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

DATE: 29/01/2021

REQUEST FOR PROPOSAL: No. RFP/BEL/2021/001

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE SUPPLY OF VIDEOGRAPHY SERVICES

CLOSING DATE AND TIME: 05/03/2021 – 23:59 hrs CET

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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people continues to provide protection and assistance to forcibly displaced people in more than 135 countries. For further information on UNHCR, its mandate and operations, please see http://www.unhcr.org.

Since 1951, UNHCR has been present in Brussels, which is now the base for its UNHCR's Representation in Brussels. This office is responsible for UNHCR's relations with the European Union Institutions and European countries including Belgium, Ireland, Luxembourg and the Netherlands.

1. REQUIREMENTS

1.1. The UNHCR Brussels Office invites qualified Videographers to make a firm offer for the establishment of a Frame Agreement for the provision of Videography Services, as set out in the attached Terms of Reference (Annex A).

1.2. The Supplier's main office and studio must be preferably located in Belgium (or possibly Ireland, Luxembourg or the Netherlands) to be able to record videos at shooting locations in Belgium, Ireland, Luxembourg and the Netherlands, with the possibility of expanding to cover work by other offices in the European region in a timely and cost-efficient manner.

1.3. The Supplier must be able to understand, speak and write in Dutch, French and English (with German an asset), to be able to interact with the protagonists of the videos produced, as well as to be able to write and apply subtitles.

1.4. The Supplier must designate a focal point who can quickly respond by telephone and/or email to UNHCR Brussels requests for technical advice, prices and confirmation of delivery times.

1.5. Bidders assume full responsibility for the quality and delivery times for any production that they contract out to third parties.

IMPORTANT: The Terms of Reference (TORS), which describe the project, are detailed in Annex A of this document.

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

As set out in Annex A, the annual number of videos required by the Brussels Office is 10, not including versions of the same videos in other languages.

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.

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.

Objectives

The resulting Frame Agreement would cover the Supply and Delivery of Videography and related services, hereafter referred to as the "**Supply and Delivery of Videography Services**", and as set out in the Terms of Reference (Annex A).

Scope of the work

The successful contractor will work closely with UNHCR staff.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 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 Services will not be considered to be a "cause" for a termination clause.

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 Request for Proposal:

Annex A: Terms of Reference (ToR)

Annex B: Technical Evaluation Form

Annex C: Financial Evaluation Form

Annex D: Vendor Registration Form (signed, stamped and e-document labelled with your company name)

Annex E: UNHCR General Conditions of Contracts for the Provision of Services - July 2018 (signed, stamped and e-document labelled with your company name)

Annex F: UN Supplier Code of Conduct (signed, stamped and e-document labelled with your company name)

Scope of the work

The successful contractor will work closely with UNHCR staff.

Key requirements and responsibilities

- Lively short films that are attractive to the general public, and where needed can appeal to technical stakeholders (whom we are trying to influence)
- Work on and off-location in close cooperation with UNHCR Communications staff
- Work with refugee protagonists
- Incorporating UNHCR's suggestions and corrections in video subtitles and possibly voiceovers
- Languages of video and/or subtitles: French, Dutch, English
- Formatting of videos in horizontal, vertical and square formats for websites and social media
- Selection and production of stills to be used as visual/thumbnail image to introduce the videos

2.2 ACKNOWLEDGMENT of receipt of our RFP

We would appreciate your informing us of the **receipt of this RFP by return e-mail by date 23:59 hrs CET on Monday 08 February 2021** to beloffer@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

2.3 REQUESTS FOR CLARIFICATION

Bidders may submit any requests for clarification or any question in respect of this RFP by e-mail for the attention of the PI Unit at: beloffer@unhcr.org

The deadline for receipt of questions is 23:59 hrs CET on Friday 19 February 2021. Bidders are requested to keep all questions concise.

UNHCR will compile the questions received. UNHCR will, at its discretion, publish replies to questions at once, by 26 February 2021 on: https://www.unhcr.org/be/fournisseurs-2.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes and tables provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT

Annexes B, C, D, E and F must be completed, signed and show your company's name, and returned as explained under Point 2.6 below. Failure to send in this information may result in disqualification of your offer from further evaluation.

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 email address beloffer@unhcr.org

Your offer shall comprise the following two sets of documents as well as a signed copy of the Annexes:

- Annex B**:** Technical offer
- Annex C: Financial offer

And

- Annex D: Vendor Registration Form (PDF labelled with your company name)
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services -2018 (signed, stamped and PDF document labelled with your company name)
- Annex F: UN Supplier Code of Conduct (signed, stamped and PDF document labelled with your company name)

And

any other substantiating documents, labelled with your company name

2.4.1 Content of the Technical offer

Your technical offer, comprising **60%** of the total score and will be evaluated as follows:

1. Company's Description	10 points
2. Company's Qualifications	50 points
4. Total	60 points

IMPORTANT:

The technical offer must **NOT** include pricing information. Failure to do so may disqualify your offer.

The Terms of Reference (TORs) describing the services requested by UNHCR can be found in **Annex A**.

Please submit your technical offer by filling in the **Technical Offer Information Form (Annex B**), keeping the same structure and order.

The questions in this technical offer form require information in the following categories:

1. Company's description
2. Company's qualifications

Please 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 Brussels, please complete, sign and submit 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 (Annex E) by including a signed copy of Annex E.

2.4.2 Content of the Financial Offer (Annex C):

Your **separate** Financial Offer must contain an overall offer in Euro and must be submitted as per the **Financial Offer form (Annex C).** Bids that have a different price structure may not be accepted.

The Financial Offer must cover all the services to be provided (price "all inclusive").

UNHCR is exempt from all direct taxes and customs duties. In this regard, the price must be indicated without VAT.

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.

Applications will be evaluated based on the cumulative analysis:

- Technical Qualification (60 points) weight; **60%** – based on your response in Annex B
- Financial Proposal (40 points) weight; **40%** – based on your response in Annex C

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

The cut-off point for submissions to be considered technically-compliant will be **36%** out of the **60%**.

2.6 SUBMISSION OF BID

Bids must be sent by email to: beloffer@unhcr.org

Please indicate in the email subject:
Bid for **RFP/2021/BEL/001 – name of your firm -** Bid Videography Services - Brussels

Please attach inside this email:
One attachment named "Technical Offer"
One attachment named "Financial Offer",
And the annexes and documents listed under 2.4.

Deadline: Friday 5 March 2021 – 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 the Bidders' responsibility to verify that all documents have been properly sent before the deadline.

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 provide, 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.

The offers must bear your signature and company stamp or logo, clearly identifying your company.

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 with 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.

Remy Bashengezi
Acting Procurement Officer
Administration
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