

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 12 April 2022****Closing Date for Receipt of Offers: 1 May 2022 at 23:59 GMT +3****Request for Proposal: RFP 2022 - 0013****ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF PERSONNEL
RECRUITMENT AND MANAGEMENT SERVICES TO UNHCR IN ROMANIA****INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 34 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

UNHCR is inviting proposals from reputable, self-contained, and legally registered firms with relevant experience in the provision of personnel recruitment and management services to submit firm offers for the establishment of a frame agreement between the two parties.

IMPORTANT:

Terms of Reference (TORS) containing a detailed list of positions and duties are in Annex B to this document.

UNHCR may award Frame Agreement(s) with an initial duration of 1 (one) year, potentially extendable for a further period of 2 (two) years, to provide services to its operations. The successful bidders will be requested to maintain their quoted price for the duration of the Frame Agreement(s). Regular Performance appraisals to monitor the identified Key Performance indicators shall form part of the frame agreement.

Please note that figures have been stated to enable bidders to have an indication of the projected requirement. They do not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders each of which must be acknowledged by the Contractor.

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 bidder(s) and could form the basis for frame agreements separate with another UN agency.

IMPORTANT:

When a Frame Agreement is awarded, either party can only terminate it upon 90 days (3 months) notice, in writing to the other party unless otherwise stated in the Frame Agreement

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 Terms and Conditions for Provision of Services -2018 (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 RFP:

Annex A:	Calendar of Activities
Annex B:	Terms of Reference
Annex C:	Financial Offer Form (<i>To be completed and submitted in a separate financial proposal</i>)
Annex D:	Vendor Registration Form (<i>To be completed and submitted by vendors who are neither registered in UNGM nor with UNHCR in the technical offer</i>)
Annex E:	UNHCR General Conditions of Contracts for the Provision services 2018 version (<i>To be signed, stamped and submitted in the technical offer</i>)
Annex F:	UN Supplier Code of Conduct (<i>To be signed, stamped and submitted in the technical offer</i>)
Annex G:	Technical Proposal Form (<i>all its pages be filled signed, stamped and submitted in the technical offer</i>)
Annex H:	Proposal evaluation and Scoring Methodology

2.2. ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to romburfq@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 requests for clarification in respect of this RFP by e-mail to romburfq@unhcr.org. The deadline for receipt of queries is **1200 Hrs. GMT+3 on 27 April 2022**. 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 may, at its discretion, copy any reply to a question to all other invited bidders. After the deadline for request for clarifications, A Questions & Answers document will be prepared and posted on the UNGM website and also shared with all bidders who have confirmed their participation in the tender.

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 will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.7 of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer – submitted to rombusupply@unhcr.org
- Financial offer – submitted to rombufinancial@unhcr.org

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 technical offer shall have 60% weightage

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex B**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

A. Description of the company and the company's qualifications

A description of your company with the following documents: company profile, registration certificate with tax authorities and last audit reports,

- Year founded, certificate of incorporation.
- Organigram that denotes number of staff key personnel and their qualifications.
- If multi-Location Company kindly specify headquarters location and specify that technical support after sales services shall be provided from which office location?
- Number of similar and successfully completed projects.
- Number of similar projects currently underway.
- Total number of clients.

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

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

Any comments or suggestions on the TOR, as well as your detailed description of the way your company would respond to the TOR:

- A description of your organization's capacity to provide the services in 05 pages maximum. It should contain a proposed methodology for meeting all the requirements. The methodology represents your understanding of the elements stipulated in the TOR and a description of how the services are supposed to be implemented in a holistic manner, in your own words. Please, indicate your acceptance/denial of the KPIs and the methodology for their monitoring and measurement described in the ToR.
- A description of your organization's experience in these services 03 pages maximum.
- Your system of managing quality of services offered.
- System for tracking complaints from client and poor performing areas
- System of managing risks, nepotism, conflict of interest etc.

C. Experience of key personnel to carry out the assignment:

Please include an Organigram and profiles/CVs of staff to be assigned to the contract for the administrative management of UNHCR's requirements.

D. Schedule of experience of your firm in the provision of personnel recruitment and management services of similar scope and magnitude

Please, provide a minimum of 2 (two) similar with clients (commercial/corporate or international organization in Romania) to whom similar services were provided. The bidder's client must be contactable.

Also provide reference letters with satisfactory performance. Contracts and reference letters should be credible with official letter head, stamp and of the issuing organization. This must be clearly presented in **Annex G**.

E. Financial Soundness:

For UNHCR to be able to assess your financial standing, please submit your audited financial statements for the past 3 years.

F. Physical Presence in Romania: Bidders must clearly state the physical address of their established Head Quarter Office in Romania. UNHCR reserves the right to visit unannounced for inspection.

- G. 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). If your firm is registered in UNGM at level 1 or 2, please, provide only your exact registration number together with a declaration that the information available in UNGM is fully updated.
- H. UNHCR General Conditions for Provision of Services 2018:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E** and/or acknowledging in the technical proposal form.
- I. UN Suppliers Code of Conduct:** Bidders must acknowledge that they will abide by the attached UN Suppliers code of Conduct in **Annex F**.

2.4.2. CONTENT OF THE FINANCIAL OFFER

UNHCR and the contractor shall review and agree on the salaries to be paid to the personnel.

However, bidders should quote the gross salary based on the market rate and Romanian labor law, and their service fee expressed as a percentage.

To ensure a fair financial evaluation, UNHCR shall apply an average of the gross salaries quoted by the technically qualified bidders and the separate service fee (percentage) of each bidder.

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.

UNHCR is exempt from all direct taxes and customs duties. In this regard, price must be given without all applicable taxes.

No additional payment shall be paid by UNHCR for any arrangements held by the awarded Company.

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 supplier within this period. Price quoted in the Supplier's offer will remain valid for the duration of the contract. UNHCR's standard payment terms are within 30 days after satisfactory delivery of services, acceptance, verification by UNHCR and receipt of all supporting 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 contract, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on 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: **60%** from the total score. Detailed scoring methodology is attached in Annex H to this RFP.

Administrative/Formal criteria

Bidders must meet all the below administrative or formal criteria to be considered for further evaluation.

Label	Criteria	Documents to be Provide	Assessment
1	Certificate of Registration of the business, including and/or articles of Incorporation, or equivalent document if Bidder is not incorporated.	Provided business registration certificate. At least 3 years in the business	Pass/Fail
2	UNHCR General Terms and Conditions of contracts for Services acknowledged?	Carefully read, sign and return the attached annex E.	Pass/Fail
3	UN Supplier's Code of Conduct Signed.	Carefully read, sign and return the attached annex F	Pass/Fail

2.5.2.1. Functional/Technical Evaluation

Label	Criteria	Documents to be Provide	Rating
4	Understanding of the requirements for services, proposed approach, methodology to achieve the end goal, procedures, and processes to provide the scope of services	Provide an executive summary showing the methodology to achieve the end goal, procedures, and processes to provide the scope of services Brief description of proposer's procedures and processes for a) recruitment process and turnaround time b) Managing quality of services offered c) risk management with respect to sustainability, nepotism, and conflict of interest d). System for tracking and responding to complaints from client and poor performing areas	40 points
5	Financial Soundness	Submission audited financial statements for the past 2018, 2019 2020 or 2019, 2020 and 2021 (if	15 points

		2021 statement is available) years showing the proposer's annual turnover for each year	
6	Proposed personnel to carry out the assignment	Organigram and profiles/CVs of staff to be assigned for administrative management of the services.	15 points
7	Experience of firm in the provision of similar services.	Provide a list of not less than two (2) similar contracts performed in the past five (5) years by current key members of the firm. Include a brief description of each contract, the time period services were performed, contact name, address and phone number of the representative of the client/property owner having knowledge of the firm's work, and the contract values for the services	20 points
8	Performance on past and current projects	Proposer to submit a list of referrals including references and customer satisfaction rating on the services provided in a similar in the past 5 years.	10 points

Technical evaluation 60%:

Only technically qualified bidders shall be evaluated in the financial part. To be technically qualified and eligible for financial bids to be opened, bidders must fulfil the mandatory criterion - point 1 - 3 above and score at least 60 Marks from points 4-8.

2.6.2 Financial Evaluation:

Financial bids shall be weighted at 40%. Financial bids will be opened for only qualified bidders and evaluated as follows:

The maximum number of points will be allotted to the lowest price. All other prices will receive points in inverse proportion to the lowest price, e.g.

$$[\text{Lowest Price}] / [\text{Quoted Price}] * 100$$

The following formula will be used to calculate total scores: -

$$\text{Total Score} = 60\% \text{ of Technical Score} + 40\% \text{ of Financial Score}$$

Important Note:

Award will be made to the highest overall scorer. During financial evaluation if the unit and the total rate do not tally, UNHCR shall consider the unit rate. If the sum of sub totals does not tally with the grand total, UNHCR shall consider the sub total. No cancellations are allowed on the price proposal form.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.7 SUBMISSION OF PROPOSALS:

A. By courier.

Offers must bear your official letter head, clearly identifying your company.

You must submit your technical and financial offers in 2 separate sealed envelopes labeled as follows:

For the technical envelop: Request for Proposal: RFP 2022 - 0013 Technical Offer

For the financial envelop: Request for Proposal RFP 2022 - 0013 Financial offer.

By Email to:

Technical offers to: rombusupply@unhcr.org

Financial offers to: rombufinancial@unhcr.org **ONLY**

Please state the following in your e-mail subject field:

RFP 2022 - 0013 - Name of your firm with the title of the attachment Serial number of the e-mails (example: 1/3, 2/3, 3/4). E.g., a technical offer from Company 'Z Est' who is sending a total of 2 emails will be titled as follows: RFP 2022 - 0013 -Technical offer-1/2

Please know the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 20 Mb so it may be necessary to send more than one e-mail for the whole submission.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough 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.

Deadline: 01 May 2022 – 23:59HRS GMT +3

2.8. 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 Order.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers through advertisement in newspaper. 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.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued based on this RFP will be made in the currency of your offer. Payment will be made in accordance with the General Conditions of Contract for the Provision 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.

2.10 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.

UNHCR Romania