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

Date: 9th May 2019
REQUEST FOR PROPOSAL: No: RFP/HCR/JOR/2019/10
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF RESEARCH SERVICES

CLOSING DATE AND TIME: 9th June 2019 at 16:00 hrs. Local time

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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 and internally displaced persons.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 10,966 people in more than 128 countries continues to help about 65.6 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 of the United Nations High Commissioner for Refugees (UNHCR), Branch Office Amman, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of **research services**, described in details in the attached Terms of Reference.

IMPORTANT:
Description of the Terms of Reference (TOR) is detailed in **Annex A** of this document.

UNHCR may award Frame Agreement(s) with the duration of two (2) years, potentially extendable for a further period of one (1) year, upon satisfactory performance and operational needs. The successful bidder(s) will be requested to maintain their quoted prices fixed for the entire duration of the contract.

The estimated annual requirement of UNHCR is for estimated quantity of research services.

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 the service. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Order (PO) against the frame agreement.

Other United Nations Agencies, Funds and Programs 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.

IMPORTANT:
Please take careful note of article 5 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions (Annex E).

It is strongly recommended that this Request for Proposal document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Notes: 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)
Annex B:	Technical Offer Form – *(to be filled in, stamped and submitted signed)*
Annex C:	Financial Offer Form - *(to be filled in, stamped and submitted signed)*
Annex D	Vendor Registration Form - *(to be filled in, stamped and submitted signed)*
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services (to be stamped and signed)
Annex F:	UN Supplier Code of Conduct (to be stamped and signed)

2.2. ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of commerce, UNGM website, printed media etc.)

IMPORTANT:
Failure to send the above requested information may result in disqualification of your offer from further evaluation.

A **pre – bidding information session** will be held on the 19 May 2019 **at 9:30 Amman Local Time** at UNHCR BO Amman – Khalda.

2.3. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to joramsup@unhcr.org. **The deadline for receipt of questions is on 20th May 2019 at 13:00 Amman Local Time.** 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.

UNHCR will compile the questions received and will respond to all bidders participating in the tender competition, shortly after the query deadline.

2.4. YOUR OFFER (PROPOSAL)

Your offer should be prepared in **English**.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be 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:

(i) Technical offer
(ii) 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.** The bidder can quote for either **Output n. 1** or for **Output n. 2** or for both outputs.

Please use **Annex B** (Technical Offer Form) as part of your technical offer. 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. A description of your **company profile** with the following information and documentation:

- Core business, year founded, qualifications, company management structure;
- Submission of a copy of the valid business commercial company registration certificate/license.

Offers without the above-mentioned licenses/certificate might not be further assessed;

- Total number of current clients;
- Contact details of at least two (2) current or former client for reference check (references from UN/NGO agencies and relating to refugee communities is considered an advantage);
- Financial stability (financial statements, audit reports, if available);

b. A description of your company's experience:

- Experience in Syrian refugee-related research;
- Number and relevance of similar projects currently underway and successfully completed in the past ten (10) years. Please provide minimum three (3) projects (with proof of contracts). Projects execute to UN/NGO agencies and relating to refugee communities is considered as an advantage.

Add any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

3. **Understanding of the requirements for services, company's capacity, 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:

- A description of your organization's understanding of the requirement – i.e. description of method and approach to address the published TORs (including – inter alia – a clear research, methodology and proposed reporting strategy);
- Submission of company's policy or standard procedures governing data protection, with experience in addressing the mentioned policies and mechanisms;
- Description of the bidder's qualitative statistical experience (with emphasis on the design and use of comparative analysis methods and tools) and quantitative statistical experience (including econometric modeling, report writing and presentation development);
- Description of experience working on assessment surveys and/or evidence synthesis that informs policy;
- Submission of one (1) sample report (5 pages max) for each output (i.e. two in total if the bidder quotes for both output n.1 and n. 2).

Note: offers without the submission of the report might not be further assessed.

3. **Proposed personnel and Staff Welfare:**

- List and relevant CV (maximum 1 page each, containing both a short bio and the list of publication) of the proposed team that will be dedicated to the project/contract. Note: The dedicated staff shall have excellent English-language drafting skills.
- Describe and demonstrate (through copies of sample contracts, medical coverage and leave plan) your company's commitment to staff welfare considering staff working hours, salary scale, health insurance, vacations.

- Stamped and signed 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**) - **which shall include information on your company's business bank account.**

- Stamped and signed UNHCR General Conditions for the Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E.**

- Stamped and signed UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex F.**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** (Annex C) must contain an overall offer in a single currency, i.e. either in US Dollars, Jordanian Dinar or in the currency of your company's country.

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. Please provide both PDF and excel version of Annex C.

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.

The financial offer must cover all the services to be provided **(price "all inclusive")**, as per the published scenario.

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

Prices must remain the same in case of partial or complete award is received by the bidder.

BANK ACCOUNT

UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (Annex D):
a) Commercial bank account
b) Name of the company has to match with the bank account.
لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي

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 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.

2.5 BID EVALUATION:

2.5.1 Supplier Eligibility and Registration:

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form **(Annex D)** 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. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

IMPORTANT:
The Agency may split the award for each of the output.

The Technical proposal will be evaluated as follows:

PASS/FAIL CRITERIA
Valid business commercial company registration certificate/license
Valid company business bank account (as per para 2.4.2)
Submission of one sample report for each output (in case the bidder quotes for both)

If your company passes the above verification, it will be recommended for further evaluation (70% from the total score) using inter alia the below technical criteria:

	Technical Evaluation Criteria	**Max. Points**
	1. General company profile and qualifications	
A	Relevance of company Profile and Reliability (core business, qualification, years in business, number of clients)	**20**
B	Number and relevance of references (incl. experience with UN/NGO agencies)	
C	Experience in Syrian refugee-related research	
D	Number and relevance of nature of projects currently underway and successfully completed in past 10 years	
	2. Proposed services, approach and company's capacity	
A	A description of your organization's understanding of the requirement – i.e. description of method and approach to address the published TORs (including – *inter alia* – research, methodology, proposed reporting strategy)	**45**
B	Submission of company's policy or standard procedures governing Data Protection with experience in addressing the mentioned policies and mechanisms	
C	Qualitative and quantitative statistical experience	
D	Quality of the report (*inter alia*: structure, content and writing skills)	
	3. Proposed personnel to carry out the services and social responsibilities	
A	Experience of the proposed team that will be dedicated to the project/contract	**5**
	TOTAL MAX. TECHNICAL SCORE	**70**

The minimum threshold to be considered technically compliant is 42 points out of 70 points. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

In the **Financial proposal** a maximum score of **30%** can be reached by the lowest proposal submitted.

All other price offers will receive points in inverse proportion to the lowest price; e.g., [max. Points for Financial Component] x [JOD lowest] \ [JOD other] = points for other supplier's Price Component.

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

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. Offers can be submitted by email or mail/hand delivery.

Deadline: 9th June 2019, 16:00 hrs Amman Local 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.

A. IF SUBMITTED AS HARDCOPY:
Your bid, one (1) original, shall be sealed in an outer and two inner envelopes, as detailed below:

- The outer envelope shall be sent by registered mail and addressed or hand delivered as follows:

"RFP/HCR/JOR/2019/010 Research Frame Agreement Services"
UNHCR BO Amman Office
Wasfi Al-Tal Street corner Musa George Fram Street
(Opposite Paradise Bakery)
Khalda, P.O. 17101 Amman 11195
TENDER BOX # 1

- The inner envelopes shall clearly separate the technical and financial offer. The inner envelopes shall have the following titles:

- Envelope: **Technical Offer for "RFP/HCR/JOR/2019/10 Research Services"** submitted by *{Indicate the Name of the Company}*
- Envelope: **Financial Offer for "RFP/HCR/JOR/2019/10 Research Services"** submitted by *{Indicate the Name of the Company}.*

B. IF SUBMITTED BY EMAIL:

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 100 Mb so it may be necessary to send more than one e-mail for the whole submission. Documents should be submitted in PDF format (and excel for Annex C).

Bid must be sent by e-mail ONLY to: JORAMTOC@UNHCR.ORG

Please indicate in e-mail subject field:
- Bid RFP/HCR/JOR/2019/10
- Name of your firm
- Title of the attachment (e.g. technical or financial proposal)
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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

Please note: 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.

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 Jordanian Dinners (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.

Francis Ngarambe
Senior Supply Officer
UNHCR Jordan