

DATE: 22 August 2024**REQUEST FOR PROPOSAL: No. RFP HCR/RWAKI/SUP/2024/RFP053****FOR THE ESTABLISHMENT
OF FRAMES AGREEMENT FOR THE PROVISION OF****FINANCIAL SERVICES FOR DELIVERING CASH BASED INTERVENTIONS IN RWANDA****CLOSING DATE AND TIME: 18 September 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 provide international protection and humanitarian assistance and to seek permanent solutions for persons within its core mandate responsibilities. Its primary purpose is to safeguard the rights and well-being of refugees to guarantee that they have the right of asylum in another country as well as to identify durable solution for them, like voluntary repatriation in safe and dignified conditions; local integration in the country of asylum or resettlement in another country. Over time UNHCR's mandate has been expanded to encompass returnees and stateless persons. While there is no general mandate for internally displaced persons, UNHCR may provide protection and humanitarian assistance to these populations in certain circumstances. The United Nations High Commissioner for Refugees therefore also seeks to ensure the protection of internally displaced persons as well as mitigate the reasons for their displacement.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, 16,800 staff in more than 134 countries continue to support about 71 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), Rwanda, invites qualified suppliers and service providers to make a firm proposal for the establishment of Frame Agreements for the provision of financial services for delivering cash based interventions.

IMPORTANT:

The Terms of Reference (TORs) are detailed in Annex A of this document. Additional requirements are specified in Annex B (Detailed Requirements and Technical Proposal Form).

2. DURATION

UNHCR may award Frame Agreements with initial duration of 3 (three) years, potentially extendable for a further period 2 (two) years. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

Additional frame agreements may be awarded, depending on the situation and evolution of needs during the period covered by the frame agreement.

The agreement is non-exclusive, without any minimum volume or another commitment, and UNHCR will have no obligation (i) to deal with the FSP as a provider of exclusive or unique services or (ii) to order or buy a minimum quantity of services from the FSP.

Other United Nations Agencies, Funds, Programmes and authorized humanitarian organizations shall be entitled to the same prices and terms as those contained in the proposals of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT: UNHCR prefers to award companies that can cover all services and geographical areas; however partial bidding is accepted, as follows: Bidders can either bid for individual delivery mechanisms **or** for a selected combination **or** for all delivery mechanisms. Technical and financial evaluation will be carried out separately for each of the delivery mechanisms and per geographical area. UNHCR may award more than one vendor to cover all requirements.

IMPORTANT:

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 E).

Note: this document is not construed in any way as a proposal to contract with your firm.

3. BIDDING INFORMATION:

3.1 RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

- | | |
|----------|---|
| Annex A: | Terms of Reference (TORs) |
| Annex B: | Detailed Requirements and Technical Proposal Form |
| Annex C: | Financial Proposal 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 of Goods and Services – 2010 |
| Annex F: | Data Protection Agreement |
| Annex G: | Supplier Code of Conduct |
| Annex H: | CBI Payments Format and Data Dictionary for the ERP system. |

The documents comprising this RFP include figures and descriptions of target populations that are provided as estimates only and solely for informational purposes to assist bidders in the preparation of proposals. These figures and descriptions should not be construed to represent a commitment, whether express or implied, that UNHCR will order the delivery of CBIs in any amounts. Quantities may vary and will depend on the actual requirements and funds available.

3.2 **ACKNOWLEDGMENT**

We would appreciate you informing us of the receipt of this RFP by return e-mail to rwakisup@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 proposal from further evaluation.

3.3 **REQUESTS FOR CLARIFICATION**

Interested suppliers are required to submit any request for clarification or any question in respect of this RFP by e-mail to rwakisup@unhcr.org **The deadline for receipt of questions is 23:59 hrs Rwandan Time on 13 September 2024.** Interested suppliers 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 proposal.

UNHCR will reply to the questions received as soon as possible by means of publication on its website, UNGM or by email to all invited/interested suppliers.

UNHCR will organize a supplier pre-bid conference at UNHCR in Nyarutarama Kigali **on 30 August 2024 at 10:00 AM**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to rwakisup@unhcr.org. Changes in staff need to be shared in advance; otherwise they will not be able to participate.

NB: It is strongly advised that your representatives to the pre-bid conference be the same persons who shall oversee preparing and submitting your technical and financial bids.

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.

3.4 **YOUR PROPOSAL**

Your proposal shall be prepared in English

Please submit your proposal using the forms provided in the Annexes. Proposals not conforming to the requested formats may not be taken into consideration.

IMPORTANT:

Please send your bid directly to the address provided in the "Submission of Bid" section 3.6) of this RFP which requires the submission of bids in two separate envelopes or e-mails. Inclusion of copies of your proposal 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 proposal.

Your proposal shall comprise the following two sets of documents:

- Technical proposal
- Financial proposal

3.4.1 Content of the TECHNICAL PROPOSAL

IMPORTANT:

No pricing information should be included in the Technical proposal. Failure to comply may risk disqualification. The technical proposal should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Additional requirements are specified in Annex B (Detailed Requirements and Technical Proposal Form). Clearly state and disclose any discrepancies with the specifications given.

Your technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Company description, Understanding of the requirements for the services, related goods, proposed approach, solutions, methodology and outputs**
Any comments or suggestions on the TORs, as well as your detailed description of the manner in which your company would respond to the TORs:
 - Detailed Requirements and Technical Proposal Form, Annex B: If your company is proposing more than one type of cash delivery mechanism (i.e. bank accounts plus mobile money), **please fill out Part 2 of Annex B for each delivery mechanism proposed.**
- **Vendor Registration Form:** If your company is not already registered with UNHCR or has not received a valid Purchase Order for the past two (2) years, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**) and the other required documents for Vendor Registration Purposes:
 - ✓ Audited financial statements of the company for the past 3 years, including Auditor's opinion (unqualified) as a proof for Pass/Fail requirement set under the RFP/Annex B
 - ✓ Company Registration Certificate
 - ✓ Certified copy of the license to provide money transfer services, issued by the relevant government authority
 - ✓ Document(s) for registration of the company with the national tax services.
- **UNHCR General Conditions for Provision of Goods and Services:** Your technical proposal should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex E**.
- **UNHCR Data Protection Agreement:** Your technical proposal must contain your acknowledgement of the UNHCR Data Protection Agreement by signing **Annex F**.
- **UNHCR Supplier Code of Conduct:** Your technical proposal must contain your acknowledgement of the UNHCR Supplier Code of Conduct by signing **Annex G**.
- **UNHCR CBI Payments Format and Data Dictionary** for the ERP system: Your technical proposal must contain your acknowledgement of the UNHCR **CBI Payments Format and Data Dictionary** for the ERP system by signing **Annex H**.
- Other documents as required to support statements/compliance with requirements set in Annex A and Annex B.

3.4.2 Content of the FINANCIAL PROPOSAL

Your separate **Financial Proposal** must contain an overall proposal in a single currency, either in RWF.

The financial proposal must be comprehensive and cover all fees for the services to be provided (price “all inclusive”).

The Financial Proposal is to be submitted as per the Financial Proposal 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 proposal valid for **120** days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery and acceptance of the services by UNHCR.

3.5 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 be not considered. 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.

If a bidder is proposing more than one type of delivery mechanisms, proposal documents have to be submitted for each of the delivery mechanism separately for Annex B-Part 2 (see detailed instructions in Annex B) to allow assessment of the mechanisms separately e.g. mobile money proposals; bank account proposals will be assessed in different lots.

3.5.1 Supplier Registration:

The awarded supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form, financial statements and other supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity
- Sanctions checks etc.

3.5.2 Technical and Financial evaluation:

For the award of this Frame Agreement, UNHCR has established evaluation criteria which govern the selection of proposals received. Evaluation is made on a technical and financial basis. The minimum standards related to delivery mechanisms are listed in Annex A – ToR and the criteria and scoring (numerical or Pass/Fail) are determined in advance and specified in Annex B – Detailed Requirements and Technical Proposal.

The **Technical proposal** will be **70%** of the total score. As part of the technical evaluation of bidding providers, UNHCR may conduct background checks, market research and reference checks with other organizations with which the provider is already conducting/has conducted business.

Clarifications

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, proposed, or accepted.

Financial proposal will be 30 % of the total score.

The cut-off points for submissions to be considered technically-compliant will be **60% of the total available technical score, i.e. 420 points**.

IMPORTANT: The Financial proposal will only be opened for evaluation if the supplier's technical part of the proposal has scored the min obtainable marks by UNHCR's technical evaluation team and has complied with all pass/fail requirements.

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposals will receive points in inverse proportion to the lowest price, e.g.

$$\frac{\text{Lowest Price}}{\text{Quoted Price}} \times 30$$

For evaluation purposes only, the proposals 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.

3.6 SUBMISSION OF BIDS:

Offers must bear the official letterhead, clearly identifying the company.

Technical and Financial offers shall be clearly separated in different e-mails /envelops and no financial information shall be mentioned in the technical offer.

a) Submission by courier or hand carry.

Offers must bear your official letter head, clearly identifying your company. They should be addressed to:

The secretary of the bid opening committee.
UNHCR Representation Officer
KG9 Av 60
Nyarutarama Road
P.O Box867, Kigali

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

For the technical envelop: Request for Proposal: HCR/RWAKI/SUP/2024/RFP053 Technical Offer
For the financial envelop: Request for Proposal HCR/RWAKI/SUP/2024/RFP053 Financial offer.

Both envelops must be enclosed in one bigger envelop labelled as follows:

HCR/RWAKI/SUP/2024/RFP053 FINANCIAL SERVICES FOR DELIVERING CASH BASED INTERVENTIONS IN RWANDA

b) Submission By email

Bids may also be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

Technical and Financial offers shall be sent in separate emails as follows.

Your emails should have the following on the subject line.

Email containing the technical offer sent to RWAKITECHNICAL@UNHCR.ORG

HCR/RWAKI/SUP/2024/RFP053 - Technical - Name of your firm with the title of the attachment Serial number of the e-mails (example: 1/3, 2/3, 3/3). E.g., a technical offer from Company 'Z Co' who is sending a total of 2 emails will be titled as follows:

HCR/RWAKI/SUP/2024/RFP053 -Z Co-Technical offer-1/2

Email with financial offer sent to RWAKIFINANCIAL@UNHCR.ORG

HCR/RWAKI/SUP/2024/RFP053 - Financial - Name of your firm with the title of the attachment Serial number of the e-mails (example: 1/3, 2/3, 3/3). E.g., a financial offer from Company 'Z Co' who is sending a total of 2 emails will be titled as follows:

HCR/RWAKI/SUP/2024/RFP053 -Z Co-Financial offer-1/2

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that 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 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 proposal.

3.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this tender.

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 proposing 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.

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.

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process.

Some of the reasons for disqualification

Some of the reasons which may lead to such disqualification of your proposal are as follows:

- Bidder fails to submit the Technical and Financial Proposals in two separate envelopes as specified in the tender documents;
- Proposal documents are received by a fax number or email address other than that specified in the tender documents; and/or
- Proposal documents are received at any location, or by any person, other than that specified in the tender documents; and/or ;
- Proposal documents are received after the deadline for submission of bids stated in the tender documents; and/or
- Proposal documents are sent via the correct route after having been sent incorrectly.
- The Bidder's qualification or data are proven to be false; and/or
- The Bidder commits a proven unfair or dishonest act in order to acquire rights for agreement award.

3.8 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 proposal(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.

3.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND 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.



Signature
Name: Roland Fang Kum
Title: Supply Officer
UNHCR Rwanda

YOUR PROPOSAL should be submitted in line with following instructions in sealed envelopes:

Grouping of the documents must be as follow;

Failure to do so shall result in disqualification.

Main Envelope

Technical Envelope (Envelope 1)

1. Annex B (Technical Proposal Form);
2. Annex D (Vendor Registration Form) and its attachments:
 - ✓ Audited financial statements of the company for the past 3 years including Auditor's opinion (unqualified) as a proof for Pass/Fail requirement set under the RFP/Annex B
 - ✓ Company Registration Certificate
 - ✓ Certified copy of the license to provide money transfer services, issued by the relevant government authority (operation to update/remove this as per local context)
 - ✓ Document(s) for registration of the company with the national tax services
3. Annex E (Signed General Conditions for Provision of Goods and Services);
4. Annex F (Signed Data Protection Agreement)
5. Annex G (Signed supplier Code of Conduct);
6. Annex H (Signed Data Dictionary for ERP);
7. Other documents as required to support statements/compliance with requirements set in Annex A and Annex B

Financial Envelope (Envelope 2)

1. Annex C (Financial Proposal Form – in the financial envelope).