



UNHCR

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

DATE: 19 May 2022

REQUEST FOR PROPOSAL: No. RFP/HCR/PSP/MENA/22/02

**FOR THE ESTABLISHMENT
OF A FRAMEWORK SERVICE AGREEMENT FOR THE PROVISION OF**

MANPOWER SERVICES FOR UNHCR UAE PRIVATE SECTOR PARTNERSHIPS UNIT

CLOSING DATE AND TIME: 19 June 2022 – 23:59 hrs UAE 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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,878 people in more than 132 countries continues to help about 65.6 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) UAE Office, invites qualified service providers to make a firm offer for the establishment of Framework Service Agreement(s) for the provision of manpower services for UNHCR UAE Private Sector Partnerships Unit as described in the Terms of Reference.

IMPORTANT: Terms of Reference (ToR) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable twice for the period of one (1) year based on satisfactory performance. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s). Evaluation and award will be for the full set of services (partial bidding not accepted).

The establishment of a Frame Agreement does not represent a commitment that UNHCR will order any minimum quantity of the services from the selected bidder. The agreement is non-exclusive, and quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual order requests. Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements.

Other United Nations Agencies, Funds and Programs 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.

It is **strongly recommended** that this RFP document and its annexes **be read thoroughly**. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Please take careful note of article 5 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions (Annex E&E1).

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 (TOR)
- Annex A1: Sample Position Description for Recruitment
- Annex B: Technical Response Form – *to be filled and submitted*
- Annex C: Financial Proposal Form – *to be filled and submitted*
- Annex D: Vendor Registration Form - *to be filled and submitted*
- Annex E&E1: UNHCR General Conditions of Contracts for the Provision of Services 2018 – *to be signed and submitted as acknowledgement*
- Annex F: Special Data Protection Conditions – *to be signed and submitted as acknowledgement*
- Annex G: UN Supplier Code of Conduct – *to be signed and submitted as acknowledgement*
- Annex H: Acknowledgements – *to be filled and submitted*
- Annex I: eTenderBox Registration Guide
- Annex J: eTenderBox Supplier User Manual

2.2. ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to BAURIEDL@unhcr.org, with copy to as to GALER@unhcr.org:

- 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 BAURIEDL@unhcr.org and GALER@unhcr.org.

The deadline for receipt of questions is 29 May 2022 at 23:59 hrs UAE time

IMPORTANT: Please note that Bid Submissions are **NOT** to be sent to the e-mail address above they will only be accepted when sent to the address provided in the “Submission of Bid” section 2.6) of this RFP.

In addition, UNHCR invites all interested bidders to participate to a **bidder's conference** (participation is recommended). The conference will be held via TEAMS, on **06 July 2022 at 14:00 hrs** (UAE time). Full names and contact details, including email, of the company's representatives must be provided, at least two (2) working days in advance, by e-mail to BAURIEDL@unhcr.org and GALER@unhcr.org. Changes in

the lists of nominated participants need to be shared in advance; otherwise the company representatives will not be able to partake in the event.

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM website and by email to all bidders participating in the tender competition.

2.4. YOUR PROPOSAL:

Your offer should 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.

Your offer shall comprise the following two (2) sets of documents (to be submitted in separately):

- Technical offer (refer to point 2.4.1 below)
- Financial offer (refer to point 2.4.2 below)

2.4.1. Content of the TECHNICAL PROPOSAL

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 (TOR) of the services requested by UNHCR can be found in **Annex A**. Your technical proposal should use **Annex B**, be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Technical Requirement for Pre-Selection:

- a. **Locally based and registered:** your company must be registered in the United Arab Emirates and licensed by the UAE Government to provide recruitment and staff administration services. To establish compliance please send the two trade licenses, one for each emirate, Abu Dhabi, and Dubai.
- b. **General liability and financial soundness:** please submit a certificate of good standing from your company's bank and the list of the products the bank is prepared to extend to the consumers (i.e., personal loans, auto loans, mortgages, credit cards etc.) to confirm financial stability.

Technical Requirement for Weighted Evaluation:

1. Company's profile and qualifications:

Please refer to Annex A section 3.1 and 4.1

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

2. Quality of proposed services

Please refer to Annex A section 3.2 and 4.1

Add any comments or suggestions on the TOR.

3. Proposed account management

Please refer to Annex A section 3.3 and 4.1

The bidders have to show that they can provide qualified skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. The Company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

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

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**). If already registered with UNHCR, please state your Vendor ID on the form.
5. **UNHCR General Conditions of Contract (Annex E & Annex E1):** Your submission should contain your acknowledgement of the UNHCR General Conditions for Provision of Services either by signing **Annex H** (Acknowledgments) or by including a signed copy of **Annex E** in your submitted Technical Proposal.
6. **Special Data Protection Conditions (Annex F):** Your technical offer should contain the acknowledgment of UNHCR Special Data Protection Conditions either by signing **Annex H** (Acknowledgments) or by including a signed copy of **Annex F** in your submitted Technical Proposal.
7. **UN Supplier Code of Conduct (Annex G):** Your submission should contain your acknowledgement of the UN Supplier Code of Conduct either by signing **Annex H** (Acknowledgments) or by including a signed copy of **Annex G** in your submitted Technical Proposal.
8. **United Nations Security Council Sanctions List:** Your submission in **Annex H** should contain your confirmation that your company is not on the United Nations Security Council Sanctions List.

Please see related evaluation criteria in section 2.5. of this document.

2.4.2. Content of the FINANCIAL PROPOSAL

Your separate **Financial Offer** must contain an overall offer in a single currency.

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

The Financial Offer must cover all the services to be provided (price "all inclusive").

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 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 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.

The financial offer should be submitted in both PDF version (stamped, dated and signed) and EXCEL version.

Please Note: UNHCR strongly encourages to have a Commercial Bank Account carrying the name of the registered business. Bids with only a personal bank account may not be accepted.

2.5. **BID EVALUATION:**

For the award of this contract, UNHCR has established evaluation criteria, which govern the selection of offers received. Evaluation is made in three (3) steps (1. Eligibility Check, 2. Technical (pass/fail and weighted), 3. Financial) described in the following sections.

2.5.1. **Vendor Registration Requirements:**

A prerequisite for any supplier to be deemed eligible for an award of the 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 (**Annex D**) and supporting documents.

The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

Documentation for Registration
1. Company provided copy of business registration certificate
2. Filled Vendor Registration Form/Vendor ID provided
3. UNHCR General Conditions of Contract acknowledged
4. Special Data Protection Conditions acknowledged
5. UN Supplier Code of Conduct acknowledged
6. Company not on the United Nations Security Council Sanctions List

IMPORTANT: The above listed documents should be submitted with your proposal which are required to assess the legal status and eligibility of your company. Companies which won't submit the above listed documents with their technical proposal will be contacted by UNHCR and given one more opportunity to submit them. In case the documents are still not submitted at the time of contract award, the company will then be disqualified.

2.5.2 **Technical evaluation:**

The technical review will first assess the following pre-selection criteria:

Pass/Fail Evaluation Criteria
a. Company provided copy of valid trade licence/business certification - two trade licenses, one for each emirate, Abu Dhabi, and Dubai
b. Company provided certificate of good standing from your company's bank and the list of the products the bank is prepared to extend to the consumers

If your company passes the above verification of the mandatory pass/fail criteria, it will be recommended for further evaluation using the following technical criteria as also detailed in **Annex A**, overview is provided here below:

Evaluation Criteria		Obtainable Percentage
1. Company's profile and qualifications:		20%
	Service provision experience (project based)	
	Service provision experience (client based) (incl. reference checks)	
2. Quality of proposed services		30%
	Compliance with the services required under recruitment and on-boarding services (Section 2.1 of Annex A/ToR)	
	Compliance with the services required under specialized services personnel management (Section 2.2 of Annex A/ToR)	
	Proven reporting capabilities (samples are mandatory)	
3. Proposed account management		10%
	Experience of core people who will work on UNHCR project	
TOTAL MAX. TECHNICAL SCORE		60%

The Minimum Score to be considered technically compliant 45 points out of max. 60 technical points. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

2.5.3 Financial evaluation:

In the **Financial proposal** a maximum score of **40 points** can be reached by the lowest proposal submitted.

The maximum number of 40 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.

$[\text{Total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component.}$

For evaluation purposes only, if offers are received in various currencies, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

The current UN exchange rate can be accessed on <https://treasury.un.org/operationalrates/OperationalRates.php>

Note: Should there be founded reason to believe that bidders paying salaries below the legally applicable minimum, the company will be disqualified.

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>

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

Bids submitted by other means or sent to any UNHCR address at the same time may be rejected.

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as **Annexes I and J** to this RFP.

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.

SUBMISSION Deadline: 19 June 2022 – 23:59 hrs UAE Time

IMPORTANT: 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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

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.

IMPORTANT: The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

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. UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (Annex E&E1) 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.

Arnaud Blazy
Senior Supply Coordinator
UNHCR Regional Bureau MENA