

DATE: 20 NOVEMBER 2023

REQUEST FOR PROPOSAL: NO. RFP/2023/029

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

**CAPACITY BUILDING AND MONITORING SERVICES OF
PROCUREMENT ACTIVITIES OF UNHCR PARTNERS IN LEBANON**

**FOR TWO (2) YEARS WITH POSSIBILITY OF EXTENSION
FOR AN ADDITIONAL ONE (1) YEAR**

**CLOSING DATE AND TIME: 11 DECEMBER 2023 – 23:59 HRS
(LEBANON LOCAL TIME)**

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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,000 people in more than 135 countries continues to provide assistance to approximately 29 million refugees and 62 million internally displaced people. 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) in Beirut, Lebanon invites qualified service providers who are registered with the Government of Lebanon to make a firm offer for establishment of Frame Agreement(s) to provide Capacity Building and Monitoring Services of Partners carrying out procurement with UNHCR funds as described in the Terms of Reference, for a period of two (2) years with possibility of extension for an additional one (1) year.

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with initial duration of two (2) years with possibility of extension for an additional one (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Please note that figures have been in the TOR stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum of services. This 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 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:

Once a Frame Agreement is signed, either party can terminate the agreement 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 the 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 (RFP) 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 UNHCR General Conditions of Contract for the Provision of Services, July 2018 version (**Annex E**).

Note: this document is not to be construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION

2.1 RFP DOCUMENTS

Annex A: Terms of Reference (TOR)

Annex B: Technical Response Form

Annex B.1: Complementary Technical Response Form – Monitoring Team Size

Annex C: Financial Offer Form - (to be filled in two copies 1. Excel and 2.PDF (duly signed and stamped)

Annex D: Vendor Registration Form - (to be filled and submitted signed with supporting documents)

Annex E: UNHCR General Conditions of Contracts for the Provision of Services 2018
Annex F: UN Supplier Code of Conduct
Annex G: Submission Checklist and Acknowledgements – to be filled and submitted.
Annex H: Vendor Confirmation on Sanctions clearance

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP.
- Whether or not you will be submitting a proposal.

IMPORTANT:

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

Please note that Bid Submissions are **NOT** to be sent to the e-mail addresses above.

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 Hussam Yousfi, Supply Associate at YOUSFIH@unhcr.org with cc to masri@unhcr.org.

In e-mail subject please indicate: “Inquiry on RFP: RFP/2023/029 for the provision of capacity building and monitoring services”.

The deadline for receipt of questions is at 16:00 Hrs Lebanon local time on or **before 27 November 2023**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail addresses above.

Failure to comply with this provision may result in disqualification.

UNHCR will compile the questions received and plans to respond to the questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

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 not be taken into consideration.

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.

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 eTenderBox Platform will result in disqualification of the offer. Please submit your offer as described in the "Submission of Bid" section 2.7) of this RFP.

2.4.1 Statutory Documentation

As part of the formal check if your company is eligible to be registered as vendor to UNHCR your proposal must contain:

1. Company registration documents with the Government of Lebanon
2. **Vendor Registration Form:** Your Company should complete, sign and submit the Vendor Registration Form (**Annex D**)
3. **Financial Statements:** Your Company should submit **financial statements** of the last two years, proving healthy financial standing of the company
4. **UNHCR General Conditions of Contract (Annex E):** Your submission checklist in Annex G should contain your acknowledgement of the UNHCR General Conditions for Provision of Services
5. **UN Supplier Code of Conduct (Annex F):** Your submission checklist in Annex G should contain your acknowledgement of the UN Supplier Code of Conduct
6. **Vendor Confirmation on sanctions clearance:** Your submission checklist in Annex G should contain your confirmation that your company is not on the Sanctions Lists, please submit a duly signed and stamped annex H
7. **Submission Checklist and Acknowledgements (Annex G):** Must be filled, signed and submitted

IMPORTANT: The above listed documents are considered **mandatory** and have to be submitted **separately** from the technical proposal and the financial proposal. Failure to comply may risk disqualification.

Please note that UNHCR cannot do business with companies who are not registered with Government of Lebanon and have not been in business at least three (3) years prior to the closing date of this Request for Proposal.

Your proposal shall comprise the following two sets of documents:

- Technical component
- Financial component

2.4.2 Content of the TECHNICAL COMPONENT (60%)

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**. Please use **Annex B** (Technical Bidder's Response Form) and **Annex B.1** (Complementary Technical Response Form) as part of your technical offer. Your technical proposal 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's profile and qualifications:**
 - Valid license from the relevant authority as described in Terms of Reference under 2.3. Required qualifications.
 - Company Profile/Organization Capability/Relevance of Specialized Knowledge and Experience in similar projects.
 - Financial Capacity - latest Audited Financial Statement (Income Statement and Balance Sheet (last 2 years).
 - CVs of proposed personnel (max. 2 pages each).
 - Any additional documentation proving the expertise and capacity to fulfil the required services.
- 2. Description of relevant experience:**
 - Proof of relevant experience (POs, Contracts...etc.).
 - List of entities i.e., UN, Government, NGOs, Companies...etc.
- 3. Proposed personnel Qualifications to carry out the assignment:**
 - Qualifications of Project Manager (CV/Certifications).
 - Proposed Project Team (CVs)
- 4. Understanding of the requirements for services, proposed approach, solutions, and methodology:**
 - Understanding of the requirement as per the TOR (description of methodology and approach)
 - Monitoring Report - At least one (1) work sample of previous issued monitoring report.
 - Audit Report- At least one (1) work sample of previous issued audit report.
 - Proposed Monitoring Report and Work Plan

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

The bidders must show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. The Company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

2.4.3 Content of the FINANCIAL COMPONENT (40%)

Your separate financial offer must contain an overall offer 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 C**). Bids that have a different price structure may be disqualified.

UNHCR is exempt from all direct taxes and customs duties. Thus, price must 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 **120 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.

The financial offer should be submitted in both PDF version (stamped, dated and signed) and EXCEL version.

2.5 BID EVALUATION

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 Evaluation:

If your company passes the above verification of the mandatory pass/fail criteria, it will be recommended for further evaluation using the following technical criteria detailed **in Annex B.**

Your company will be evaluated using the below technical criteria:

Evaluation Criteria		Obtainable points
Company Qualifications	<ul style="list-style-type: none"> •References/Reliability •Certifications •Company Profile/ Core Business 	10
Relevant Experience	<ul style="list-style-type: none"> •Proof of relevant experience (POs, Contracts...etc.) •List of entities i.e. UN. Government, NGOs, Companies...etc. 	12

Personnel qualifications	<ul style="list-style-type: none"> •Qualifications of Project Manager (CV/Certifications) •Proposed Project Team (CVs) 	10
Project management, time frame/schedule, methodology and implementation strategy	<ul style="list-style-type: none"> •Understanding of the requirement (description of methodology and approach) •Monitoring Report - Work Sample •Audit Report- Work Sample •Proposed Monitoring Report and Work Plan 	28
Total		60

The Minimum Score to be considered technically compliant is 36 points out of max. 60 technical points. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

2.5.3 Financial Evaluation:

In the **Financial proposal** a maximum score of **40 points** can be reached by the lowest proposal submitted.

The maximum number of 40 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.

$[Total\ Price\ Component] \times [US\$ \text{ lowest}] \div [US\$ \text{ other}] = \text{points for other supplier's Price Component.}$

2.6 CONTRACT AWARD CRITERIA

The bidder securing the highest combined score from technical and financial offers will be awarded the contract.

2.7 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](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: 11 December 2023 – 23:59 Hrs Lebanon Local Time

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.

2.8 BID ACCEPTANCE

UNHCR reserves the right to accept or reject the whole or part of your bid without having to assign any reason whatsoever and is not obliged to select the lowest offer.

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.

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.

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.

2.9 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). Payments 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 delivery of services by UNHCR business owner.

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contract for Provision of Services (**Annex E**) will be strictly adhered to for the purpose of any future contract. The bidders must confirm the acceptance of these terms and conditions by submitting a signed and stamped copy with the offer.

2.11 ZERO TOLERANCE POLICY

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

2.12 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/>

Gerard Moya
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