

DATE: 8 October 2024

REQUEST FOR PROPOSAL: HCR/RWAKI/SUP/2024/RFP083

CONSULTANCY FOR A UNHCR RESULTS MONITORING SURVEY (RMS) IN RWANDA

CLOSING DATE AND TIME: 30 October 2024 – 23:59 GMT +2

BACKGROUND

Working closely with the Regional Bureau and Headquarters, UNHCR Rwanda ensures the smooth implementation of the UNHCR mandate ranging from the protection of refugees and asylum seekers to organizational operations and management.

UNHCR Rwanda's leadership team also regularly liaise with the Government of Rwanda through the Ministry in Charge of Emergency Management (MINEMA) and partners for better coordination of refugee response in Rwanda.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) is considering the engagement a qualified consultancy firm with sound experience in data collection research and reporting to conduct a cross-sectoral probabilistic survey collecting quantitative data using face-to-face individual data collection mode in Rwanda. Full project background, requirements, expected deliverables etc. can be found in annex B.

Type of contract: Fixed Term Service Contract

IMPORTANT:

The terms of reference (TOR) are detailed in Annex B of this document.

Additional contracts may be awarded, depending on the situation and evolution of needs during the period covered by the Contract resulting from this RFP.

The agreement is non-exclusive, without any minimum volume or commitment, and UNHCR will have no obligation (i) to deal with the contractor as an exclusive or unique consultancy firm or (ii) to request the provision of a minimum quantity of services.

IMPORTANT:

When a service contract is awarded, either party can terminate the agreement only upon prior written notice, to the other party as specified in the contract.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for the 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 (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 Request for Proposal:

- Annex A: Calendar of Activities
- Annex B: Terms of reference
- Annex C: Financial Offer Form (**To be completed and submitted in a separate financial proposal**)
- Annex D: UNHCR Vendor Registration Form (**To be completed and submitted in the technical offer by bidders who are neither registered in UNGM nor with UNHCR**)
- Annex E: UNHCR General Conditions of Contracts for the provision of services – Rev July 2018 (**To be read, signed, stamped, and submitted in the technical offer**)
- Annex F: UN Supplier code of conduct Rev.06 – December 2017. (**To be read, signed, stamped, and submitted in the technical offer**)
- Annex G: Data Protection Agreement (**To be read, signed, stamped, and submitted in the technical offer**)
- Annex H: Technical Proposal Form and submission checklist (**all sections to be filled, signed, stamped, and submitted in the technical offer**)
- Annex I: Evaluation Scoring Methodology (**Shows you how your proposal shall earn marks in technical evaluation**)

2.2 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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any requests for clarifications or any questions in respect of this RFP by e-mail to rwakisup@unhcr.org. **The deadline for receipt of questions/clarifications is 17:00 HRS on 23 October 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.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

2.5 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UHCR reserves the right to cancel a 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: *Sealed in separate envelopes or separate emails to separate email boxes clearly identifying "technical proposal and financial proposal"*

- Technical offer
- Financial offer

2.5.1 Content of the TECHNICAL OFFER

Your technical offer should comprise the following:

- 2.5.1.1. Valid business registration document in Rwanda. If partnering with a foreign or national firm, a deed of joint venture should be included along with registration documents of both parties. If a party is foreign, the registration document in the country of operation can be considered. Company must be at least 5 years old. In case of a joint venture, the lead company must fulfil the requirement.
- 2.5.1.2. Tax clearance certificate covering up to 30 June 2024. An instalment payment agreement with RRA signed before the issue date of this tender is acceptable. Proof of tax exemption is also acceptable.
- 2.5.1.3. A bid certificate of RWF 1,000,000 or equivalent submitted in the form of a bank certified check, bank guarantee, call deposit or security from an insurance.
- 2.5.1.4. Filled Annex H with all supporting documents (Firm's response).

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.

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

- i. **Methodology and Approach** to achieve the end goal, procedures, and processes to provide the conduct the evaluation. Please review **Annex I – technical evaluation scoring methodology** for more information and provide your response using Annex H – technical proposal form and submission checklist.
- ii. **Your experience and expertise in conducting survey and analyzing data** with the purposes of monitoring and evaluation and developing impact and narrative reports, testimonials, videos and/or any other type of content to register and communicate information and to pitch results to other stakeholders. **Please review Annex I – technical evaluation scoring methodology for more information** and provide your response using **Annex H – technical proposal form and submission checklist**.

- iii. **Quality and expertise of key staff for the project. Please review Annex I - technical evaluation scoring methodology for more information and provide your response using Annex H- technical proposal form and submission checklist.**
- iv. **Your financial standing. Please review Annex I - technical evaluation scoring methodology for more information and provide your response using Annex H - technical proposal form and submission checklist.**

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

- **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**).
- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

2.5.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency i.e. RWF. Your offer should include all costs you expect to incur to deliver the end results of the project. UNHCR shall not pay additional costs due to the contractor's miscalculations or underestimation of the project cost, inflation, changes in government's fiscal policy etc

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.

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.

The cost of preparing a bid and 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.

2.6 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered as a preference or guarantee for the award of future solicitations on the same subject.

2.6.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after an 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.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.6.2. Administrative, Performance and Financial Evaluations:

For the award of this contract, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis separately, only those proposals that qualify in the administrative and performance evaluation parts will be considered for financial evaluation. The criteria/percentage assigned to each component is determined in advance as follows:

Formal/Administrative Criteria PASS/FAIL

Label	Criteria	Documents to be Provided	Assessment
1	Valid business registration document obtained not less than 5 years prior to the issuance of this tender. In case of a joint venture, the lead company must fulfil the requirement. If partnering with a foreign or national firm, a deed of joint venture should be included along with registration documents of both parties.	Enclose your business registration certificate in your technical offer	Pass/Fail
3	Tax clearance certificate covering up to 30 June 2024. An installment payment agreement with RRA signed before the issue date of this tender is acceptable.	Please attach your tax clearance certificate or installment payment agreement with RRA in your technical offer	Pass/Fail
4	A bid certificate of RWF 1,000,000 or equivalent submitted in the form of a bank certified check, bank guarantee or call deposit.	Include your bid security in your technical envelop or email	
5	UNHCR General Terms and Conditions of contracts for Services acknowledged?	Carefully read, sign and return the attached annex E.	Pass/Fail
6	UN Supplier's Code of Conduct Signed.	Carefully read, sign and return the attached annex F	Pass/Fail
7	Data Protection Agreement	Carefully read, sign and return the attached annex G	

Performance Criteria (scoring) this evaluation part shall have a total weight of 70%

Label	Criteria	Documents/Information to be Provided	Assessment
1	Proposed approach and methodology	Please refer to Annex B and Annex I for details and provide your response in Annex H attaching all supporting documents	Up to 20 marks
2	Your company's experience and expertise in conducting	Please refer to Annex B and Annex I for details and provide your response in Annex H attaching all supporting documents	Up to 25marks

	evaluation/research studies		
3	The quality and expertise of key staff you shall deploy to the project	Please refer to Annex B and Annex I for details and provide your response in Annex H attaching all supporting documents	Up to 15marks
4	Your financial capacity	Fill out the section in Annex H and attach your audited financial statements or bank statements for 2021, 2022 and 2023 statements showing annual turnovers. Higher turnover will earn higher points.	Up to 10 marks
Total			70

For your offer to qualify for financial evaluation it must pass all the administrative criteria and score a minimum of 40/70 marks in the performance part.

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.

The **Financial offer** will have a weightage of 30% from the total score.

Only bidders who shall pass the technical part shall be evaluated on financial basis.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among technically qualified bidders. All other price offers will receive points in inverse proportion to the lowest price by use of the following formular,

$$\text{Points for other Supplier's price component} = \text{Total Price component} \times \frac{\text{Lowest bidder's quoted price}}{\text{Other bidder's quoted price}}$$

Calculation of combined scores to come up with the most responsive offer shall be done using the following formular.

$$\text{Total Score} = \text{Technical Score (up to 70\%)} + \text{of Financial Score (up to 30\%)}$$

2.7 SUBMISSION OF BIDS:

A. 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/RFP083 Technical Offer
For the financial envelop: Request for Proposal H CR/RWAKI/SUP/2024/RFP083Financial offer.

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

HCR/RWAKI/SUP/2024/RFP083 Consultancy for a UNHCR Results Monitoring Survey (RMS) in Rwanda

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/RFP083 - 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/RFP083 -Z Co-Technical offer-1/2

Email with financial offer sent to RWAKIFINANCIAL@UNHCR.ORG

HCR/RWAKI/SUP/2024/RFP083 - 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/RFP083 -Z Co-Financial offer-1/2

IMPORTANT:

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

Deadline 30 October 2024, 23:59 HRS Kigali Time.

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 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 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.

2.8 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.

UNHCR at its own discretion reserve the rights to accept or cancel the whole tender at any stage.

Please note that UNHCR is not bound to select any of the firm 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 GUARANTEE AND PAYMENT

Prior to award of contract, the successful bidder shall be required to submit a performance guarantee of 10% of the contract price.

No payment shall be made in advance. There shall be two instalments as follows:

2.9.1. First installment: Upon successful completion of filed work, cleaning of data analysis and interpretation of data, and verified by UNHCR, the consultancy firm shall submit an invoice of 40% of the contract price and UNHCR shall execute the payment within 30 days of receiving the correct invoice.

2.9.2. Second instalment: Upon reception of UNHCR's last positive feedback on the final report, the consultancy firm shall submit an invoice of 60% of the contract price and UNHCR shall execute the payment within 30 days of receiving the correct invoice.

By submitting an offer, the bidder accepts the guarantee and payment terms above and all other terms and conditions of this RFP.

2.10 CURRENCY

Your offer should be in RWF.

2.11 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the [UNHCR General Conditions of Contracts for the provision of services \(Annex E\)](#) 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.