



UNHCR

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

DATE: 18/07/2022

REQUEST FOR PROPOSAL: No. RFP/SLVK/SC/2022/002

FOR THE ESTABLISHMENT OF TWO FRAME AGREEMENTS (MAIN AND BACK-UP) FOR THE PROVISION OF TELECOMMUNICATION SERVICES TO THE UNHCR OFFICE IN SLOVAKIA

CLOSING DATE AND TIME: 01/08/2022 – 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 coordinate 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 the mandate to help stateless people.

Over more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 60 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 Office in Slovakia invites qualified service providers to make a firm offer for the establishment of Frame Agreement (s) for the provision of TELECOMMUNICATION SERVICES to UNHCR offices in Slovakia (referred to hereinafter as services).

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with the initial duration of 1 (one) year, 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).

The estimated annual requirement of UNHCR per location is listed in (Annex A, ToR)

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 the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds, and Programme 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 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 Request for Proposal:

Annex A:	Terms of Reference (TOR)
Annex B:	Technical Offer Form
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex G:	UN Supplier code of conduct

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to hunbusupplyunit@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 Francois Tshisungu Muamba, supply officer at hunbusupplyunit@unhcr.org and to Romaric Ablessi Guir Mane, IT officer at ablessi@unhcr.org. The deadline for receipt of questions is **23:59 hrs [CET] on [27/07/2022]**. **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 as this will result in an automatic disqualification.

UNHCR will compile any questions received. [UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. **OR** will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website].

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 the information required.

The Terms of Reference (TOR) 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:

1. **Description of the company and the company's qualifications**

A description of your company with the following:

Company profile:

- i. Company profile Number of major clients currently underway (total number of subscribers)
- ii. Two (2) references (from major clients) signed indicating previous satisfactory performance on the provision of similar services
- iii. Company's previous experience dedicated exclusively to the provision of the requested services (other business profiles are not relevant)
- iv. Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services.

2. **Network Coverage**

- i. 5G (Geographical) Slovakia Coverage
- ii. 4G (Geographical) Slovakia Coverage
- iii. Detailed Map (5G / 4G) provided

3. **Understanding of the requirements for services**

- iv. General Requirements as per Annex A&B- (Mobile Services)
- v. General Requirements as per Annex A&B-(Fixed Line Services)
- vi. General Requirements as per Annex A&B-(Billing)

4. **Customer Service**

- i. General Requirements as per Annex A

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**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID. (This is not an evaluation criterion but it is desirable)

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in EURO or in [relevant local currency].

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 C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this in regard, the price is to be given without VAT.

You are requested to hold your offer valid for **[90]** 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 all relevant documents.

The cost of preparing a bid and of negotiating a contract, including any related travel and site visit, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in the preparation of a contract before an actual contract is signed shall be borne by the Bidder. Advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods and services to and/or acceptance by UNHCR.

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 ongoing 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;
- Track record;
- Contract capacity.

Failure to provide the abovementioned documentation might lead to disqualification.

2.5.2 **Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria that 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:

S#	TECHNICAL EVALUATION CRITERIA	Total Points
1	A description of your company with the following documents: i. Company profile, (05 points) ii. Proof of registration certificate from Chamber of commerce and License of The Hellenic Telecommunications and Post Commission (EETT) (05 points) iii. Tax registration certificate. (05 points)	15
2	Understanding of the requirements for telecom services, proposed approach, solutions, methodology, and outputs, • Any comments or suggestions detailed description of the manner in which your company would respond to the ToR (10 points) • A description of your organization's capacity to provide the required services. (10 points) • A description of your organization's experience in the supply of these services. (10 points) • Compliance to the requirements stated on the ToR (05 points)	30
3	i. Company Experience of at least three (3) years in providing similar services (each year will have equal scoring point out of 15 points) ii. Provide proof of similar works by providing at least 02 major clients preferably UN/INGOs. Proof could include contract award letters, signed and stamped certificates of completion or purchase orders (each client will have equal scoring points out of 10 points)	25
4	i. Your technical offer should contain your acknowledgment of the UNHCR General Conditions for Provision of Services by signing (Annex E). (5 points) ii. Acceptance of UN supplier code of conduct (5 points)	10
5	The technical capability i. Provision of dedicated customer support to UNHCR office in Slovakia (10 points) ii. List of National Network Coverage Areas in Slovakia (10 points)	20
Grand Total		100

Described the experience of the organization performing similar services. Experience with other UN agencies, and major multilateral or bilateral programs is desirable. Please provide a minimum 2 references using the below format:

Projects	Clients	Value of Contract	Period of performance (from/to)	Role in relation to the undertaking services	Reference contact details (name, email, phone)
1.					
2.					

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

The cut-off points for submissions to be considered technically compliant will be **60%** out of **100 points (maximum points i.e. 60 points)**.

Remarks: Companies scoring 60 points out of 100 points will be declared qualified technically and their financial offer will be opened for evaluation. The technical offer score will be calculated according to the percentage distribution for the technical 70% and financial 30%.

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.

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

The maximum number of points will be allotted to the lowest priced offer that is opened and compared among those technically qualified firms. All other price offers will receive points in inverse proportion to the lowest price, e.g. [total Price Component] x [US\$ lowest] \ [US\$ other] = 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.

Award of contract will be made to the highest combined score of Technical and Financial.

2.6 SUBMISSION OF BID:

The offers must bear your official letterhead, clearly identifying your company and UNHCR proposal reference number **RFP/SLOVK/S/SC/2022/002** with its project title.

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, Word or other formats, etc.)

the technical and financial offers shall be submitted through two separate messages sent to the email address specified in the solicitation document, where the subject line clearly outlines the reference to the solicitation process and the relevant content (technical or financial offer).

Bids by e-mail must ONLY be sent to: hunbubid@unhcr.org

IMPORTANT:

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

Deadline: [01/08/2022], 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. 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.

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 the e-mail subject field:

- Bid [RFP/SLCK/SC2022/002]
- Name of your firm with the title of the attachment
- Number of e-mails being 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 or allow split or partial awards on this project based on the geographical coverage.

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 requirements, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

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 the UNHCR business owner.

2.9 **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND 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.



Signature

Murod Niyazov
Senior Operations Officer

UNHCR Office Bratislava, Slovakia