

MINUTES OF MEETING

BIDDERS CONFERENCE ON 06 June 2022

RFP/HCR/PSP/MENA/22/02

Provision of Manpower Services for UNHCR UAE PSP Unit

The purpose of this document is to provide a summary of the discussion during the bidders conference (pre-bid conference) held for the request for proposal (RFP) to solicit the provision of manpower services for UNHCR UAE private sector partnerships unit.

Meeting date: 06 June 2022

Time: 14:00 am UAE time

Venue: Virtual TEAMS meeting

Presenters:

- Nora Bauriedl (UNHCR Regional Supply Officer)
- Sandra Sorial (Engagement Officer)
- Harsh Singh (Face to Face Officer)

Summary of Discussion:

The Supply Officer presented the RFP cover letter containing the instruction on how to submit the proposals. The nature of the contract to be award is a frame agreement which does not bind UNHCR to purchase any minimum quantity. The emphasis of the presentation was given to going through the list of Annexes explaining as per the instructions in the cover letter which need to be filled and which need to be acknowledged. It was mentioned that if there are any concerns related to the documents to be acknowledged (General Terms and Conditions, Special Data Protection, UN Supplier Code of Conduct) then a separate document should be submitted highlighting the specific concerns. In addition, criteria for the administrative eligibility check, under 2.5.1 of the cover letter, were presented explaining that these have to be fulfilled otherwise UNHCR cannot enter into a contract with a company.

Related questions and answers:

Question	Answer
Tender Administration /Financial Proposals/ Sub-Contracting	
1. We have to submit the proposal through eTenderBox otherwise it will not be counted, current? - We encountered problems registering.	Correct, the proposal have to be submitted via eTenderBox (http://etenderbox.unhcr.org) to be qualified for review. The registration problem may have been for UNGM (not eTenderBox) for which UNHCR does not require bidders to be registered. If any technical issues are being faced with the eTenderBox, please alert UNHCR as soon as possible to be able to react on time.
2. We were not able to find the reference on the eTenderBox?	The link on eTenderBox is now up and reference number to find the tender is: RFP/HCR/PSP/MENA/22/02
3. What are the referenced payment terms in the ToR?	Standard UNHCR payment terms is payment within 30 days of the accepted invoice. The ToR add more clarity on when the first invoice can be issued an the schedule following the first on-boarding.
4. Is it correct that UNHCR prefers bidders to use the technical and financial response forms provided in the tender document?	Yes. For the <u>technical proposal</u> it is preferred but if the bidder has a different format, it can be used, but it is recommended then to fill in the reference in the Technical Response Form (Annex B) to facilitate evaluators to ensure all necessary information has been covered. For the <u>financial proposal</u> it is mandatory to use Annex C (Financial Offer Form) in order for a fair evaluation to be conducted.

Question	Answer
5. Are you looking for one supplier or for multiple?	In this case UNHCR is looking for one sole service provider covering all services and both locations.
6. The ToR mention background checks, but the financial offer form does not ask for the costing of criminal background checks of the candidates?	The references and background checks mentioned on page 10 of the ToR, refer to UNHCR's evaluation of the bidding company – not to the recruitment process of candidates provided by the selected company.
7. The cost of the medical insurance is subject to change, how should this be accounted for in the financial offers?	The fees offered cannot be changed/negotiated throughout the contract period, therefore it would be recommended to have small buffer in the costing in case these costs change. However, the staggered numbers of the candidates to be recruited throughout the 3 years should also be taken into consideration.
8. The visa is 2 years and then there is a renewal fees, should this also be factored into the costing?	Yes, but it should be considered that not all candidates will require the visa renewal during the contract period with company, since most will be hired in year 2 or 3.
9. The visa cost and the medical cost may differ between Abu Dhabi and Dubai, can the bidder amend the financial offer form to correct for it?	UNHCR will amend the financial offer form to allow for the costing to differ between the two locations. The new Annex C is herewith attached.
10. Can UNHCR provide documentation regarding it's VAT exemption status?	Yes, but it might not be needed as in the UAE UNHCR does pay the VAT and then claims them back. The offer to UNHCR is expected to be excluding VAT (basis for comparison), however the invoice can show the relevant taxes.
11. Is it mandatory to have trade licenses from both Abu Dhabi and Dubai?	Yes, but a company may choose to have a joint venture with another company. Important to UNHCR that both location are covered and in case both a joint venture that it is clear which is the lead company, responsible for the overall performance.
12. The claw back charge is applied to the contracting company although the request to terminate comes from UNHCR?	Correct, it is an incentive to present to best candidates possible.
13. What is expected to be entered in the excel sheet of the financial offer form labeled 'cost breakdown'?	The sheet allows bidders to clarify/breakdown the costs provided in the sheet labeled 'Financials'. The sheet 'Financials' has to be filled, but the sheet 'Cost breakdown' is not mandatory to be filled.
14. Is it a 100% claw back fee to be paid to UNHCR?	Bidders are expected to propose to UNHCR the % that they are willing to grant. UNHCR does not have any expectation, it will be part of the financial evaluation overall.

The Engagement Officer presented the background of the requirement explaining the business of the Private Sector Partnerships Unit in relation to fundraising. A key component is the in-person (Face-2-Face) fundraising programme, which has the purpose to acquire as many donor (to UNHCR) as possible and the face-2-face fundraisers, profiles that are expected to be hired under the contract, are expected to acquire at least to new donor per day. This means they need excellent communication skills and should have marketing or sales experience. The main focus of the programme management perspective is a smooth and quick recruitment process that provides fitting profiles in a high number, since UNHCR may need to engage several people through this process at the same time. The quality of the profiles is to be stressed, people that have sales experience and that are comfortable working with targets. The Engagement Officer went through some of the expectation regarding the technical proposal. Such as showing that similar projects of a similar scale have to recruit a big team, what was the timeline involved and what were the profiles to be recruited. UNHCR will be evaluating if the experience presented is relevant to the requirement and if all the services listed in the ToR are covered. It was highlighted that once the candidates are on-boarded UNHCR will handle the day-to-day interface, while coordinating with the company on the administrative side.

Related questions and answers:

Question	Answer
Required Services	
1. Are sales and marketing the only roles that UNHCR is looking for?	Approximately 80% of the staff UNHCR is looking to engage through the company are frontline face-2-face fundraisers, whose main qualifications require direct sales/marketing/communication. Additionally, UNHCR requires team leaders, that require similar profiles with the addition of some leadership/management experience.
2. How probable are the number of hires stated in the ToR?	The numbers are likely (current best estimate). In the first year the 10 required people might be recruited all at once, but in the second year it might be in more than one phase. The figures might change depending on need and/or funding.
3. Would all of the roles fall into the salary scale bracket mentioned in the ToR?	Correct. Each of the role (frontliner, team leader, field coach) would fall into the AED 6,000 – 12,000 range. Bonuses may be added if and when a candidate as exceeded their targets.
4. Are the candidates expected to rotate among locations (e.g. different malls)?	UNHCR like to give the candidates the chance to rotate and work at various locations. There might be particular reasons in few cases (such as primary language spoken) in which a candidate might be asked to work in a particular location predominantly.
5. Is there any allowance for transport given the related to the rotation potentially every week?	No there is no allowance foreseen for transport. Most of the mall that UNHCR is fundraising in are connected
6. Which is the minimum contract period for each role that would be hired?	UNHCR is looking to retain people as long as possible and as long as they perform well. There is no specific contract duration for the candidates – if it is most cost effective to align it to the visa period that can be considered.

--- END ---