

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 30/10/2021****REQUEST FOR PROPOSAL: No. RFP/SOADEN/003/21****PROVISION OF INTERPRETATION SERVICES
FOR THE UNHCR SUB-OFFICE ADEN AND FIELD OFFICE KHARAZ****CLOSING DATE AND TIME: 20/11/2021 – 23:59 hrs. Yemen time**

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 17,300 people in more than 138 countries continues rendering assistance to over 82 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>.

UNHCR, with its Branch Office Sana'a, and offices in Aden, Hudaydah, Sa'ada and Ibb, has an international mandate to provide international protection and to seek solutions for persons of concern, including refugees and asylum seekers in Yemen. In addition, the Office assumes the lead responsibility for protection, emergency shelter and camp coordination and management for internally displaced persons in Yemen. The work of the Office is of an entirely non-political character and UNHCR engages in partnerships with non-profit organizations and entities that are committed to UNHCR's core values, including professionalism, integrity and respect for diversity and its commitment to persons of concern.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sub-Office Aden, 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 Sub-office Aden, as specified in the Terms of Reference (ToR).

IMPORTANT:

The Terms of Reference are detailed in Annex - A of this document.

Based on the outcome of this tender, UNHCR may award contracts to primary and backup vendors with initial duration of two (2) years, potentially extendable for a further period of one (1) year. In line with the foreseen contractual arrangements, only if the primary vendor is not capable or willing to honor its contractual obligations for a specific order or for the entire scope of the contract that the backup vendor may be engaged to fulfil the requirements under the Frame Agreement.

The successful bidders will be requested to maintain their quoted price model for the entire duration of the agreement.

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 prices and terms as those contained in the offers of the successful bidders and could form the basis for a Service Contract with other UN Agencies.

IMPORTANT:

When Frame Agreement is awarded, either Party can terminate the agreement only upon 30 days' prior 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 the 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 will result in disqualification of the proposal 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 company.

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: Technical Proposal Form;
- Annex - C: Financial Proposal Form;
- Annex - D: Vendor Registration Form;
- Annex - E: UNHCR General Conditions of Contracts for the Provision of Services – 2018 version;
- Annex - F: UN Supplier Code of Conduct;
- Annex - G: Staffing Capacity;
- Annex - H: Clients Information and Contracts;
- Annex - I: Submission Checklist and Acknowledgements.

IMPORTANT: Please take careful note of Annex-A outlining the requirements and references for your technical proposal.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to YEMADSU@UNHCR.ORG as to:

- Your confirmation of receipt of this RFP;
- Whether or not you will be submitting a bid;
- Provide the company's name and contact details.

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 YEMADSU@UNHCR.ORG. **The deadline for receipt of questions is on 13/11/2021 at 23:59 hrs Yemen 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. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR 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 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 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 Proposal;
- Financial Proposal.

2.4.1 Content of The TECHNICAL PROPOSAL

IMPORTANT:

No pricing information shall be included in the Technical Proposal. Failure to comply with this requirement will result in disqualification of the proposal. The Technical Proposal should contain full information required. Please refer to **Annex - B: Technical Proposal Form**.

IMPORTANT:

Condition of the award of contract: The company must be a core-business supplier in the field of interpretation services.

The terms of Reference of the Services requested by UNHCR can be found in **Annex - A**. Disclose and clearly state and any discrepancies with the specifications given.

Your Technical Proposal 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 and last audit reports:

- Year founded,
- Specialization/core business of your company; if a multi-location company, specify the location of headquarters; However, not more than 20 pages;
- Range of languages offered – including reference to rare languages,
- Size of the company in number of employees, Fill in **Annex G** Staffing capacity.
- Number of similar projects successfully completed during the past three (3) years, including the ongoing ones, **Fill in Annex H.**
- Description of the company's main clients and reference letters, **Fill in Annex H.**

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 services, proposed approach, solutions, methodology and outputs:**

Any comments or suggestions on the ToR, as well as a detailed description of the manner in which your company would respond to the ToR:

- A description of your company's capacity to provide the services, including the standard delivery time for translations;
 - A description of your organization's experience in the supply of these services (including work experience with UN/UNHCR/INGOs);
 - Compliance to the requirements stated in the ToR (a description of the quality assurance measures/procedures put in place by the bidder in order to meet the requirements stated in the ToR).
 - Provide a detailed description of the methodology a.i. how the company will achieve the Terms of Reference of the Project, keeping in mind the appropriateness to local conditions and project environment.
 - Please describe the potential risks for the implementation of this Project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.
- **Proposed personnel to carry out the assignment: The composition of the team you propose to provide:**
- Curriculum Vitae of core staff, proposed interpreters (a team of interpreters must have with adequate qualifications and expertise, as well as a focal point/account manager for communication on translation/interpretation assignments);
 - Experience in the field of translating legal/official/humanitarian/UN terminology;
 - References regarding the proposed personnel for translation and interpretation services.
- **Vendor Registration Form:** If your company is not registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**). If your company is already registered with UNHCR, you are to submit a blank Vendor Registration Form indicating the Vendor ID number assigned to your company by UNHCR
- **UNHCR General Conditions of Contract for the Provision of Services:** Your technical proposal should contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services (which will form an integral part of the Frame Agreement) by signing **Annex E. However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of Contract for the Provision of Services.**

The bidding companies shall demonstrate that they can provide sufficient number of adequately skilled staff members to assume the responsibilities and perform the full range of tasks included in the ToR (**Annex - A**). Holder of the Frame Agreement shall not make staff replacements without receiving prior written consent from an authorized UNHCR representative. The company shall guarantee that the services will be uninterrupted for the duration of the assignment. Absences due to an emergency situation need to be approved by UNHCR and a suitable back-up solution agreed so that the ongoing project is not adversely affected.

Site Visit. UNHCR may arrange for a site visit to the bidder's premises in order to validate the submitted information. Date and time of the visit will be communicated at a time when the event is planned.

IMPORTANT:

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

2.4.2 Content of the FINANCIAL PROPOSAL

Your separate **Financial Proposal** must contain an overall offer in **US Dollars**.

The Financial Proposal must cover all the services to be provided (price "all inclusive" including, *inter alia*, all taxes (with the exception of VAT as specified below), insurance, duties, levies and other charges of any nature imposed by any authority or entity).

The Financial Proposal is to be submitted as per the Financial Proposal Form (Annex - C). Bids that have a different price structure will not be accepted.

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

You are requested to **hold your offer valid for 120 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 receipt of the supplier's invoice and satisfactory service delivery.

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 acceptance of the services by UNHCR.

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, will lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established eligibility and technical 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 Proposal** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score:

I. Eligibility Criteria		Pass / Fail
1. Valid Company registration certificates , valid work permit, trading license and tax membership issued by the relevant authorities in Yemen		
2. Your company should have a minimum of three (3) years' experience in rendering interpretation and translation services (through documented evidence, i.e. copies of purchase orders, work orders, service contracts)		
3. Vendor Registration Form: If your company is not already registered with UNHCR, you must complete, sign and submit with your technical proposal the Vendor Registration Form (Annex – D)		
4. Acknowledgment of UNHCR General Conditions of Contract for the Provision of Services by signing Annex – E		
5. Acknowledgment of UN Supplier Code of Conduct by signing Annex – F		
6. The company is not included into the sanctions/ineligibility lists of the European Union, World Bank, United Nations, including that of the United Nations Security Council (as per verification by SO Aden Supply Unit)		

II. Technical Evaluation Criteria		Maximum Score	Minimum Score
1. Company's qualifications	1.1 Description of the company's activities and specialization/core business. If a multi-location company, specify the location of headquarters; However not more than 20 pages	5	3
	1.2 Range of languages offered	5	3
	1.3 Size of the company in number of employees, (per filled in Annex G - Staffing Capacity).	5	3
	1.4 Number of clients and contracts over the past three (3) years (<i>per submitted copies of purchase orders, service contracts, work orders, contact numbers and email addresses as references, as detailed in Annex-H</i>)	5	3
	1.5 Names of main/major clients (of the size comparable to that of UNHCR), and reference letters Fill in Annex-H	5	3
Sub-total		25	15
2. Understanding of the requirements for services; proposed approach, solutions, methodology and outputs	2.1 Description of service capacity, experience in the provision of the requested services	5	3
	2.2 Description of experience in the provision of the requested services	5	3
	2.3 Compliance to the terms of reference	10	7
Sub-total		20	13
3. Proposed personnel to carry out the assignment	3.1 General qualification and experience of the management team and educational background of the personnel proposed for the assignment (please provide CVs). Fill in Annex G - Staffing capacity .	10	7
	3.2 Organizational chart of the establishment.	5	0
Sub-total		15	7
TOTAL		60 points	35 points

The Technical Proposal score will be calculated according to the percentage distribution for the Technical and Financial Proposals.

The cut-off points for submissions to be considered technically-compliant will be **35 points out of 60 points**.

The **Financial Proposal** will use the following percentage distribution: **40%** 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 companies. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[(\text{Lowest-cost Offer} / \text{Cost of the Offer Being Evaluated}) \times 100 \times \text{Percentage Distribution (40\%)}] = \text{weighted score for the financial offer under evaluation}$.

Your Offer shall be made in US Dollars **only**.

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.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments must be **in PDF format only**.

Copies of the *.pdf format documents may, as an addition, be included in Excel or other formats such as *.doc, *.docx, *.xls, *.xlsx, *.rtf, *.png, *.jpg, *.jpeg, *.txt, *.zip, *.ppt, *.pptx, *.bmp, *.rar, *.gif, *.tif and *.tiff. **Executable files (*.exe, *.bat, *.cmd, etc.)** shall not be uploaded as such extensions are filtered and are rejected by the UNHCR email server).

The Technical and Financial Proposals submitted electronically must be sent in separate emails.

Bid submitted by email must be sent **ONLY** to: YEMADTEN@UNHCR.ORG

IMPORTANT:

The Technical Proposal and Financial Proposal submitted electronically must be sent in separate emails.

Failure to do so will result in disqualification of your bid.

Deadline: on 20/11/2021 at 23:59 hrs Yemen time.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address will 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 e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 MB** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid ref.# **RFP/SOADEN/003/21**;
- Name of your company with the title of the attachment;
- Whether the email is part of the Technical Proposal or the Financial Proposal.
- Number of e-mails that are sent (example: 1 of 3, 2 of 3, 3 of 4);

*For example: RFP/SOADEN/003/21 Company ABC; Technical Proposal (email 1 of 2)
RFP/SOADEN/003/21 Company ABC; Financial Proposal (email 2 of 2).*

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 tender.

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 bidder.

Please note that UNHCR is not bound to select any of the companies submitting bids and does not bind itself in any way to select the company 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 US Dollars. Payment will be made in accordance to the General Conditions of Contract for the Provision of Services and in the USD currency in which the Purchase Order is issued. Payments shall only be initiated after confirmation of successful service delivery by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACT 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.



Laetitia Umunyana
Supply Officer
Supply Chain Unit
UNHCR Yemen