



**UNHCR**

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

**DATE:18/07/2021**

**REQUEST FOR PROPOSAL No. RFP/HCR/JOR/2021/11**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF ASSESSMENT OF UNHCR's  
JORDAN HELPLINE**

**CLOSING DATE AND TIME: 22/08/2021 - 23:59 hrs. Jordan Local 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. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 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), Jordan, invites qualified service providers to make a firm offer for the establishment of frame agreement(s) for the provision of helpline assessment for its country office in Jordan, as described in the Terms of Reference (ToRs).

**IMPORTANT:**

The Terms of Reference (TORS) are detailed in Annex A of this document.

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

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 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).

**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 (TORs)
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for Services
- Annex F: UNHCR Supplier Code of Conduct

### **2.2 ACKNOWLEDGMENT**

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

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

### **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 [joramsup@unhcr.org](mailto:joramsup@unhcr.org). **The deadline for receipt of questions is 16:00 hrs Jordan Local Time on 08/08/2021.** 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. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer. They will **ONLY** be accepted when sent as per section 2.6 "Submission of Bid" of this RFP.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

### **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 eTenderBox 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****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**. Clearly state and disclose any discrepancies with the specifications given.

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

**1. Description of the company' profile and qualifications:**

- a) Submission of a copy of the valid business commercial company registration certificate and valid profession license.

**Offers without the above-mentioned licenses/certificate might not be further assessed**

- b) The service provider must describe and explain how they can deliver the requirements of UNHCR by providing the following information:

- Nature of Business;
- Year founded/years in business;
- Total number of clients;

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- c) Description of all similar projects currently underway and successfully completed in the past 10 years.

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

- a) Detailed description of your organization's understanding of the requirement – i.e. description of method and approach to address the published TORs (including – inter alia – possessing a thorough knowledge of global centre operational practices, advise on call centre industry standards, etc.).

- b) Submission of company's policy or standard procedures governing Data Protection.

- c) Submission of samples on previous and/or current call centre reports.

- d) Submission of a clear work plan for the attached ToRs (including – inter alia – rational timeframes, clear timeline, training schedule, etc.).

### 3. Proposed personnel to carry out the assignment:

a) Provide hierarchy, experience and qualifications of the proposed project manager and team members who will be dedicated to this project/contract (attach maximum 2 pages CV for each member)

4. **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**) including information on company's business bank account.

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

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

**Note: A supplier visit may be required to complement the narrative of the technical evaluation.**

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

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, Jordanian Dinars or in the currency of your company's country.

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 C). Bids that have a different price structure may not be accepted.

**BANK ACCOUNT:** UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (Annex D):

- a) Commercial bank account
- b) Name of the company should match with the bank account.

لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي

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

Prices must remain the same in case of partial or complete award is received by the bidder.

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:**

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at:

<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities>.

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:

<b>PASS/FAIL Criteria</b>
Submission of a copy of the valid business commercial company registration certificate and valid profession license
Valid company business bank account

If your company passes the above verification it will be recommended for further evaluation using the below technical criteria:

<b>Technical Evaluation Criteria</b>	<b>Max. Obtainable Points</b>
<b>1.General company's profile and qualifications</b>	<b>15</b>

Nature of Business, year founded/years in business, total number of clients	
Description of all similar projects currently underway and successfully completed in the past 10 years	
<b>2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs</b>	
Detailed description of your organization's understanding of the requirement – i.e. description of method and approach to address the published TORs (including – inter alia – possessing a thorough knowledge of global centre operational practices, advise on call centre industry standards, etc.).	<b>45</b>
Submission of company's policy or standard procedures governing Data Protection	
Submission of samples on previous and/or current call centre reports.	
Submission of a clear work plan for the attached ToRs (including - inter alia - rational timeframes, clear timeline, training schedule, etc.).	
<b>3. Proposed staff</b>	
Hierarchy and experience of the proposed team that will be dedicated to the project/contract	<b>10</b>
<b>TOTAL MAX. TECHNICAL SCORE</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 **42% out of the 70%**.

UNHCR will draw up a short list of 3-5 offers from the submissions received and expects to conduct supplier visits prior to awarding the contract.

**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 [JOD lowest] / [JOD other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than Jordanian Dinars will be converted into Jordanian Dinars 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 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>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one 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. Registration Guide and User Manual of eTenderBox are available at the above URL.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .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. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**IMPORTANT:**

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

**Deadline: 22/08/2021, 23:59 hrs Jordan 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.

**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 (**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.

Mohamed El-Gadhafi  
Supply Officer  
UNHCR BO Amman Jordan