

DATE: 05/10/2023

REQUEST FOR PROPOSAL: No. RFP/2023/024

**FOR THE ESTABLISHMENT
OF FRAME AGREEMENT(S) FOR THE PROVISION OF**

**DIGITAL LEARNING SERVICES
THAT ENHANCE REFUGEE DISTANCE LEARNING IN LEBANON
FOR ONE (1) YEAR PERIOD WITH POSSIBILITY OF EXTENSION FOR
TWO (2) PERIODS OF ONE (1) YEAR EACH.**

CLOSING DATE AND TIME: 27/10/2023 – 16:00 HRS LEBANON LOCAL OR EARLIER

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,739 people in more than 135 countries continues to help about 108.4 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), Lebanon, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of digital learning services that enhance refugee distance learning in Lebanon.

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable for a further two (2) periods of one (1) year each. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimate end users of the platform would be 300 as per below table.

Activity	2024 Target
Youth BLN	100 children in North
Homework Support	200 children in South

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 have a minimum number of users. Number of users may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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 Frame Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days' 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 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.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (**Annex C**).

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)
- Annex B: Financial Offer Form
- Annex C: UNHCR General Conditions of Contracts for the Provision of Services – *July 2018*
- Annex D: UNHCR Vendor Registration Form
- Annex E: UN Supplier Code of Conduct
- Annex F: UNHCR Supplementary Agreement on the Protection of Personal Data
- Annex G: UNHCR Security Requirements for Application Projects
- Annex H: Confirmation on Vendor Non-sanction List

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to habchy@unhcr.org with cc rmasri@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 Habchy Rindala, Senior Supply Associate at habchy@unhcr.org copying rmasri@unhcr.org. **The deadline for receipt of questions is 16:00 hrs Lebanon local time on 13 October 2023.** Bidders are requested to keep all questions concise.

In the e-mail subject line please indicate: "Inquiry on RFP: RFP/2023/024 for Digital learning services".

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 compile the questions received and respond as soon as possible after the query closing date by means of publication on UNHCR website, Daleel Madani and distributed by email to all bidders who confirmed interest.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR 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 eTenderBox platform will result in disqualification of the offer. Please submit your offer as described 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 (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 divided as per below:

2.4.1.1 Statutory Documentation:

The following documents should be submitted with your offer:

- Proof the company is registered and licensed to provide such goods/services (Registration certificate);

- Proof that the firm has been rendering similar services for a minimum period of three (3) years prior to the closing date of this request for proposal;
- Registration certificate with VAT, if applicable;
- Copies of signed audited Reports for the last 2 fiscals;
- **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 C**;
- **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;
However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services;
- **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex E**;
- **UNHCR Supplementary Agreement on the Protection of Personal Data:** Your technical offer should contain your acknowledgement of the UNHCR Supplementary Agreement on the Protection of Personal Data by signing **Annex F**;
- **UNHCR Security Requirements for Application projects:** Your technical offer should contain your acknowledgement of the UNHCR Security Requirements for Application projects by signing **Annex G**;
- Signed and Stamped **confirmation on vendor non-sanction lists Annex H.**

Please note that UNHCR cannot do business with companies who are not registered and have not been doing similar business at least three (3) years prior to the closing date of this request for proposal.

2.4.1.2 Content of the Technical Component (70%):

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**

A description of your company with the following documents:

- Company profile;
- Year founded;
- Services and Goods covered;
- Ownership/organizational structure;
- Total number of employees;
- If multi location company, specify headquarters location;
- Total number and list of clients;
- Submit Quality Standard Certificates, if available.

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

- **General Organization Capability**

A description of the Firm's capability for managing the services requested:

- Years of experience;
- A description of your organization's capacity and experience in rendering similar services;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;

- Current or previous experience with Educational Institutions, NGOs and UN agencies;
- Proof of familiarity with the Lebanese educational system, challenges refugee children are facing in the context of school closure and distance learning;
- Proof of prior direct working experience with teachers, instructors, and learners involved in online learning.

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

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

- Any comments or suggestions on the Term of References (TOR), as well as your detailed description of the manner in which your company would respond to the TOR;
- Provide a description of your firm's approach and methodology of how your firm would roll-out and implement the requested services outlined in the TOR (**Annex A**);
- A detailed project startup timeline and deliverables meeting UNHCR requirements;
- Compliance with requirement for Help Desk and Ticket tracking system
- Compliance with reporting requirements
- Compliance to the requirements stated on the TOR

- **Proposed personnel to carry out the assignment**

The composition of the team:

- Composition of the proposed Team including back up and Help Desk team;
- Curriculum Vitae of core staff including back up and Help Desk team.

The bidders have to show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the service provider for the provision of the relevant visa and work permits for the proposed resources. UNHCR can assist by issuing attestation letters for a specified time frame, during the duration of the project. The company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, preferable in US Dollars.

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 B**). 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. VAT, if applicable, will be paid to the company by UNHCR which it claims for refund with the Government later.

You are requested to hold your offer valid for ninety (**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 thirty (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 within 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.

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:

The **Technical component** will be compromised of two (2) parts:

a- Checking and verification of statutory documents; it is important to note that only companies providing required documents as per above point 2.4.1.1, will move to the second phase of the technical evaluation.

b- Technical evaluation criteria with a maximum score of 1000:

Checking and verification of submitted technical proposal by UNHCR Technical Evaluation Committee (TEC). The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution **70%** from the total score:

1	Description of Company's Information, qualifications and experience	Maximum Points Obtainable 300
1.1	General Organizational Capacity, size of the firm /organization	50
1.2	Professional Experience and years of experience in relevant business / Quality standards	50

1.3	List of previous or undergoing similar projects performed by the company	50
1.4	Current or previous experience with Educational Institutions, NGOs and UN agencies for similar project	50
1.5	Proof of familiarity with the Lebanese educational system, challenges refugee children are facing in the context of school closure and distance learning	50
1.6	Proof of prior direct working experience with teachers, instructors, and learners involved in online learning	50

2	Understanding of the UNHCR requirements. Quality of the presented Technical Proposal vis a vis the proposed TOR	Maximum Points Obtainable 450
2.1	Proposed approach Methodology in compliance to the terms of reference of the proposed service	200
2.2	Proposed Project startup timeline and Deliverables meeting UNHCR requirements	100
2.3	Compliance with requirement for Help Desk and Ticket tracking system	75
2.3	Compliance with reporting requirements	75

3	Personnel	Maximum Points Obtainable 250
3.1	Proposed team composition including back up and Help Desk Team	125
3.2	Qualification and experience of the team members	125

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 **600 points**.

Clarification of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion request the bidders 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%** from the total score.

The financial component will be analyzed only for those suppliers that pass 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.

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.

Due Diligence:

UNHCR may conduct a due diligence/supplier verification exercise if the vendors are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past, if the vendors are found to be technically compliant following completion of the evaluation of their technical proposals. Should the findings of the due diligence/supplier verification contradict the desk evaluation of technical proposals, the finding of the due diligence/supplier verification report will prevail. UNHCR will not conduct such exercise for those unknown vendors who are not found to be technically compliant. It will also not carry out such exercise for those vendors who UNHCR knows well.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

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>
In order to use the eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one 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. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .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 has to 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. In order 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: 27/10/2023, 16:00 HRS LEBANON LOCAL TIME OR EARLIER.

IMPORTANT:

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox well before the tender deadline.

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.

IMPORTANT:

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

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.

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 USD. Payment will be made in accordance to 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 C**) will be strictly adhered to for the purpose of any future contract. The bidder must confirm the acceptance of these terms and conditions by attaching a signed and stamped copies of the attached conditions of services.

2.10 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

2.11 THE UN GLOBAL COMPACT

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>

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