



UNHCR

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

DATE: 06/09/2016

REQUEST FOR PROPOSAL: No. RFP/2016/795

FOR THE PROVISION OF

Evaluative review of UNHCR's engagement with host communities in refugee settings

CLOSING DATE AND TIME: 03/10/2016 – 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 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 more than 9,300 people in 123 countries continues to help and protect millions of refugees, returnees, internally displaced and stateless people, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Global Service Center in Budapest, Hungary, invites qualified service providers to make a firm offer for the establishment of a service contract for the provision of Evaluative review of UNHCR's engagement with host communities in refugee settings.

IMPORTANT:

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

UNHCR may award a Service Contract for this evaluation with an initial duration of 7 months. The successful bidder will be requested to maintain their quoted price model for the duration of the Service Contract.

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 D).

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 (TORs)
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010
- Appendix 1: Brief literature overview and selected bibliography

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this invitation to bid
- 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 Zoe Varkonyi Supply Associate at VARKONYI@unhcr.org. **The deadline for receipt of questions is 23:59 hrs. CET on 16/09/2016.** 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.

UNHCR will compile the questions received and plans to publish it on UNHCR website within 7 days after the deadline of receiving the questions. UNHCR may, at its discretion, copy any reply to a particular question to all other bidders at once.

2.4 YOUR OFFER

Your offer shall 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.

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 information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Respondents to this call for proposals should submit a technical proposal emphasizing:

- a. a general strategy and approach;
- b. proposed Evaluation Review (ER) methods and tools;
- c. a plan to organize the ER

A description of the company with evidence of capacity to perform this evaluation, including:

- ✓ Samples of other evaluations, evaluability assessments or research that pertains to forcibly displaced populations, refugee protection, and transition from relief to development;
- ✓ Company profile, registration certificate and last audit reports;
- ✓ If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work;
- ✓ Three or more references, with contact information.

PDES may contact referees for feedback on services provided to them by bidders.

Specific requirements

In addition to whatever other approaches and methods are proposed, the following specific items must be present in the bidding documents:

- ✓ Presentation of a work plan in all phases along the time lines presented above;
- ✓ Details on the overall design and data gathering methods to be used;
- ✓ Details of team members' relevant qualifications and the basic information about the organization submitting the bid;
- ✓ The level of effort (full-time or part-time) for all team members in both the technical (without price) and financial proposals (with costs). The stated level of effort by the Team Leader and main consultants should be commensurate with the needs of this project (i.e. not just for a few days).

Proposed personnel to carry out the assignment

- ✓ The composition of the team you propose to provide
- ✓ Curriculum Vitae of core staff (maximum 5 pages per CV)

Please provide CVs of all proposed team members for this ER. Personnel should have the qualifications outlined above.

- **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 C**).

- **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 D**.

2.4.2 Content of the FINANCIAL OFFER

Bidders must submit a firm-fixed price bid in US Dollars. The quotation will not be subject to revision unless officially invited to re-submit by UNHCR. All prices/rates quoted must be exclusive of all taxes as UNHCR is a tax-exempt organization. Bidders will suggest a payment schedule, linked to contract milestones (it is however recommended to submit a schedule of three tranches, i.e. one after the submission of the Inception Report one after the submission of the Final Draft Report and one after the Final Report). All costs will be fixed, except for travel (including daily subsistence allowance at the applicable UN rate) to selected destinations, which will be on a cost-reimbursable basis. The budget should be presented in three categories: personnel costs, project costs, and overhead costs.

Personnel costs should include classification (i.e. job title/function) and rates for team members; duration of work for each. This information may be contained within a table showing expected level of effort per team member, by phase. The level of effort must be visible in both the technical and the financial proposals. If the country visits envisaged above are changed due to security or other constraints, the contract may be modified to reflect this.

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

The Financial Offer is to be submitted as per the Financial Offer Form (Annex B).

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.

2.5 BID EVALUATION

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.

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 **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

Company Qualifications	<ul style="list-style-type: none"> ✓ Capacity to undertake contract ✓ References ✓ Proven track record of providing evaluations and evaluation services on complex humanitarian issues
Proposed Services	<ul style="list-style-type: none"> ✓ General strategy and approach to the evaluation ✓ Proposed evaluation methodology and tools to be used ✓ Proposed organization of work
Personnel Qualifications	<ul style="list-style-type: none"> ✓ Suitability and experience of the proposed team

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. Further to this, the vendors whose proposals reach equal or more than 60% of the maximum obtainable score in the technical component shall be considered as technically qualified vendors.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

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

2.6 **SUBMISSION OF BID**

The offers must bear your official letter head, clearly identifying your company.

Bids should 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.). The Technical and Financial offers shall be **clearly separated**.

Bid must be sent by e-mail ONLY to: hqsmsbid@unhcr.org

IMPORTANT:

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

Deadline: 03/10/2016, 23:59 hrs. CET.

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 **8 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid **RFP/2016/795**

- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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.

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 D**) 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 Mcekeni, Chief of Section,
Procurement HQ
UNHCR Global Service Center

