the services required. Price has to be given to all services listed and inclusive any taxes payable.

The component of the price must remain unchanged for the entire duration of the Frame Agreement (2+1 years) unless it will be lowered without change in quality of service.

The Financial Offer is to be submitted as per Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

**Bid Validity:** 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.

**Payment Terms:** UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of Invoice and supporting document 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:**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation under this Request for Proposal tender requirements. 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.

##### **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 Evaluation (60%):**

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 Proposals** will be evaluated using, inter alia, the following criteria and percentage distribution: **60%** from the total score. The technical evaluation consists of two (2) steps.

At first, compliance with the established mandatory **eligibility criteria** will be assessed as follows:

Eligibility Criteria ( <b>Mandatory</b> )	Merit: PASS/FAIL
<b>1. Valid Company registration certificates</b> , valid business registration certificate in the field of interpretation and/or translation services and tax membership issued by the relevant local authorities;	<b>Non-discretionary "PASS/FAIL"</b>
<b>2. Vendor Registration Form:</b> If your company is not already registered with UNHCR, you must complete, sign/stamp and submit with your technical proposal the Vendor Registration Form ( <b>Annex D</b> )	<b>Non-discretionary "PASS/FAIL"</b>
<b>3. UNHCR General Conditions of Contract for the Provision of Goods and Services:</b> Acknowledgement of UNHCR General Conditions of Contract for the Provision of Goods and Services ( <b>by signing &amp; stamping each page of Annex E</b> attached hereto)	<b>Non-discretionary "PASS/FAIL"</b>
<b>4. UN Supplier Code of Conduct:</b> Acknowledgement of UN Supplier ( <b>by signing &amp; stamping each page of Annex F</b> attached hereto)	<b>Non-discretionary "PASS/FAIL"</b>

Only the Technical Proposals that have been assigned "PASS" for all above-listed eligibility criteria will be considered for further evaluation.

During the second step of the technical evaluation, offers passing the first phase (i.e. Eligibility Criteria) will be assessed against the following criteria, maximum and minimum scores against each criterion:

Minimum scores to be considered technically compliant	<b>Scores (36)</b>
Maximum scores	<b>Scores (60)</b>

I. Technical Evaluation Criteria		Maximum Scores
<b>1. Company's profile and qualifications</b>	<b>1.1</b> Years of Business [1 to 2 years : 2 Score; 3 to 4 years : 4 Score & 5 year or more than 5 Year : 6 Score]	6
	<b>1.2</b> Description of the company's activities and specializations. If a multi-location company, specify headquarters location and all cities in Yemen where your company has offices.  [If the company has an office in Sana'a or in Aden: 2.5 scores & if in both and/or other locations then 5 scores] (zero)	5
	<b>1.3 Relevant Experience:</b> Bidders have demonstrated experience in the field of interpretation and/or translation services to operate in Yemen. (Through presentation of at least 3 copies of the contracts / purchase orders / work orders as documented evidence) during the past 3 years  [1 contracts / purchase orders: 2 score; 2 contracts / purchase orders: 4 scores ; & 3 contracts / purchase orders or more: 5 score]	5
	<b>1.4</b> Financial Soundness Your offer must include bank statements, audited financial statements or financial turnover records from a financial institute for the past 2 years showing an annual turnover  [\$10,000 to \$15,000] : 1 Score; [\$15,001 to \$25,000] : 2 Score	4

I. Technical Evaluation Criteria		Maximum Scores
	[\$25,001 to \$35,000] : 3 Score & \$35,001 or more: 4 Score]	
<b>Sub-total</b>		20
<b>2. Understanding of the requirements for services; proposed approach, solutions, methodology and outputs</b>	<b>2.1</b> Compliance to the terms of reference  [Acknowledged the ToR Annex A: 6 Scores; if not, zero scores]	6
	<b>2.2</b> Description of your organization’s capacity for the provision of required services, and mechanism for provision of interpretation and/or translation services in Yemen.  Company has in its position the required technical staff and personnel, tools and equipment to ensure quality delivery of the required services.  <b>The organization’s capacity for the provision of services</b> <ul style="list-style-type: none"> <li>• If Organization has full capacity for the provision of services - 4 Points</li> <li>• If Organization's having the partial capacity for the provision of services - 2 Points</li> <li>• If no capacity - 0 points</li> </ul> <b>Organization's Main Area of expertise</b> If the interpretation and/or translation <ul style="list-style-type: none"> <li>• services are the main area of experience - 4 Points</li> <li>• If the interpretation and/or translation services are a partial area of experience - 2 Points</li> <li>• If no experience - 0 point</li> </ul> <b>Organization's organogram and capacity</b> <ul style="list-style-type: none"> <li>• If the Organization's having well-organized organogram and the capacity to provide the professional statistician - 4 points</li> <li>• If the Organization's having partially organized organogram and the capacity to provide the professional statistician - 2 points</li> <li>• If no Organogram - 0 points</li> </ul> <b>Organization has the capacity to provide interpretation and translation in multiple languages</b> <ul style="list-style-type: none"> <li>• If proofed the capacity to delivering the interpretation and translation service in all languages English – Arabic – Somali – Ethiopian – Oromo – Amharic – Afar – Tigrinya - 4 points</li> </ul> If not - 0 points	16
	<b>2.3.</b> Provide a description of your firm’s work plan approach, methodology and how you would manage the requested services outlined in Annex A. Enclosed with the quality sample outputs  <b>[Provided</b> firm’s work plan approach, methodology matches requirement on Annex A and attached quality sample output = 8 score. <b>Partially Provided</b> firm’s work plan approach, methodology matches requirement on Annex A and attached quality sample output = 4 score]; <b>Not matches &amp; not provided =0 score]</b>	8
<b>Sub-total</b>		<b>30</b>

I. Technical Evaluation Criteria		Maximum Scores
<b>3. Proposed personnel to carry out the assignment</b>	<p><b>3.1</b> Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. Provide the <b>staffing contract</b> information with your company</p> <p>[1-2 CVs &amp; their Contracts] : 1 Score;            [3-4 CVs &amp; their Contracts] : 3 Score            [5-6 CVs &amp; their Contracts] : 5 Score            [7-8 CVs &amp; their Contracts] : 7 Score            [9-10 CVs &amp; their Contracts] : 9 Score            [11-12 CVs &amp; their Contracts] : 10 Score</p>	10
<b>Sub-total</b>		<b>10</b>
<b>TOTAL</b>		<b>60 points</b>

The total cut-off points for submissions to be considered technically compliant will be 36 points out of 60 points attainable under the technical evaluation.

### 2.5.3 Financial Evaluation (40%):

The financial evaluation will be conducted only for companies who are technically compliant meaning securing at least 35 points out of 60 points in 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.,  $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$ .

## 2.6 SUBMISSION OF BID

The proposal submission offer must bear your official letter head, clearly identifying your company.

### **IMPORTANT NOTE FOR TENDER SUBMISSION:**

#### 1- Technical and Financial proposals

Submission of both technical and financial offers should be submitted E-tender box <http://etenderbox.unhcr.org> . Please carefully read the e-Tender Box user manual attached as Annex H for submission of your **Technical and Financial – Offers** submitted in any other manner will be disqualified.

The deadline for Technical & Financial proposals submission through the e-tender Box will be on **Tuesday 23 July 2024, 23:59 hrs. (11:59 pm), Yemen Local time**

**The Technical and Financial offers shall be clearly separated.**

#### **IMPORTANT:**

The technical offer and financial offer documents are to be separated in E-tender box. Failure to do so may result in disqualification.



**Deadline: Tuesday 23 July 2024, 23:59 hrs. (11:59 pm), Yemen Local time.**

**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 your responsibility to verify that all your submission offer proposal have been uploaded in e-tender box properly before the deadline. The proposals must bear your official letterhead, clearly identifying your company name.

Bids should be submitted by file and uploaded to e-Tender Box, the online bid registration tool of UNHCR. The e-Tender Box can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use e-Tender Box, registration on the website is required. This registration is exclusively for e-Tender Box 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 e-Tender Box account for managing its offers for UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The e-Tender Box Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

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.

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 (BVM).

## **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 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 CONTRACT:**

Please note that the General Conditions of Contracts (Annex E) 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**.

## **2.10 ENVIRONMENTAL POLICY**

UNHCR's policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods form part of UNHCR's evaluation and selection criteria.

## **2.11 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such, advises Suppliers not to offer any gifts, favour, hospitality, commission, etc. to UNHCR Staff. Any Supplier found to be offering gifts, favour, hospitality, commission, etc. to UNHCR Staff will be placed on the United Nations sanctioned list and UNHCR will not do business with them anymore.

Sidahmed Salih  
Associate Supply Officer



UNHCR Country Office, Sana'a