

DATE: 31st of August 2023

REQUEST FOR PROPOSAL: RFP/23/008/RBAP/PSP

FRAME AGREEMENT FOR THE PROVISION OF
FACE-TO-FACE DONOR ACQUISITION SERVICES FOR UNHCR PRIVATE SECTOR
PARTNERSHIPS IN INDONESIA

CLOSING DATE AND TIME: 22nd of September 2023 – 23:59 UTC + 7 hrs. (WIB Time)

INTRODUCTION

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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.

The primary purpose of the Private Sector Partnership Service (PSP) in Indonesia is to generate income from individual donors, corporates, and foundations, to support UNHCR activities in Indonesia and worldwide. PSP activities in Indonesia started in 2020 and now include two different main programs: Individual Giving (IG), raising money from individuals both regular and one-off, and Private Partnerships & Philanthropy (PPH) seeking support from companies, foundations focusing on Islamic Philanthropy and High Net-Worth individuals.

UNHCR has our acquisition activity across a wider range of channels from Face to Face (F2F), Multi-Channel and Digital fundraising programs. As part of a global UNHCR strategy of raising awareness and increasing private sector funding, UNHCR Indonesia seeks to grow its Individual Giving acquisition operation for In-House F2F Fundraiser in collaboration with service providers to provide HR support and administration services in-house fundraisers in Surabaya. This engagement is planned to commence in October 2023

1. REQUIREMENTS

To achieve cost efficiency whilst ensuring outstanding quality of service, UNHCR PSP Indonesia is seeking to enter into Frame Agreement for the following two sets of services: face-to-face (F2F) donor acquisition services.

The frame agreement (FA) will be signed with the successful bidder(s) for an initial period of twelve (12) months (Phase 1) and will be extended at the sole discretion of UNHCR for additional two times twelve (12) months (Phase 2), upon satisfactory evaluation of the first six months of phase one and evaluation of performance each year. Services will be evaluated based on the number of qualities of the new donors that recruited, and cost performance benchmarks agreed upon in advance between UNHCR and the vendor.

Phase 1 - 1st of January 2024 until the 31st of Dec 2024 (12-months)

Phase 2 - 1st of January 2025 until the 31st of Dec 2026 (24-months)

Budget allocation cannot be revealed by UNHCR at this point of time but will be disclosed to the chosen supplier after the RFP. In UNHCR's acquisition strategy, both quantity and quality are of high importance. Meaning UNHCR is not only aiming for volume, but for committed donors with high lifetime value (LTV) too.

The frame agreement will be signed with more than one service provider in case of need, to achieve operational targets.

IMPORTANT:

The Terms of Reference (TOR) and other relevant documentation are detailed in the Annexes of this Request for Proposal (RFP).

IMPORTANT:

When a Frame Agreement (FA) is awarded, the successful bidder(s) are requested to maintain their quoted price model for the duration of the FA.

IMPORTANT:

When a Frame Agreement (FA) 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 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.

Sub-Contracting: Please take careful note of article 5 of the attached General Conditions of Contracts for provision of Services.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

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

Please kindly note that this RFP is posted on UNHCR Global and UNGM websites too.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Yun Ling ling@unhcr.org and Erzsebet Gal galer@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting your proposal

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 e-mail to Yun Ling ling@unhcr.org and Erzsebet Gal galer@unhcr.org **The deadline for receipt of questions is the 14th of September 23:59 UTC + 7 hrs. (WIB Time).** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Proposal Submissions are **NOT** to be send to the e-mail addresses above.

UNHCR will compile and answer all questions received. UNHCR may, at its discretion, copy and reply to all or a question(s) to all other invited bidders at once for transparency purposes in line with applicable confidentiality clauses.

The consolidated Q&A file will be also posted on UNHCR Global website and UNGM.

IMPORTANT:

UNHCR may invite all bidders who have sent their confirmation of receipt of the RFP and expressed their interest in submitting a proposal to a Supplier Conference to explain ToRs, the RFP process and answer any questions raised by the potential bidders.

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 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 other than the prescribed submission method will result in disqualification of the offer. Please send your bid only in the manner specified 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

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.

Pre-selection criteria (mandatory to fulfil with this criteria):

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.

Pre-selection criteria	Documents, information to be provided to establish compliance with the set criteria
You company must have a local operation in Indonesia.	Please confirm the location of your operation and office in Indonesia.
Your company must have experience in F2F donor acquisition services focusing on regular donor recruitment.	Please list all your on-going and/or completed projects and clients for F2F donor Acquisition in charity sector, focusing on regular donor recruitment. The examples can be local (i.e., Indonesian charity) and international.
Compliance with UNHCR data protection	Please acknowledge UNHCR data protection clause (Annex D).
Compliance with UNHCR general terms and conditions	Please acknowledge UNHCR general terms and conditions (Annex E).

Please see section 2 in the TOR for the Technical Requirements and fill out Annex B your technical response form.

Your proposal must be presented in English. Do not include any information from your financial offer in your technical proposal. **Financial information in the technical proposal may lead to disqualification.**

Please note that only companies passing the pre-selection (section 1.3) will be eligible for technical evaluation.

1. **Company Qualifications**
2. **Proposed services**
3. **Personnel Qualifications**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offers** must contain an overall offer in a single currency, which shall be Indonesian Rupiah. Please ensure to read thoroughly the instructions on the financial offer form.

IMPORTANT:

The Financial Offer is to be submitted as per the Financial Offer Form. Financial offers and bids submitted in different manner and that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given excluding any taxes and/or duties.

You are requested to hold your offer valid for ninety (90) 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 thirty (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:

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 overall evaluation is based on a 100 points scale. The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution; **70% (i.e., max 70 points)** from the total score.

Company Qualifications (max 20 points)	Documents, information to be provided to establish compliance with the set criteria
Overall donor acquisition service experience (max 10 points)	The scores will be allocated for the number of successful campaigns carried out in 2021 and 2022, based on the evidence provided. KPIs can be presented on an aggregated level: <ul style="list-style-type: none"> • Number of campaigns • Volume: Number of donors retained • Average monthly donation • 12-month attrition
Number of clients in the Indonesian non-profit landscape (10 points)	Please provide the list of current and previous clients from the non-profit sector. The scores will be allocated for the number of clients listed.
<p>IMPORTANT: Please provide at least two (2) reference letters from current or previous (charity sector) OR two (2) references (i.e., contact information of current and/or previous clients) UNHCR Will contact as part of the selection process.</p> <p>The corresponding projects must be for donor acquisition services.</p>	

Bidders that have passed the below mentioned minimum passing score will be subject to this reference/background due diligence assessment. In case negative feedback is received this may lead to disqualification.

Proposed Services (max 40 points)	Documents, information to be provided to establish compliance with the set criteria
Capacity and experience to acquire quality donors to achieve long-term commitment (25 points)	<p>Please provide projection for the upcoming three years in terms of expected gross donor number, average monthly donation, and corresponding attrition rates (pre-debit, 3-6-12 months basis); based on realistic capacity / availability, even if it is higher or lower than UNHCR requirements.</p> <p>The proposed figures must be supported by:</p> <ul style="list-style-type: none"> • evidence from past performances • strategy to achieve them. • market average (to check how your company is performing against market average) <p><i>Without the above requested information, 0 points will be given.</i></p>
Reporting capabilities (max 15 points)	<p>Comprehensive section dedicated on the technical proposal to explain your reporting skills. Please submit with your proposal the following sample:</p> <ul style="list-style-type: none"> • one sample weekly report on donor acquisition results • one sample monthly report on donor acquisition results; • one claw back report <p><i>Without the requested report samples, 0 points will be given.</i></p>
Personnel Qualifications (max 10 points)	Documents, information to be provided to establish compliance with the set criteria
Experience and skills of core team who will work on UNHCR project (5 points)	<p>The scores will be allocated based on the average years of relevant experience of the core people working UNHCR account:</p> <ul style="list-style-type: none"> • Send a short CV (max half A4 page) on the experience of the core team dedicated to UNHCR account. <p><i>Without the CVs, 0 points will be given.</i></p>
Fundraising team and turnover rate (max 5 points)	<p>Describe current headcount volume for:</p> <ul style="list-style-type: none"> • Fundraisers • Team Leaders • City Coordinator • Coach <p>Include any additional field position present in your company. Specify 2021 and 2022 turnover rate.</p> <p>Describe whether you can provide adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TOR.</p>

	<p>Scores will be allocated based on the size of the proposed team and turnover rate.</p> <p><i>Without the above requested information, 0 points will be given.</i></p>
--	--

IMPORTANT:
The minimum passing score of the evaluation is 35 out of 60; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Bidders might be requested to deliver a presentation on their proposal and to introduce the team members who will work with UNHCR via web/teleconference in case PSP deems necessary the agencies will be informed on time.

The **Financial offers** will use the following percentage distribution: **40%** from the total score.

The maximum number of points (40 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 [IDR lowest] \ [IDR other] = points for other supplier's Price Component.

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>

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.

CLOSING DATE AND TIME: 22nd of September 2023 – 23:59 UTC + 7 hrs. (WIB Time Zone)

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 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.

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 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 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,



Goran Stojanovski
Senior Supply Coordinator
Regional Bureau Asia and the Pacific
United Nations High Commissioner for Refugees (UNHCR)