



**UNHCR**

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

**DATE: 29 Jan 2024**

**REQUEST FOR PROPOSAL: No. RFP/IRNTE/2024/001**

**FOR THE ESTABLISHMENT  
OF A SERVICE CONTRACT FOR THE PROVISION OF**

**PROVISION OF MANPOWER FOR THE UNHCR PREMISES IN IRAN**

**CLOSING DATE AND TIME: 22 Feb 2024 AT 23:59 LOCAL TIME (TEHRAN)**

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## **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 environments, UNHCR must purchase goods and services worldwide.

## **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation office in Tehran, invites qualified potential security service providers to make a firm offer for the establishment of Frame Agreement (s) for the provision of manpower for (referred to hereinafter as services) the UNHCR offices in Tehran, Esfahan, Shiraz, Kerman, Mashad and Dogharoun.

### **IMPORTANT:**

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

UNHCR may award Frame Agreement (s) with initial duration three years, potentially extendable for two additional one-year periods, for provision to its operations with Manpower services in the places mentioned in Annex A.

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 is for combination of 73 Shift guards, Day guards and Office helpers the UNHCR offices in Tehran (including 1 warehouse), Isfahan, Shiraz, Kerman, Mashhad and Dogharoun.

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 contract the above

staff. The quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 60 days (2 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 Goods/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.

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 Request for Proposal:

- Annex A: Terms of Reference (TOR) for provision of Manpower services (to be signed)
- Annex B: Technical Proposal Form (to be filled in by the service providers)
- Annex C: Financial Offer Form - **We reserve the right to share this annex only with the companies that demonstrate interest in participating in this tender exercise. Please address this inquiry to [irntesup@unhcr.org](mailto:irntesup@unhcr.org).**
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex F: UN Supplier Code of Conduct
- Annex G: eTenderBox Supplier User Manual

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [irntesup@unhcr.org](mailto:irntesup@unhcr.org) 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 are required to submit any request for clarification or any question in respect of this RFP by e-mail to [irntesup@unhcr.org](mailto:irntesup@unhcr.org). The deadline for receipt of questions is 23:59 hrs IRST on 17 February 2024. 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. 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 its website or by email to all invited bidders.

## 2.4 YOUR OFFER

**IMPORTANT:**

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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 information required.

The Terms of References (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:**  
Provide a detailed description and documentations for the company and its activities and specializations. This includes:
  - An overall description of the company's experience;
  - The location(s) of the company;
  - The number and description of similar projects successfully completed and the number of and description of similar projects currently underway plus the respective performance satisfaction letters if any;
  - The company's structure / organigram/ CVs of core staff;
  - Financial statements/audit reports from the past 5 years

Please provide any information that will facilitate our evaluation of your company’s substantive reliability, financial and managerial capacity to provide the service. Please also submit a declaration that your company had not been and is not subject to judgement for fraud, corruption or any other illegal activity.

- **Relevant references with complete contact details:**
  - Name and Title and Contact Information
  - Short relevant project description(s) with deliverables;
  - Include web-link to similar project delivered in the past (if possible)

This list should also include a list of major clients. Altogether, Bidders must demonstrate relevant expertise, capacity and experience through actual work samples, specific and relevant examples, and/or verifiable client references.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:**

Provide a detailed proposal showing how the company shall fulfill the requirements as set out in the TOR; compliance with the TOR.

- **Backup capacity (involved personnel):**

Availability of capable backup staff to cover 10% of positions in case of unexpected absences.

- **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**).
- **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**).
- **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN supplier code of conduct (**Annex F**).

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate Financial Offer must provide UNHCR with:

##### **Overall cost of countrywide Manpower services in accordance with Annex A.**

The financial offer must cover the cost of all services expected to be provided. This means that the offer must be given as an all-inclusive fixed amount for any expenses including, but not limited to travel costs if required.

UNHCR is exempted from all direct taxes and customs duties. With this regards, price has to be given without VAT. However, the winner of the tender must provide monthly invoices including VAT.

##### **The financial offer is to be submitted as per Financial Offer Forms Annex C.**

Please refer to the TORs for a list of activities and deliverables for which we require accurate costing.

The prices shall be all-inclusive fixed price, including all-inclusive amount for travel, goods and related expenses, if any. Please provide all other cost, if any, indicating their nature. UNHCR reserves the right to award the agreement to one bidder or to split and award contracts to two different bidders for the required services.

You are requested to hold your proposal valid for 120 days from the deadline for submission. UNHCR will make its best effort to select a firm/institution within this period. UNHCR's standard payment terms are within 30 days after 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 be included as a direct cost of the assignment.

The contractor will be bound to submit evidence of the provision of social security coverage, Medical Insurance on monthly basis.

UNHCR may apply annual salary increase once announced by the Ministry of Labour. The Contactor will be requested to report such announcement to UNHCR accordingly.

Only technically acceptable proposals shall have their financial proposals opened and evaluated. The commercial evaluation criteria are based on the following main factors:

- Rated Commercial Evaluation Criteria:
  - The commercial scoring will only be performed for the proposals that are technically complaint and that meet the mandatory commercial requirement.
  - The Financial score will be calculated as follows.

**[total Price Component] x [IRR lowest] \ [IRR other] = points for other supplier's Price Component**

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.

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 to the and/or acceptance by UNHCR of the services.

## **2.5 BID EVALUATION:**

References to previous or on-going proposals will not be 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.

### **2.5.2 Eligibility Criteria:**

The bidder has to meet the following criteria in order to be considered for evaluation:

- The company has to be officially registered by the Iranian organization of the Firms' Registration and possess valid VAT certificate.
- Acceptance of the UNHCR General Conditions for Provision of Services (Annex F);
- Acceptance of the UN Supplier Code of Conduct (Annex G).

### 2.5.3 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 based on the following criteria **holding 60%** of the total score. (60/40 weighting for Technical/Financial)

Description	Technical Points
1. Organizational Capability	30 Points
2. Proposed Work Plan and Approach	30 Points

Remarks:

- a. The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers which is 60% and 40% respectively.
- b. Only bidders that obtain 60% and above of the technical scores will be qualified for Financial Evaluation. The financial proposal of technically disqualified bidders will not be opened.

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 [IRR lowest] \ [IRR other] = points for other supplier's Price Component.

Overall scouring:

Supply Unit shall consolidate the technical and commercial scoring into an overall score technically and commercially compliant bidder. The scores is calculated as follows:

$$\text{Technical Score 60\% + Financial Score 40\% = Overall Score}$$

### 2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

**Please refer to Annex "G" -eTenderBox Supplier User Manual- for bid submission instruction.**

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and new registration is required.

The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as Annex "G" to this RFP.

**IMPORTANT:**

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

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**DEADLINE: 22 Feb 2024 AT 23:59 LOCAL TIME (TEHRAN)**

It is supplier's responsibility to verify that documents and correspondence have been submitted properly 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 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.

The offers must bear your official letter head, 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 agreement 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 agreement 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 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 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.



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