

DATE: 5th of September 2019

REQUEST FOR PROPOSAL: No. RFP/HCR/JOR/2019/25

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT
FOR THE PROVISION OF RECRUITMENT AND PAYROLL SERVICES**

Pre-Bid meeting to brief bidders on tender details and answer any questions bidders may have, will take place on

- *Day/Date: Monday 16th of September 2019*
- *Time: From 10:30 am*
- *Place: UNHCR Amman Branch Office, 319 Wasfi Al-Tal Street, Opposite Paradise Bakery.*

CLOSING DATE AND TIME: 6th of October 2019 – 16:00 hrs Amman Local Time.

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 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 34 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), Amman, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the Provision of Recruitment and Payroll Services for all UNHCR offices.

IMPORTANT:

The technical specification of the requirement is detailed in **Annex A** Terms of Reference (TORs)

UNHCR may award Frame Agreement(s) with initial duration of two (2) years, potentially extendable for a further period of one (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities 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 Ninety (90) days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods 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 document 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 UNHCR General Conditions of Contracts for the Provision of Services-2018 (**Annex D**).

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

2. BIDDING INFORMATION:

Pre-Bid meeting (information session) to brief bidders on tender details and answer any questions bidders may have, will take place on

- **Day/Date:** Monday 16th of September 2019
- **Time:** From 10:30 am
- **Place:** UNHCR Amman Branch Office, 319 Wasfi Al-Tal Street, Opposite Paradise Bakery.

2.1. RFP DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

- 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 – 2018
- Annex E: UN Supplier Code of Conduct
- Annex F: Bid Document Checklist

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- 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 Joramsup@unhcr.org. The deadline for receipt of questions is 14.00 hrs (Jordan Local Time) on 26th of September 2019. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Offers should not be submitted to the e-mail (Joramsup@unhcr.org) address above.

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English only.

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 “**Request for Proposal**” 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 will result in disqualification. The technical offer should contain all information required.

The technical details of the services requested by UNHCR can be found in the terms of reference. (**Annex A**).

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

In addition to the terms of reference annex A, the following details shall also be provided in the Technical Offer.

Description of the Company and its qualifications: A description of your company with the following documents: company profile, registration certificate:

- Year founded;
- A list of current clients, from UN Agencies, international organizations, Embassies and Multinational Corporation,
- Certificate (chamber of commerce, commercial registration & Profession from the local municipality- if applicable, ISO certification)

Certificate Compliance: The bidder shall submit a certificate confirming services offered meet the specifications and compliance with the standards of Jordanian labor law.

Capacity: The bidder shall state if the company has the capacity to fulfil the requested services.

Delivery Capacity: The bidder shall state the mobilization time, after one, two, three and four weeks to accomplish the requirement lead time.

UNHCR Vendor Registration Form: If your company is not registered already with UNHCR, you should complete, sign and submit with your technical proposal the **Vendor Registration Form (Annex C)**. If you are already registered with UNHCR, please submit a copy of any document; such as Purchase Order from UNHCR or Contracts or Frame Agreement signed.

UNHCR General Conditions for Provision of Goods and Services-2018: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing (**Annex D**).

UN Suppliers Code of Conduct: Your technical offer should contain your acknowledgement of the UN Suppliers Code of Conduct. (**Annex E**).

BID Document Checklist: Checklist is meant to assist you in determining that all steps were taken to fully complete the proposal, please tick the appropriate boxes and submit with your technical offer. (**Annex F**).

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain your fixed prices in **Jordanian Dinars (JOD)** as per the table in **Annex B** (Financial Offer Form).

The bidder offer must remain **fixed price** for the entire duration of the proposed Frame Agreement of two (2) years, and possible extension additional one (1) year.

The Financial offer is to be submitted as per the Financial Offer Form (**Annex B**). Bids that have a different fixed price structure may not be accepted.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price inclusive of the services requested as specified in **Annex B**.

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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement.

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:**

The received proposal will be evaluated in three stages as detailed below:

- Stage 1: Compliance with mandatory requirements; **PASS/FAIL** criteria
- Stage 2: Compliance with Technical Evaluation **70% weighted** criteria
- Stage 3: Compliance with Financial Evaluation **30%** criteria

Stage 1: Mandatory Requirements:

The following mandatory requirements must be met. Non-compliance with any of the below requirements will totally disqualify the proposal.

No.	Requirement	Bidders response
01	Valid copy of registration Certificate as a Recruiting & Payroll Service provider from the relevant authorities in Jordan.	
02	Valid copy of registration certificate from Chamber of Commerce.	
03	Valid copy Permit from Ministry of Labour to deliver recruitment and payroll.	
04	The service provider should have valid registration Certificate as a Market Researcher from the relevant authorities in Jordan	
05	The bidder should not include the financial proposal with the technical proposal.	

Bidders complying with all the above requirements will proceed to the second (2) stage of technical evaluation.

Stage 2: Technical Evaluation:

Proposals meeting all the mandatory requirement in stage (1) will have their bids subjected to the weighted Technical Evaluation as following:

No.	1. Tender Eligibility/Qualification on Company's profile (15 Points)	POINTS	Total Points
01	Relevance of company Profile and Reliability (core business, qualification, years in business, submitted).		
02	Relevant experience in recruiting and payroll services for the last three (3) years.		
03	Relevant clients with similar requirement of business minimum of 3 clients in Jordan.		
04	Relevant clients with similar requirement of business minimum of 2 clients in other countries.		
05	The service provider should submit number of relevant of experience with UN Agencies, International Organisations, Embassies and Multinational Corporation, minimum of 3 references.		
2. Objectives and Scope of Work (20 Points)		POINTS	Remarks
2.1	Provide relevant sample documents of market research your company have previously accomplished in job recruitment with qualification of the personnel recruited.		
2.2	Provide relevant sample documents of analysis of your market research for recruitment.		

2.3	Provide a sample of payroll services your company have managed for already recruited personnel for UN Organizations, Government and Non-Governmental organizations, Embassies or private corporate companies.		
2.4	Provide all contractual and/or employment procedures of the workforce, including but not limited to payroll processing, social security, taxes, financial and other entitlements, as well as initial employment and termination within the framework of the respective regulations of Jordan your company accomplished.		
2.5	Provide a sample of vacancies advertisement your company have conducted for recruitment services and a full comprehensive selection process for the positions identified, on relevant project you have accomplished.		
2.6	Provide a sample list of successful individuals your company contracted within the Three (3) years.		
2.7	Provide a sample copy obtained work permits for non-Jordanian citizen's your company recruited.		
3. Company Resources and Qualification (8 Points)		POINTS	Remarks
3.1	Provide minimum of three (3) years of professional experience in monitoring, data management and reporting.		
3.2	Provide documents of two senior representatives for communication and reporting purposes with proven English skills.		
3.3	Provide copy of the two representatives with minimum bachelor's degree in business administration, Finance or Human Resource Management.		
4. Order Fulfilment (22 Points)		POINTS	Remarks
4.1	Provide a description of your organization's understanding of the requirement – i.e. description of capacity, method and approach.		
4.2	Provide order fulfilment capacity responses time between order and delivery.		
4.3	The services provider should provide delivery capacity for the requested services deliverable in a time line for any location required in Jordan.		
4.4	The service provider should submit list of dedicated staff for the required recruitment & payroll services.		
4.5	The service provider should dully sign and submit UNHCR Vendor Registration form. <i>If your company already registered, please mention on the registration form that your company is registered with UNHCR.</i>		
4.6	The service provider should dully sign and submit UNHCR General Conditions for goods and services.		
4.7	The service provider should dully sign and submit UN Supplier Code of Conduct.		
5. Maintain Financial Records (5 Points)		POINTS	Remarks
5.1	Provide a copy of Audit Financial Statement for the last two (2) years from a certified Audit Bureau .		
5.2	Provide evidence of financial records and accounts for all transaction pertaining or material relevant to projects your company performed for UN Agencies or International organization(s), Embassies, Multinational corporation, minimum 3 records.		

Proposals meeting the minimum requirement is **42 Points** for technical evaluation. Bids who succeed above the (**42 points**) will proceed to the third (3) stage of Financial Evaluation.

The **Financial offer** will use the following percentage distribution: **[30]**% from the total score based on financial information provided in **Annex B**.

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., **[total Price Component] x [JOD lowest] \ [JOD other]** = 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 maybe submitted as per the following instructions:

To: **UNHCR BO Amman, Jordan**
Attention: **The Secretary of the LCC**

If by hand: Please place the Technical and Financial offers in separate envelops, clearly marked as Technical Proposal & Financial Proposal. Both envelops must then be put in an out envelop marked clearly with the Request of Proposal (RFP) number and closing date.

The proposals must be submitted to UNHCR Office located on 319 Wasfi Al-Tal Street opposite Paradise Bakery, Amman, Jordan

The Technical and Financial offers shall be clearly separated.

If by e mail: Please submit via JORAMTOC@unhcr.org in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.) Please submit Technical and Financial offers in separate e-mail. The subject line of each e mail should read, "**Technical Proposal**" and, "**Financial Proposal**".

IMPORTANT:

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

Deadline: 6th of October 2019, 16:00 hrs Amman Local Time.

IMPORTANT:

Any bid received after the deadline 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.

Please indicate in e-mail subject field:

- **RFP/HCR/JOR/2019/25**
- 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.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed 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 Goods.

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 Goods 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-2018

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
Francis Ngarambe
Senior Supply Officer
UNHCR BO Amman Jordan

