



**UNHCR**

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

DATE: 06/10/2022

**REQUEST FOR PROPOSAL RFP: NO . 2022/SOP/SCU/RFP/003**

**PROVISION OF CONSULTANCY SERVICES FOR CONDUCTING AN  
EDUCATIONAL ASSESSMENT OF AFGHAN REFUGEES STUDENTS IN KYBER  
PAKHTUNKHWA PROVINCE IN PAKISTAN**

**TENDER CLOSING DATE: 26<sup>TH</sup> OCTOBER 2022, 13:00 HRS PST**

**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 coordinate 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. 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 Pakistan, UNHCR Sub Office Peshawar in Pakistan invites registered and qualified consultancy firms, public/private universities, research firms specialized in educational surveys and assessments. to submit proposals for the provision consultancy services for conducting the Educational of Afghan Refugees Students in Kyber Pakhtunkhwa Province in Pakistan

**IMPORTANT:**

The Terms of Reference (TORS) for the required services are detailed in Annexes B of this document.

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 for provision of Services (Annex E).

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: Calendar of Activities
- Annex B: Terms of Reference (TORs)
- Annex C: Technical Offer Form
- Annex D: Financial Offer Form (Budget template)
- Annex E: General Conditions of Contract for Provision of Services (2018)
- Annex F: Vendor Registration Form-2018
- Annex G: UN Supplier Code of Conduct.
- Annex H: eTenderBox Suppliers User Manual
- Annex I : *eTender Registration Guide*

## **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to buyer's e-mail [pakpescu@unhcr.org](mailto:pakpescu@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 supply unit at [pakpescu@unhcr.org](mailto:pakpescu@unhcr.org); **The deadline for receipt of questions is 14<sup>th</sup> October 2022 13:00 Hrs PST.** 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 <https://unhcrpk.org> or by email to all invited bidders.

## **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 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 B of this RFP tender. Clearly state and disclose any discrepancies with the specifications given. 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, registration certificate and last audit report:
- Year founded.
- If multi location company, specify headquarters location.
- Number of at least three (03) similar and successfully completed projects on evaluation and assessments in Pakistan, preferably KP context.
- Submission of past years certified audit reports or bank statements with an overall turnover of at least PKR 1.0 million or above.
- List of Clients. Include 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 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 capacity to provide the services.
- A description of your organization's experience in the provision of these
- Services demonstrating at least for the past 5 years
- Detailed implementation plan on training material development, teachers training and workshop agenda etc.
- Compliance to the requirements stated in the tenders Terms of Reference (Annex B).

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

- The composition of the team you propose to provide.
- Curriculum Vitae of at least 10 Resource Persons (1 point per CV) 5 male and 5 female.
- **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 F). If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.
- **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). However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

**UNHCR technical team may undertake visits to bidder's premises to complement the narrative of the technical evaluation.**

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

Your separate **Financial Offer** must contain an overall offer in a single currency, In Pakistan Rupees (PKR) currency. 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 D). Bids that have a different price structure may not be accepted.

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

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. 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 services 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 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.

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

##### **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:

- Technical: 70%
- Financial: 30%

Percentage distribution for Technical Evaluation will be 70%. Maximum available scores are listed in the table below. To be rendered Technically qualified bidders technical proposals should score a minimum of **42 points** out of the 70 points will result in technical non-compliance and elimination from the financial evaluation process.

S./ No	Technical Evaluation Criteria	Scores / Points	Scoring Methodology	Scores (points)
1.	<b>Company Registration Documents:</b> Provide Institute / Company registration certificates, NTN certificate etc. and registered as an evaluation and research entity in Pakistan	5	Submitted proof of registration company certificate	5
	<b>Sub total</b>	<b>5 points</b>		<b>5</b>
2.	<b>Com[any Relevant experience;</b> Submission of 3 contracts or work orders for similar previous projects implemented by the company.  The contracts should be in the field of monitoring ,evaluation and programme assessment especially in the context of KP Pakistan	22	Submitted 3 contracts or work orders for similar previous projects undertaken in the past 3 years.	11
			Contracts submitted are in the field of monitoring ,evaluation and programme assessment especially in KP Pakistan	11
	<b>Sub total</b>	<b>22 points</b>		<b>22</b>
3.	<b>Staffing structure and capacity:</b> Bidders should submit resumes of their project personnel including team leader with qualifications and experience of each personnel  Company staff involved in the project should have the ability to communicate in English, Urdu and Pashto. The research personnel should be gender diversified with atleast 1male and 1 female with past experience in designing research methodology, interviewing and FGDs at households and individual level.	12	3 Ph.D degree: 3 Master's degree:	3 3
			Ability of staff to communicate in English ,Urdu and Pashto	3
			Research personnel and gender diversified	3
	<b>Sub total</b>	<b>12 points</b>		<b>12</b>
4.	<b>Compliance with UNHCR delivery period:</b> Bidder's acceptance to deliver the period within 4 months after UNHCR issues a PO	5		5
	<b>Sub total</b>	<b>5 points</b>		<b>5</b>
5.	<b>A detailed methodology and sampling design of the evaluation assessment proposal</b>	16 points	Acceptance to comply with UNHCR TORs Annex B	4
			Approach/methodology to achieve the objectives	4

			Proposed document review process	4
			Application of qualitative and quantitative data collection tools	4
	<b>Sub total points</b>	<b>16 points</b>		<b>16</b>
<b>6.</b>	<b>Financial Capacity of the firm</b> Submission of last past 2 years Financial statements or certified bank statements or certified audit reports indicating overall turnover of at least PKR 01 million or above.	10 points	<i>Submit 2 years Certified bank statements or audit report with overall turnover of minimum PKR 01 million.</i>	<b>10</b>
	<b>Sub total</b>	<b>10 points</b>		<b>10</b>
	<b>TOTAL TECHNICAL POINTS</b>	<b>70 points</b>		<b>70</b>

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. UNHCR will draw up a short list of 3-5 Technically qualified offers from the submissions received and expects to conduct supplier visits after technical evaluation process.

**Clarifications of Proposals:**

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: **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 (but realistic) 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.  $\frac{\text{total Price Component (30\%)} \times (\text{PKR lowest price offer})}{(\text{PKR other suppliers price offer})} = \text{points for other supplier's Price Component}$ .

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

**a. 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,

<https://etenderbox.unhcr.org>;

In order to use etender, 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 it's offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and a new registration is required. The

eTenderBox registration guide and user Manual are available at the above URL and provided as Annexes to this RFP.

**IMPORTANT:**

The technical offer and financial offer are to be sent in separate documents. Failure to do so may 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 and Submit button is clicked on. Therefore, this button must be clicked before the deadline expires. Once 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: 26/10/2022, 13:00 hrs. PST.**

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

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 the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Provision of Goods and 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 for provision of Services (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.

Signature  
Prosper Mumanya  
Senior Supply Officer  
UNHCR Pakistan Operation  
Islamabad