

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

DATE: 20/03/2024

REQUEST FOR PROPOSAL: No.

RFP-HCR-AA-2024-001

**FOR THE FOR THE PROVISION OF THIRD-PARTY MONITORING AND POST  
DISTRIBUTION MONITORING FOR UNHCR ETHIOPIA OPERATION****CLOSING DATE AND TIME: 07/04/2024 - 23:59 hrs CET****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 coordinate 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 60 million 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 Office of the United Nations High Commissioner for Refugees (UNHCR) in Ethiopia, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of third-party and post distribution monitoring services for UNHCR Ethiopia operation.

**IMPORTANT:**

The Terms of Reference (TORS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with an initial duration of 2 (two) years, potentially extendable for a further period of 2 (two) years. The successful bidders will be requested to maintain their quoted price model for the duration of the agreement.

Please note that the tender scope of coverage is within the following areas:

TENDER SCOPE OF WORK
A. Cash-Bashed Intervention
B. NFI and Shelter Distribution
C. WASH

Please note that the above requirements have been stated in order to enable bidders to have an indication of the projected activities. It doesn't represent a commitment that UNHCR will require all the services. The activities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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 Frame Agreement with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and 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 may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex G).

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
- Annex B:** Technical Response Form
- Annex C:** Financial Bidding Form
- Annex D:** Confidentiality Undertaking Form
- Annex E:** Acknowledgements Document
- Annex F:** Vendor Registration Form
- Annex G:** UNHCR General Conditions of Contracts for the Provision of Goods and Services - 2018
- Annex H:** Supplier's Code of Conduct
- Annex I:** E-Tender Box Supplier Guideline Manual

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to ETHADSMS@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

**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 ETHADSMS@unhcr.org . **The deadline for receipt of questions is 23:59 hrs CET on 31/03/2024.** 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.

All the emails sent requesting clarification **MUST** have the following subject otherwise UNHCR reserves the right **NOT TO REPLY**.

EMAIL SUBJECT: RFP/-HCR-AA-2024-001 for the provision of third-party and post distribution monitoring services for UNHCR Ethiopia operation.

YOUR QUERY:

UNHCR will compile the questions received and will respond to all qualified companies and contactors participating in the tender competition.

UNHCR will organize a virtual supplier pre-bid conference via Microsoft TEAMS **on 01/04/2024 at 10:00 AM ETHIOPIAN TIME**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives including e-mails must be provided, at least two working days in advance, by e-mail to [ETHADSMS@unhcr.org](mailto:ETHADSMS@unhcr.org). Changes in staff need to be shared in advance; otherwise they will not be able to participate.

Participation to the pre-bid conference shall be at the suppliers' own expenses. There will be no reimbursement from UNHCR.

Participation to the pre-bid conference is **strongly recommended given the complexity of the requirements**. However, after the pre-bid conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited and interested suppliers.

## **2.4 YOUR OFFER**

### **IMPORTANT:**

Cancellation of Solicitation: UNHCR reserves the right to cancel the 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 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 the information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer 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;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

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

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

- A description of your organization's capacity to provide the goods / services;
- A description of your organization's experience in the supply of these goods / services.
- Compliance to the requirements stated on the TOR.

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

- **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 F**).

**If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.**

- **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgment of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex G**.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.**

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

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars or in the currency of your company's country (ETB).

The financial offer must cover all the goods / services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Bidding Form (**Annex C**). Bids that have a different price structure may 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 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. 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 delivery of the goods to the and/or acceptance by UNHCR of the services.

## 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 not be considered. The 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.
- Potential visit to supplier premises / offices

Failure to provide the abovementioned documentation might lead to disqualification.

### 2.5.2 **Technical and Financial evaluation:**

For the award of this project, UNHCR has established 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 offer** will be evaluated using inter alia the technical evaluation criteria as mentioned below-in the different Lots provided and the percentage distribution is 70 points from the total score:

- The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.
- The cut-off point for submissions to be considered technically compliant will be (40 points out of the 70 points).

There are 06 mandatory criteria that must be met by the bidder in order to be qualify for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation. The technical component of your proposal should be concisely presented and structured. The below listed documents should be submitted with your proposal which are required to assess the legal status, capacity, prior experience etc. of your company. Bidders not submitting the documentation with their proposal may be contacted by UNHCR and given one more opportunity to submit them. Should these companies still not submit the missing documents, they will then be disqualified.

SN	Mandatory Criteria	Pass/Fail
1	Company/Institution Registration and Audit Reports	
2	Chamber of Commerce Document/Gazette	
3	Tax Registration Documents	
4	Last 3 years Financial Report	
5	Financial Standing	
6	Last 3 years' Audit report	

<u>Section I: Organizational Structure</u>		Max Obtainable Score		Weights	Description	
		25				
Years of Experience in the field of monitoring services in humanitarian context with Similar Service			10	10	10 years or more in humanitarian sector	
				5	2 - 9 per year in humanitarian sector	
				0	Less than 2 years in monitoring/inspection services	
Title/Detail/Client of similar Project Completed within last 3 years (proportional)			10	2.5	Similar monitoring projects cited	
				2.5	Similar clients cited	
				2.5	Detailed projects (reports) provided	
				2.5	Experience in related sectors	
Financial Capacity (Proportional)			2.5	2.5	If Average of last three years Liquidity Ratio Value >1	
				1.5	If Average of last three years Liquidity Ratio =0.5 to 1	
				0	If Average of last three years Liquidity Ratio Value < 0.5	
			2.5	2.5	Average Gross Sales > USD 1,000,000	
				1.5	average Gross Sales USD 500,000 - 1,000,000	
				0.5	Average Gross Sales USD 100,000-500,000	
				0	Average Gross Sales < USD 100,000	
				<u>Section II: Project Proposal Quality</u>		30
Project Methodology  (if <b>FAIL</b> score automatically turns zero)	Pass/Fail	Pass	If provided			
		Fail	If not provided			
	Description + Data Collecting Methods + Data Analysis + Reporting					
	10	10	Excellent			
		7.5	Good			
		5	Adequate			
		2.5	Poor			
		0	Very Poor			
		Sample Reports		10	Integration of Mixed Methodology	
	5		5		Mixed methodology is applied in sample reports provided.	
			0		Not Available	
	Summary of Data Collecting Methods is provided					
	2.5		2.5		Provided	
			0		Not Provided	
	Evidence of Data Analysis					
	2.5		2.5		Provided	
			0		Not Provided	

	Time Management		10	Estimated overall lead time per activity (Proportional)		
		5		5	Provided and detailed	
				2.5	Provided but not detailed	
				0	Not Provided	
		Indicating Milestones				
		5		5	Satisfactory	
				0	Unsatisfactory	
3	<u>Section III: Company Resources</u>	15	10	Access to trained enumerator network inside Ethiopia with relevant experience (Proportional)		
	Geographical Coverage			5	Trained enumerator network is operational	
				0	No trained enumerator networks	
				Access to project implementation areas and linkage with local Ethiopian actors (Proportional)		
				5	Access and linkage available (evidenced in the submission)	
				0	No access or linkage (available (no evidence is provided on the submission	
	Proposed Team  (if <b>FAIL</b> score automatically turns zero)			5	Proposed 2 dedicated Representatives + Monitoring Team	
		Pass/Fail	Pass		Proposed and CVs available	
			Fail		Proposed but CVs not available	
			Fail		Not Proposed	
		Number of Proposed Monitoring Team Members (Proportional)				
		2.5	2.5		Excellent	
			1		Acceptable	
			0.5		Poor	
		Language Skills of Monitoring Team				
		2.5	2.5		English + Tigrinya + Amharic + Oromo + Arabic	
	1		English + Tigrinya + Amharic + Oromo			
	0.5		Tigrinya + Amharic + Oromo			
Total		70				

The **Financial offer** will use the following percentage distribution: 30 points 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 firms. All other price offers will receive points in inverse proportion to the lowest price, e.g.,  $[\text{total Price Component}] \times [\text{ETB lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$ .

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

**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.

**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. Request for further clarification and or additional documents will be communicated to the bidders by Supply Unit only.

## **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: Guidance on how to access/register and use UNHCR e-Tendering platform is attached to this tender document as Annex I.**

**IMPORTANT:** *Bids that are otherwise submitted, addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation. Incomplete bids that do not comply with our Request for Proposal – RFP-HCR-AA-2024-001/2024/001 will not be considered.*

**The proposal must be received by UNHCR at the above through the e-Tendering system on or before 07/04/2024 at 23:59 hrs EAT.** UNHCR may at its discretion, extend the deadline for the submission of bids by notifying all prospective bidders simultaneously.

It is your responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. To ensure safe submission of the full and final offer, it is recommended to have all files uploaded and submitted well before the tender deadline.

**LATE SUBMISSION OF BIDS:** Bids received after the deadline for submission of bids and bids transmitted in any other manner than the one indicated above will not be considered.

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 project.

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.

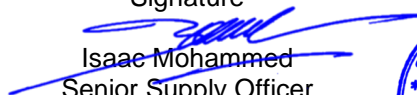
## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

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 Provision of Goods and 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 GOODS AND SERVICES**

Please note that the General Conditions of Contracts (**Annex G**) 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.

Signature



Isaac Mohammed  
Senior Supply Officer

UNHCR Representation Office, Addis Ababa

