



UNHCR

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

DATE: 3/11/2024

REQUEST FOR PROPOSAL: No. UNHCR RFP 713

THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF TRANSLATION AND INTERPRETATION SERVICES FOR UNHCR YEMEN OPERATION

CLOSING DATE AND TIME: 7 December 2024 – 23:59 hrs. (11:59pm) 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 environments, 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 Yemen, invites qualified companies and service providers to make a firm offer for the establishment of Frame Agreements for the provision of the Translation and Interpretation services (referred to hereinafter as “services”)

The services should be provided in-line with the strategic objectives outlined in Annex A Terms of Reference document.

Your bid submission proposal should be in accordance with the requirements outlined in the RFP Tender document and evaluated based on the Annex H Vendor Technical Checklist Table.

IMPORTANT:

Terms of Reference and scope of work for provision of Services is attached as Annex A to this RFP tender document.

The following mandatory requirements should be met to submit a proposal:

- You should have a valid registration and work permit.
- The bidder should not have been blacklisted by UN agency.

UNHCR may award Frame Agreement(s) for duration of 2 (two) years with possibility for extension for additional period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement (s).

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 (Thirty 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 and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

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

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex D).

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: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex E: Code of Conduct for consultancy services
- Annex F: Confidentiality Undertaking Form
- Annex G: Sample Translation (UNHCR Yemen Factsheet_ August 2020_FINAL)
- Annex H: Bidder’s Technical Evaluation Checklist Table
- Annex I: Technical Proposal Form Staffing capacity and Experience.
- Annex J: Technical Proposal Form Clients & Contract Information Table
- Annex K: Technical Proposal Form Company Assets, Equipment and Resources
- Annex L: E-Tender Box Supplier User Manual
- Annex M: Cloud ERP Supplier Guidance Manual
- Annex N: Pre-bid Meeting Link

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to: 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 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

- Sending e-mail to the generic UNHCR Supply Unit email, at yemsasu@unhcr.org .
- Sending email In Cloud ERP portal using the messaging functionality.

The deadline for receipt of questions is 14 November 2024 at 23:59 hrs. 11:59pm, Sana'a local time. 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.

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 uploading in the same UNGM link, ERP messaging functionality portal and other websites or media where the tender documents are made available.

UNHCR will organize **supplier on-line pre-bid conference meeting** on Sunday **17 November 2024 from 11:00 am to 12:00** afternoon. Online Pre-Bid Meeting Link and guidance on how to join the meeting please refer to **(Annex N)**

It is recommended to download the Microsoft Teams Software in your computer or mobile before the meeting date and time.

Microsoft Teams

<https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en&pli=1>

<https://www.microsoft.com/en-us/microsoft-teams/group-chat-software>

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 result to 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 statement 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 Translation and Interpretation Services listed in the TOR from recognized training institutes, centers and sources - minimum 2 qualified personnel/staff 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 C**). 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 D**.

UN Supplier Code of Conduct: Your technical offer should contain the acknowledgement of the UN Supplier Code of Conduct by signing **Annex E**.

Confidentiality Undertaking Form (to be signed by all individual service providers): Your technical offer should contain the acknowledgment of Confidentiality Undertaking Form (to be signed by all individual service providers) 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 price component 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 must be submitted according to the Financial Offer Form (**Annex B**). Bids with a different price structure may not be accepted.

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

Bid Validity: Please keep your offer valid for 120 days from the submission deadline. 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 the Invoice and supporting document documents in order.

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.

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. 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.

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 ongoing proposals will not be considered. Award of a previous contract with UNHCR will not be considered 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 service UNHCR has established evaluation criteria that 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%** of 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 (Mandatory)	Merit: PASS/FAIL
1. Valid Company registration certificates , valid business registration certificate in the field of Translation & Interpretation services) issued by the relevant local authorities;	Non-discretionary "PASS/FAIL"
2. Valid Tax card , valid tax membership issued by the relevant local authorities;	Non-discretionary "PASS/FAIL"
3. Vendor Registration Form: If your company is not already registered with UNHCR, you must complete, sign/stamp and submit with your technical proposal the Vendor Registration Form (Annex C)	Non-discretionary "PASS/FAIL"
4. UNHCR General Conditions of Contract for the Provision of Services: Acknowledgement of UNHCR General Conditions of Contract for the Provision of Services (by signing & stamping each page of Annex D attached hereto)	Non-discretionary "PASS/FAIL"
5. UN Supplier Code of Conduct: Acknowledgement of UN Supplier Code of Conduct for consultancy services (by signing & stamping each page of Annex E attached hereto)	Non-discretionary "PASS/FAIL"
6. Confidentiality Undertaking Form: Acknowledgement of Confidentiality Undertaking Form (by signing & stamping each page of Annex F attached hereto)	Non-discretionary "PASS/FAIL"

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	Scores (30)
Maximum scores	Scores (60)

I. Technical Evaluation Criteria		Maximum Scores
1. Company's profile and qualifications	1.1 Years of Business [3 years: 2 points; 4 to 5 years: 4 points; more than 5 Year: 7 points]	7
	1.2 Description of the company's activities and specializations. If a multi-location company, specify the headquarters location and all cities in Yemen where your company has offices.	5
	1.3 Client references for the past three (3) years for rendering similar services. if possible, provide copies of 2 or more positive reference letters; otherwise, any number will be evaluated accordingly: If provided 4 points; not submitted - no point	4
	1.4 Financial Soundness Your offer must include bank statements, audited financial statements, or financial turnover records from a financial institute showing an annual turnover for the past two years. [\$5,000 to \$10,000]: 1 point; [\$10,000 to \$15,000]: 3 points [\$15,000 to \$25,000]: 4 points	4

I. Technical Evaluation Criteria		Maximum Scores
Sub-total		20
2. Understanding of the requirements for services; proposed approach, solutions, methodology and outputs	<p>2.1 Total number of completed and current contracts for providing Translation & Interpretation Services during the past three years; determined through presentation of copies of the contracts/purchase orders/work orders as documented evidence.</p> <p>4 contracts/PO or a mixed of it – 6 points 3 contracts/PO or a mixed of it – 5 points 2 contracts/PO or a mixed of it – 3 points 1 contracts/PO – 2 points Not submitted – 0 points</p>	6
	<p>2.2 Description of your organization’s capacity for the provision of required services and mechanism for the provision of Translation and Interpretation Services in Yemen.</p> <p>The company has the required technical staff and personnel, tools, and equipment to ensure the quality delivery of the required services.</p> <p>The organization’s capacity for the provision of services</p> <ul style="list-style-type: none"> • If the Organization has full capacity for the provision of services - 6 Points • If the Organization has the partial capacity for the provision of services - 2 Points • If no capacity - 0 points <p>Organization's Main Area of Expertise</p> <ul style="list-style-type: none"> • If the Translation & Interpretation services are the main area of experience - 6 Points • If the Translation & Interpretation services are a partial area of experience - 2 Points • If no experience - 0 point <p>Capacity in how you would manage the requested services outlined in Annex G. Enclosed the quality sample:</p> <ul style="list-style-type: none"> • If the Organization's having submitted well and presented translation Sample- and the capacity to provide the professional Sample Translation- 6 points • If the Organization's having partially submitted well and presented translation Sample and the capacity to provide the professional Sample Translation - 2 points • If no Sample Translation - 0 points <p>Availability of research, data collection, and analysis tools and equipment's tools and equipment</p> <ul style="list-style-type: none"> • Availability of Translation/Interpretation equipment and tools - 6 points • If partial availability of Translation/Interpretation equipment and tools - 2 points • If no Translation/Interpretation equipment and tools - 0 points 	24
Sub-total		30
3. Proposed personnel to carry out the assignment	<p>3.1 Provide the CVs & Qualification Certification of the key Translators/Interpreters staff showing their area of qualification and experience. Provide the staffing contract information with your company.</p> <p>[1 CVs & their Contracts + Certificate]: 2 points [2 CVs & their Contracts + Certificate]: 6 points [3 CVs & their Contracts + Certificate]: 10 points</p>	10
Sub-total		10
TOTAL		60 points

The total cut-off points for submissions to be considered technically compliant will be 30 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 36 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., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

2.6 SUBMISSION OF BID

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

IMPORTANT NOTE FOR TENDER SUBMISSION:

1- Technical and Financial proposals

Offers to be submitted in both ways: E-tender box & Cloud ERP system.

A. Submission in the E-tender box:

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 L** for submission of your **Technical and Financial – Offers** submitted in any other manner will be disqualified.

B. Submission in the Cloud ERP system:

Submission of both technical and financial offers should also be submitted in Cloud ERP system <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier> . Please carefully read the Cloud ERP Supplier Guidance Manual attached as **Annex M** 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 & Cloud ERP will be on **Saturday - 7 December 2024 at 23:59 hrs. – Yemen local time.**

The Technical and Financial offers shall be clearly separated.

IMPORTANT:

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline 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.

Offer Submission Deadline: Saturday - 7 December 2024 at 23:59 hrs. (11:59 pm) – Yemen local time.

IMPORTANT:

The technical offer and financial offer documents are to be separated in **E-tender box** & in the **Cloud ERP**. Failure to do so may result in disqualification. Guidelines on how to submit your offer in the E-tender box could be found in **Annex L & Annex M**

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

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 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**.

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.

Martha Stacey Kiryewala
Supply Officer



UNHCR CO Sanaa, Yemen