

**DATE: 4th OF FEBRUARY 2022**

**REQUEST FOR PROPOSAL: RFP/PSP/2022/SOUTHAFRICA/01**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF**

**OUTBOUND TELEMARKETING SERVICES IN SOUTH AFRICA**

**CLOSING DATE AND TIME: 4th OF MARCH 2022 – 23:59 PM UTC+2**

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### **INTRODUCTION TO UNHCR**

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.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 8,600 people in more than 125 countries continue to help more than 33.9 million globally displaced 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 purpose of the present solicitation is identifying qualified telemarketing service providers to support PSP South Africa in the recruitment and retention of new donors. PSP South Africa might appoint two service providers for simultaneous working arrangements for market testing purposes. The frame agreement will have an initial duration of two years, potentially extendable for a further period of one more year period, upon satisfactory performance, below are the tentative dates for the frame agreement- these dates could be shifted slightly based on the date of completion of the tender process.

Year 1: 01 April 2022 – end of March 2023 (12-months)

Year 2: 01 April 2023 – end of March 2024 (12-months)

Year 3: 01 April 2024 – end of March 2025 (12-months)

The successful bidder will be requested to maintain their quoted price model for the duration of the Frame Agreement.

Only companies being compliant with the below pre-selection criteria will be considered for the selection process:

<b>Pre-selection criteria</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Your company must have local office in South Africa and your company must be authorized to work / do business in South Africa.	Please send registration certificate along with the technical proposal.
Compliance with POPIA (Protection of Personal Information Act)	Please send proof of POPIA compliance with the technical proposal.

Compliance with UNHCR data protection clause	UNHCR special data protection clause is to be accepted (Annex B), i.e., all pages signed and returned with the technical proposal.
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**The successful bidder will be requested to maintain their quoted price model for the duration of the contract.**

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

The following annexes form an integral part of this RFP:

- Annex A: Terms of Reference (TORs)
- 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 Supplier User Manual
- Annex G: eTenderBox Registration Guide

### **2.2 ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this request for proposal
- 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 Erzsebet Gal [galer@unhcr.org](mailto:galer@unhcr.org). **The deadline for receipt of questions is the 18<sup>th</sup> of February 2022 (23:59 pm UTC+2).** 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 and the corresponding Q&A file will be posted and sent to all bidders.

### **2.4 YOUR OFFER**

Your offer shall comprise the following two sets of documents and to be submitted in English:

- 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**. Your technical offer should be concisely presented and structured in the following order to include, but not

necessarily be limited to the requirements under Annex A section 2. Your proposal is to be tailored as per requirements and information requested under different lots of section 2, to ease the evaluation process. General company profile will not be accepted.

- a) **Company qualifications**
- b) **Proposed services**
- c) **Personnel qualifications**
  
- d) **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**);
- e) Please indicate your acknowledgement of the **UNHCR General Conditions of Contract for the Provision of Services (Annex D)** and include it in your submitted Technical Proposal.
- f) Please indicate your acknowledgement of the **UNHCR Special Data Protection Conditions (Annex E)** and include it in your submitted Technical Proposal.

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

Your separate **Financial Offer** must contain an overall offer in ZAR (South African Rand)

The financial offer must cover all the 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.

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.

#### **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:**

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 of the total scores):

<b>Company Qualifications (max 20 points)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
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Number of clients (5 points)	<p>Please list your clients.</p> <p>The scores will be allocated for the number of clients (in private and charity sector), based on the evidence provided.</p> <p>Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted <b>in case of selection</b>.</p>
Number of similar projects in the non-profit sector (5 points)	<p>Proven track record on the number of telemarketing fundraising projects currently underway and/or completed in the non-profit sector (i.e., in the charity sector).</p> <p>The scores will be allocated for the number of projects in the non-profit sector (i.e., charity), based on the evidence provided.</p>
Number of similar projects successfully in the for-profit sector (10 points)	<p>Proven track record on the number of direct marketing or conversion projects currently underway and/or completed in the for-profit sector (i.e., private sector).</p> <p>The scores will be allocated for the number of projects in the for-profit sector (i.e., private sector), based on the evidence provided.</p>
<b>Proposed Services (max 40 points)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Standard requirements for outbound services (max 10 points)	Comprehensive proposal presented by addressing all requirements under 2.1 for Project Set-up & Training & Staff Deployment & Telemarketing Campaign Management.
Operations management for outbound services (max 20 points)	<p>Comprehensive proposal presented by addressing all requirements under 2.2 for Operation Management &amp; Supervision, human relations and Quality Control &amp; Analysis and Reporting. The following samples are to be sent:</p> <ul style="list-style-type: none"> <li>○ one (1) sample report for daily result</li> <li>○ one (1) sample report of result summary</li> <li>○ one (1) performance analysis report</li> </ul> <p><i>Please note that without the samples provided 0 points will be allocated.</i></p>
Company's capacity and strategy to achieve the proposed results (max 10 points)	Comprehensive strategy presented to demonstrate capacity to achieve the proposed results under section 1.2
<b>Personnel Qualifications (max 10 points)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Experience and skills of core team who will work on UNHCR project. (Max 10 points)	The scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account.

The minimum passing score of the evaluation is 40 out of 70; if a bid does not meet this threshold, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

The **Financial offer** will use the following percentage distribution of **30%** from the total scores.

The maximum number of points (30) will be allotted to the lowest total price calculated based on the prices offered on Annex B. All other offers will receive points in inverse proportion to the lowest price, e.g. [total Price Component] x [lowest] / [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>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration 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 (Annex G) and Use Manual of eTenderBox (Annex F) are available at the above URL and attached this cover page.

**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. 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.

**THE 2ND OF MARCH 2022 - 23:59 PM UTC+2**

## 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 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 UN 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.

Yours faithfully,



Nancy Aburi  
Regional Manager for PSP Africa  
UNHCR