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

DATE: 15/11/2022

REQUEST FOR PROPOSAL: No. RFP/2022/01

FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF A SOCIO-ECONOMIC STUDY

CLOSING DATE AND TIME: 06/12/2022 – 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 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 18,000 people in more than 110 countries continues to help about 80 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.

1. REQUIREMENTS

The Office for Italy of the United Nations High Commissioner for Refugees (UNHCR MCO Italy) invites qualified suppliers to make a firm offer for the establishment of a Service Contract for the **provision of a socio-economic study on the situation of beneficiaries of international and temporary protection in Italy**. The study will have to be **produced in English language** in hard and soft copy. The supplier is expected to provide **500 hard copies** while acceptable formats for the **soft copies are pdf and/or word**.

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

UNHCR may award a Service Contract for the necessary duration required to produce the requested socio-economic study.

Please note that any figure expressed in the ToRs or in the attached annexes or forms, 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 the service.

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). It is further recommended to take notice and adhere to the *Ethical provisions in data collection* attached in Annex F.

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 (TORs)
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
Annex F: Ethical provisions in data collection

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP
- 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: itaroadm@unhcr.org. **The deadline for receipt of questions is 23:59 hrs CET on 29/11/2022.** 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. 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 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 any UNHCR staff member 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 Reference (TORs) of the services requested by UNHCR can be found in **Annex A.** Clearly state and disclose any discrepancies with the specifications given.

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

- **Mandatory criteria**
  The following documents are standard practice for all companies and should be included in the technical offer:
  - company registration certificate with Chamber of Commerce;
  - latest available DURC (D*ocumento Unico di Regolarità Contributiva*);
  - financial statements/audit reports from the last 2 years;
  - signed UNHCR General Condition of Contracts for Services (**Annex E**[1]);
  - completed Vendor Registration Form (**Annex D**[2]).

1. **Overall Response e.g., the understanding of the assignment by the proposer**
   The research entity's proposal will be evaluated on its adherence to the attached TORs, the understanding of the overall assignment and should clearly address all the sub-points from 1.1 to 1.4: indicators, area of coverage, sampling approach and methodology and outreach modality.

2. **Company and Key Personnel**
   The research entity's proposal will be evaluated on its capacity and experience of its key personnel, addressing all sub-points from 2.1 to 2.4: similar research projects, previous experience on migration issues, number of specialized staff and team leaders' experience.

3. **Proposed Methodology and Approach e.g., Work plan showing detailed sampling methods**
   The research entity's proposal will be evaluated on its proposed methodology and approach, addressing all sub-points from 3.1 to 3.3: work plan in line with the deliverable schedule in the TORs (page 8), proposed approach, quality control mechanisms and results sharing modalities.

[1] Initials on each page and full signature and stamp of the company's official legal representative on last page; please note that the full acceptance of UNHCR's General Conditions for Provision of Services is mandatory to submit an offer.
[2] If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an offer in Euro currency with prices intended as "all inclusive" and given without VAT[3].

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.

The bidder is requested to provide a financial breakdown based on the three (3) main deliverables indicated in the TORs (page 8), along with the estimated delivery time for each deliverable, the estimated staff required and any additional cost required to deliver the service (printing costs, transportation costs, etc.)

You are requested to hold your offer valid for 60 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 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.

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:

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;
- Track record;
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

[3] UNHCR is exempt from all direct taxes, customs duties and VAT for amounts above 300 euro.

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: **60%** from the total score:

Evaluation process and methods Item	Technical evaluation criteria	Max. points obtainable
1	**Overall Response e.g., the understanding of the assignment by the proposer**	**25**
1.1.	Indicators for measuring socio-economic vulnerability/poverty level	5
1.2.	Geographical area of coverage	5
1.3	Sample size, sampling approach and research methodology	10
1.4	Outreach modality (strategy; locations; channels; cultural mediation)	5
2	**Company and Key Personnel**	**15**
2.1.	Range and depth of organizational experience with similar research projects (quantitative and qualitative) and sampling (considering years of experience and number of research)	5
2.2.	Experience in study and research on asylum and/or migration issues and/or poverty studies (years of experience and number of research on migration and asylum integration)	5
2.3.	Number of specialized staff on migration/poverty issues and/or on sampling research with bigger/ small population groups	2
2.4.	Team leader: relevant experience and qualifications for the assignment	3
3	**Proposed Methodology and Approach e.g., Work plan showing detailed sampling methods.**	**20**
3.1.	Proposed work plan as per the ToR (detailed timeframe in line with the deliverables, number of resources allocated)	7
3.1.	Proposed approach of tasks implementation (Number of survey plans to be submitted; number of FGD etc. proposed)	7
3.2.	Quality control mechanism (intermediate reports and review meetings)	3
3.3	Result sharing modalities: channels (events; publications and/or web-publications) and audience (general publics, experts, institutions; other relevant stakeholders)	3
TOTAL TECHNICAL SCORE		**60**

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 **35% out of the 60%.**

<u>Clarifications of Proposals:</u>

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: **40%** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation (i.e., score more than 35 points out of 60 in the technical evaluation).

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 [US$ lowest] \ [US$ other] = 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 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 or other formats etc.). The Technical and Financial offers shall be clearly separated.

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

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

Deadline: 06/12/2022, 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.

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 **15 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:
- Bid 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, 3/4).

For example: RFP/2022/01 Company ABC (email 1 of 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.

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, also depending on the availability of funding sources.

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 Provision 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.

Julia COX Digitally signed by Julia COX Date: 2022.11.15 10:59:55 +01'00'

Signature
Julia COX
Admin Unit
UNHCR MCO Italy