

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

DATE: 27.07.2022

REQUEST FOR PROPOSAL: No. KAZAL/RFP 2022-01

FOR THE  
PROVISION OF DATA COLLECTION FOR UNHCR RESULTS MONITORING  
SURVEY (RMS) IN KAZAKHSTAN, TURKMENISTAN, UZBEKISTAN AND  
KYRGYZSTAN

CLOSING DATE AND TIME: 24.08.2022 – 23:59 hrs Almaty time

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**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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in more than 135 countries continues to help about 79.5 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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), Representation for Central Asia (referred to hereinafter as UNHCR), invites qualified companies to make an offer for the establishment of a Contract for provision of **Data collection for UNHCR Results Monitoring Survey (RMS) in Kazakhstan, Turkmenistan, Uzbekistan and Kyrgyzstan** (hereinafter referred to as the "Services").

**IMPORTANT:**

The Terms of Reference (TOR) are detailed in **Annex A** of this document. The TOR is described in two Lots. Lot 1 covers service provision in **Kazakhstan, Turkmenistan, Uzbekistan**. Lot 2 covers service provision in **Kyrgyzstan**.

The estimated requirement of UNHCR is specified on Annex A. The successful bidders will be requested to maintain their quoted price model for the duration of Contract(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 Contract.**

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 Contract 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 for the provision of Services – Rev. July 2018 (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 Invitation to Bid:

- Annex A: Terms of References (Lot 1 and Lot 2);
- Annex B: Technical Offer Form;
- Annex C: Financial Offer Form;
- Annex D: Vendor Registration Form;
- Annex E: UNHCR General Conditions the Provision of Services;
- Annex F: UNHCR Data Protection Agreement;
- Annex G: Supplier's Code of Conduct;

### **2.2 ACKNOWLEDGMENT**

We would appreciate you informing us of the receipt of this RFP by return e-mail to [kazalsupply@unhcr.org](mailto:kazalsupply@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, UNHCR website or UNGM website etc.)

#### **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 in respect of this RFP by e-mail to [kazalsupply@unhcr.org](mailto:kazalsupply@unhcr.org) with the Subject reading: *Inquiry: RFP No. KAZAL/RFP/2022-01*  
Bidders are requested to keep all questions concise.

The deadline for receipt of questions is **15:00, 12 August 2022 Almaty time.**

**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 UNHCR webpage and UNGM page for the tender.

## 2.4 YOUR OFFER

Your offer shall be prepared in English and/or russian languages. Your offer may cover either one of the Lots, or all Lots.

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:

1. Technical offer
  - filled out **Annex B and documents as per paragraph 2.4.1** of this request, you may submit addendum in free format with explanations or proposals;
  - Vendor Registration Form - (Content defined in **Annex D**);
  - Signed last page of UNHCR General Terms and Conditions of Contracts for Services (Content defined in **Annex E**);
  - Confirmation of acceptance UNHCR Supplier Code of Conduct.
  - Confirmation of agreement to sign UNHCR Data Protection Agreement.
2. Financial offer – (filled out **Annex C**);

### 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 (TOR) of the services requested by UNHCR can be found in Annex A. Clearly state and disclose any discrepancies with the specifications given.

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

- a) Company profile.
- b) Dully fulfilled **Annex B**;
- c) Registration Certificate issued by the respected governmental authority;
- d) Confirmations of Tax Identification Number and certificate of taxpayer, issued by the respected governmental authority;

- e) 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**);
- f) UNHCR General Terms and Conditions of Contract for Services: Your technical offer should contain your acknowledgement of the UNHCR General Terms and Conditions of Contracts for Services by signing **Annex E** (last page);
- g) Confirmation of agreement to sign UNHCR Data Protection Agreement (**Annex F**)
- h) Bidders must acknowledge that they will abide by the attached UN Suppliers code of Conduct in **Annex G**
- i) Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

#### Qualification requirements of the contractor

- o Demonstrated experience of at least 3 years in conducting computer assisted large scale face-to-face household surveys (essential);
- o Have access to experienced interviewers and field supervisors (essential);
- o Demonstrated ability to source an experienced survey manager and data manager (essential);
- o Fluency in written and spoken English (essential);
- o In depth knowledge of local context across all geographies of Central Asia (essential);
- o Experience in conducting surveys on hard-to-reach or vulnerable populations (desirable)
- o Prior experience of work with UNHCR / UN (desirable)

#### Understanding of the requirements for goods, 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:

- o A description of your organization's capacity to provide the services;
- o A description of your organization's experience in the provision of the services 5 pages maximum.
- o Compliance to the requirements stated on the TOR.

#### Proposed personnel to carry out the assignment

- o The composition of the team you propose to provide.
- o Curriculum Vitae of core staff.

### **2.4.3 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in US Dollars.

The payment could be executed whether in US Dollars, or in Kazakh Tenge (KZT), or in Kyrgyz Som (KGS) at United Nations rate of exchange in effect on the date the Invoice and Act of Acceptance following the link <https://treasury.un.org/operationalrates/OperationalRates.php>

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

The Financial Offer is to be comprised of duly fulfilled Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT. Please quote VAT on a separate line as detailed in Annex C if applies.

You are requested to hold your offer valid for 60 calendar 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 calendar 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. 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.

## **2.5 BID EVALUATION:**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

### **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 and activity profile;
- Track record;
- Contract capacity.

### **2.5.2 Technical and Financial evaluation:**

For the award of this contract, UNHCR has established two-stage evaluation criteria which governs the selection of offers received. The evaluation of offers will be done on a technical and financial basis according to the point system. The final offer points are the sum of the technical and financial offer points. Percentage weight distribution of Technical and Finance parts - 70% / 30%.

**Please note that the following minimum qualification requirements are established for a provider of the services and its staff under this tender:**

- Supplier should be registered as a Legal Entity in accordance with the laws of the country of its establishment;
- Supplier must have bank account capable of receiving either Kazakh Tenge (KZT), or Kyrgyz Som (KGS), or US Dollars (USD);

**Please note that offers not complaint to the above minimum requirements will not be admitted for further technical evaluation under point/percentage criteria.**

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

1. Mandatory Criteria		
	Documents to be submitted	Criteria
<b>Valid registration</b>	Registration with the Government. (namely: registration document / tax certificate / certificate showing the organization's/ company's incorporation etc)	Pass/Fail
<b>Years of experience</b>	Proof of minimum 3 years of experience	Pass/Fail
<b>Bank account</b>	Bank certificate confirming availability of a valid bank account in KZT, and/or KGS, and/or USD	Pass/Fail
2. Technical Evaluation Criteria		
	Documents to be submitted	Max Points
<b>OVERALL RESPONSE</b>	<ul style="list-style-type: none"> <li>Understanding of, and responsiveness to, UNHCR requirements;</li> <li>Understanding of scope, objectives and completeness of response;</li> <li>Overall concord between UNHCR requirements and the proposal.</li> </ul>	<b>10</b>
<b>METHODOLOGY AND APPROACH</b>	<ul style="list-style-type: none"> <li>Quality of the proposed approach and methodology (<u>15 points</u>);</li> <li>Suitability: To what extent the methodology is designed in response to the needs of the TOR (<u>15 points</u>);</li> <li>Quality of proposed implementation plan, i.e. how will the applicant undertake each task (<u>10 points</u>).</li> </ul>	<b>40</b>
<b>RISK MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Risk assessment and risk management plan - recognition of the risks/peripheral problems and methods to prevent and manage risks/peripheral problems, troubleshoot issues in the field</li> </ul>	<b>10</b>
<b>ORGANISATIONAL CAPACITY and PROPOSED TEAM</b>	<ul style="list-style-type: none"> <li>Professional expertise of the firm/company/organization, knowledge and experience with similar projects, contracts, clients and consulting assignments (<u>Years of experience: 0-3 years – 0 points, 4-6 years – 10 points, 7+ years – 15 points</u>)</li> </ul> <p>Organization of the team and roles &amp; responsibilities:</p> <ul style="list-style-type: none"> <li>Team leader: Relevant experience, qualifications, and position with firm (<u>at least 4 years of relevant experience – 5 points</u>);</li> <li>Key Team members - Relevant experience, skills &amp; competencies (<u>at least 3 years of relevant experience – 2 points, 4+ years – 5 points</u>);</li> <li>Timelines proposed must be detailed and realistic (<u>4 months implementation – 8 points, 3 months or less – 15 points</u>)</li> </ul>	<b>40</b>

**The cut-off points for submissions to be considered technically-compliant will be a minimum of 60 points.**

Note: the total score for the Technical Proposal will be calculated by the following formula: [points scored] x [0,7] = the total score for the Technical Proposal.

**IMPORTANT:**

All suppliers must have bank account capable of receiving either Kazakh Tenge (KZT), or Kyrgyz Som (KGS), or US Dollars (USD) and must have legal entity registered in compliance with the

applicable legal framework of the state. Failure to provide evidence to above criteria may result in disqualification of your offer from further evaluation.

A financial proposal will only be considered if the technical part of the supplier's proposal passed a minimum score of 60 or more points and is accepted by UNHCR as complying with the technical requirements listed in RFP documentation.

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

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

#### **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.

#### **2.6 SUBMISSION OF BID:**

Bids should be submitted by e-mail and all attachments (Annex A, Annex B, Annex C, Annex D, Annex E, Annex F, Annex G) should be in PDF format. (copies of the PDF format documents may, as an addition, be included in Excel, Word or other formats etc.).

**The Technical and Financial offers shall be clearly separated and sent in separate e-mails.**

**Bid must be sent by e-mail ONLY to: [KAZALTENDERS@unhcr.org](mailto:KAZALTENDERS@unhcr.org)**

#### **IMPORTANT:**

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

**Deadline: 24.08.2022, 23:59 hrs Almaty 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 be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- KAZAL/RFP 2022-01
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

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:**

Financial part will be opened and evaluated only in case technical part has been compliant to minimum technical requirements and passed the minimum passing score.

**2.7 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.


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 KZT, KGS or USD. 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 CONTRACT FOR SERVICES**

Please note that the General Conditions of Contract for 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.



Anatolii Shcherbyna,  
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UNHCR Representation for Central Asia