

**DATE: 25 MARCH 2021**

**REQUEST FOR PROPOSAL: No. Philippines RFP/PSP/2021/001**

**FOR THE PROVISION OF**

**LEAD GENERATION AND OUTBOUND TELEMARKETING SERVICES  
IN THE PHILIPPINES**

**CLOSING DATE AND TIME: 24 APRIL 2021 – 23:59 Hrs. UTC, Philippines Time**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees 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. 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), Regional Bureau for Asia and the Pacific, invites qualified service providers to make a firm offer for the **Provision of Lead Generation and Outbound Telemarketing Services in the Philippines**. It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions for Services (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 (TOR)
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services
- Annex E: UNHCR Special Data Protection Conditions
- Annex F: eTenderBox Registration Guide

## 2.2 **ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

**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 [rbapsupply@unhcr.org](mailto:rbapsupply@unhcr.org). **The deadline for receipt of questions is 23:59 Hrs. UTC, Philippines Time on 8 April 2021.** Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

**IMPORTANT:** Please note that Bid Submissions are NOT to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

## 2.4 **YOUR OFFER**

**IMPORTANT:** Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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 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.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should contain the following information:

- ✓ **Description of the company and the company's qualifications**
  - A description of your company with evidence of your company's capacity to perform the services required, including company profile, registration certificate, audit and balance sheet of the previous year.<sup>1</sup>
  - Please specify location of the company's headquarters, and the branches that will be involved in the project.
  - Lead generation campaigns conducted. (LOT A)
  - Telemarketing experience in the private (for profit) sector. (LOT B)
  - Telemarketing experience in the non-profit sector. (LOT B)
  - Please provide at least three client references that UNHCR can contact during evaluation.
  - Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
  - Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
  
- ✓ **Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs**
  - The comprehensiveness of the proposal, please make sure that your proposal follows the structure of this ToR and address all requirements clearly to ease the scoring. General company profile will not be accepted.
  - The provision of services listed under section 2.
  - A description of your organization's capacity and strategy to provide the service in the ToRs and achieve the estimated results. Including sample reporting flows and schedules.
  
- ✓ **Proposed personnel to carry out the assignment**
  - The composition of the team you propose to provide.
  - Curriculum Vitae of core staff.
  
- ✓ **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 your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.**
  
- ✓ **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex D**.

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<sup>1</sup> UNHCR handles all bidding documents strictly confidential during the tendering process. Please refer to UNHCR General Conditions of Contracts, clause 13.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.**

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in Philippines Peso.

The financial offer must cover all the goods / services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form (Annex B). Bids 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 **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 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. 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.

#### **2.5 BID 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.

##### **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.

Failure to provide the abovementioned documentation, might lead to disqualification.

##### **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 **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score:

Criteria	Percentage
1. Company profile and previous experiences in similar projects	20%
2. Team composition and staff qualifications	35%
3. Compliance to the terms of reference / Specifications of the proposed service	15%
<b>Total:</b>	<b>70%</b>

The Technical offer 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 **49% out of the 70%**.

#### **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 offer** will use the following percentage distribution: **30%** 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 offers 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.

## **2.6 SUBMISSION OF BID:**

Bids should be submitted through UNHCR eTenderBox at <http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required which 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 and 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 Annex F & G to this RFP.

**IMPORTANT:** The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt,

.zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**DEADLINE: 24 April 2021 – 23:59 Hrs. UTC, Philippines Time**

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, 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.

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 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 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.

## 2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts for The Provision of Services (**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.

Signature: \_\_\_\_\_

Goran Stojanovski, Senior Supply Officer  
Strategic Planning and Management Services  
UNHCR Regional Bureau for Asia and the Pacific

