



UNHCR

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

DATE: 17/08/2018

REQUEST FOR PROPOSAL: No. RFP/BEL/2018/002

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF

TRAVEL MANAGEMENT SERVICES FOR UNHCR IN BRUSSELS

CLOSING DATE AND TIME: 17 SEPT 2017 – 17:00 HRS CET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on 14 December 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 over 14,000 people in more than 128 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> and <http://www.unhcr.be>

1. REQUIREMENTS

The UNHCR office in Brussels hereby invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Travel services (referred to hereinafter as services).

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) 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.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) 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 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 an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

Annex A (a)+(b):	Terms of Reference (TORs)
Annex B (a)+(b):	Financial Offer Form
Annex C:	Code of Conduct
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services – 2010

2.2.1. ACKNOWLEDGMENT

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

- With the reference as title: **No. RFP/BEL/2018/002 - CONFIRMATION**
- 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 questions in respect of this RFP by e-mail to Remy Bashengezi, Regional HR/Admin Officer at hqbeloffer@unhcr.org; with the reference as title: **No. RFP/BEL/2018/002 – QUESTION**

The deadline for receipt of questions is 17:00 hrs CET on 31/08/2018.

Bidders are requested to keep all questions concise.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above, only the questions.

2.4 YOUR OFFER

Your offer shall be prepared in French or English.

Please submit your offer using the Annexes provided (Annexes A-B). 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 in 2 separate envelopes:

- Annex A - Technical offer / Terms of Reference (TORs)
- Annex B - Financial offer

NB: Offers will be accepted ONLY in hard copy.

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:

- **Description of the company and the company’s qualifications**
A description of your company with the following documents: company profile, registration certificate:
 - Year founded;
 - If multi location company, specify headquarters location;
 - Number of similar projects currently underway;
 - Total number of clients;
- References and/or contact person at current clients.

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 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 service
- A description of your organization's experience in these services.

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

The composition of the team you propose to provide.

- Employees should be legally employed and registered under Belgian Law and trained to perform their tasks. Provide details on key personnel (Team leader, Manager, supervisee) who will be involved in the project.

- **Vendor Registration Form:** Please complete, sign and submit with your technical proposal the "Vendor Registration Form" (**Annex D**) to allow your company to be registered with UNHCR.

- **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.**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in **Euros in separated envelop.**

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

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

UNHCR is exempt from all direct taxes and customs duties. With this regards, prices have to be given without VAT.

You are requested to hold your offer valid for 90 days from the deadline of submission. UNHCR will make its best effort to select a company within this period.

The cost of participating in this bid cannot be charged to UNHCR.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the UNHCR's 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 percentage assigned to each component is determined in advance as follows:

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

Summary of Technical Proposal Evaluation Forms		Coefficient	Max. Score	Companies				
				A	B	C	D	E
1.	Company Qualifications	50%	35					
2.	Proposed Services	30%	21					
3.	Personnel Qualifications	20%	14					
Total			70					

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

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

2.6 SUBMISSION OF BID:

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

- Bids should be **delivered by hand**.
- The Technical and Financial offers shall be clearly separated **in 2 different envelopes**.

Bids must be delivered by hand to:

**UNHCR Brussels
BID Opening Committee
Avenue Louise 283
1050 Bruxelles
Belgique**

IMPORTANT:

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

Envelop 1:

No. RFP/BEL/2018/002

Technical Offer + Name of Company

Envelop 2:

No. RFP/BEL/2018/002

Financial Offer + Name of Company

Both envelopes MUST be enclosed in a blank envelop (no company labels) with reference: No. RFP/BEL/2018/002

Deadline: MONDAY 17 SEPTEMBER 2018, 17:00 hrs CET.

IMPORTANT:

Any bid received after this date or time, 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.

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 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF 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.

**Remy Bashengezi
Regional HR/Admin Officer
UNHCR Brussels
Avenue Louise 283
1050 Bruxelles
Belgique**