



UNHCR

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

DATE: 14 March 2023

REQUEST FOR PROPOSAL: No. PAKIS/RFP/23/008

DATA COLLECTION FOR UNHCR FORCED DISPLACEMENT SURVEY 2023 IN PAKISTAN

CLOSING DATE AND TIME: 14 APRIL 2023 – 13:00 hrs. PST

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.

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 invites registered contractors/companies to make firm offers for the **PROVISION OF DATA COLLECTION AND SURVEYING SERVICES** detailed in the attached Annex B, (referred to hereinafter as Services)

IMPORTANT:

Description of the Terms of Reference (TOR) is detailed in Annex-B of this document.

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 services. Quantities 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 Contract with other UN Agencies.

IMPORTANT:

When a Contract is awarded, either party can terminate the agreement only upon 30 days (1 month) 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 document 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).

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this RFP:

Annex A:	Supplementary agreement on the protection of personal data
Annex B:	Terms of Reference
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for Services
Annex F:	UN Supplier Code of conduct
Annex G:	eTenderBox Supplier User Manual
Annex H:	eTenderBox registration Guide
Annex I:	Technical Offer Form

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of for contract and UN supplier code of conduct. Signed copies of Annexes E & F are required.

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP.
- Whether or not you will be submitting a bid
- Confirmation to attend the virtual pre-bidding conference

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to, PAKISSC@unhcr.org. The deadline for receipt of queries is **13:00 hrs PST on 21 March 2023**. 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 reply to the questions received as soon as possible by means of publication on UNHCR Pakistan website or UNGM or by email to all invited bidders.

IMPORTANT:

A mandatory virtual pre-bid conference is scheduled on **Thursday 23 March 2023 from 12:00 to 13:00 PST (UTC +5)**. During the pre-bid conference, UNHCR will present a short summary on the context and scope of work. Bidders will have the opportunity seek clarifications they may have on the tender documents and process. **Please confirm your participation by sharing your email address to pakissc@unhcr.org for registration to the virtual meeting.**

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.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial 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.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Proposal" section 2.6 of this RFP.

2.4.1 Content of the TECHNICAL OFFER

Please note that by submitting a bid/response to this RFP you are authorizing UNHCR to verify or reference check the authenticity of the information and documentation you have provided, and this shall be done without any notification or further request for authorization from you.

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.

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.**

- **Company Registration:** The bidder shall have legal status enabling the organization to perform the required services, and shall provide complete company profile, containing copies of registration documents with government authorities like NTN, STRN, Form H, Certificate of Incorporation Company profile, registration certificate and last audit reports.
- **Project Completion time:** UNHCR's preferred project completion time is **180-240** calendar days.
- **Company Experience:** The bidder shall provide evidence of at least five (5) or more projects of similar nature each valued at least USD 50,000 (or equivalent in local currency) in the last 5 years.

- For each project, bidders must provide the following:
 - a) Authentic purchase order or contract either of which bears the letter head and/or official stamp of the client; and
 - b) Reference letters.
 - **Company Financial Soundness:** Bidders should submit an audited financial statement showing minimum annual turnover of at least USD 50,000 in the last 3 consecutive years.
- 2) **Bid Security:** During the bid evaluation process UNHCR may separately request bidder(s) to provide bid security of USD 50,000 in the form of a Demand Draft / Pay Order / Call Deposit from a bank with a minimum credit rating of “A”. Bidders are therefore **not required** to submit bid security with their offers. However, bidders must clearly state in “**Annex I-Technical Offer Form/Bid Data Sheet**” their **acceptance** to provide bid security if requested by UNHCR separately at any later stage of the procurement process.
- 3) **Understanding of the requirements for services, proposed technical approach, and workplan**
The bid proposal should contain the proposed approach/methodology for risk management, work and implementation schedule for activity, Gantt chart preferable, critical path analysis for each task in the work plan, deployment plan of resources including staff supervisors, project managers and materials, quality assurance and risk mitigation measures with respect to possible disruptions in achieving required quality and proposed timelines.
- 4) **Proposed personnel to carry out the assignment**
This section shall identify the categories of personnel proposed for the assignment and their anticipated roles and responsibilities and time inputs. The proposal should clearly identify whether individuals are staff employees, temporary contract staff or independent/associate consultants.
- The bid proposal shall include details of technical staff supported by valid work contracts and CVs and highest academic qualifications. The Project Manager and Assistant must be registered under the firm.
- 5) **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**).
- 6) **UNHCR General Conditions for Services** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Service by signing **Annex-E**.
- 7) **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier’s code of conduct by signing **Annex-F**.
- 8) **Data Protection Agreement:**
Refugees’ data must be kept confidential and should not be shared with any other organization except UNHCR (see **Annex – A**).

2.4.2 **CONTENT OF THE FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in a single currency, in USD or equivalent in local currency.

The financial offer must cover all the services to be provided (price “all inclusive”). UNHCR will not provide advance payment or open Letter of Credit.

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.

UNHCR is exempt from all direct taxes and customs duties. Price has to be given without VAT/GST. If requested by the successful bidder, UNHCR shall obtain from authorities GST exemption, upon provision of all required documents by bidder.

You are requested to hold your offer valid for **180 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:

Each proposal from bidders 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 verification of suitability based on the submitted Vendor Registration Form and supporting documents. The verification involves consideration of several factors such as:

- Company Registration.
- NTN, STRN, Form H
- Company profile.
- PEC license.

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: 75%
- Financial: 25%

2.5.2.1 Technical Evaluation

The Technical proposal will be evaluated in 2 stages:

Stage 1: Mandatory / Eligibility Criteria

	CRITERIA	Fail/Pass
1	Bidder must be a company registered with Government Authorities (NTN & STRN, Form H, and/or Incorporation Certificate)	Fail/Pass
2	Bidder will obtain permission for research from relevant government departments, if required	Fail/Pass
3.	Acceptance of UNHCR General Conditions (payment terms) – Annex E	Fail/Pass
4.	Acceptance of UNHCR Data Protection Agreement – Annex A	Fail/Pass

The Bidders must meet all the above mandatory pre-qualification criteria for their proposal to be considered for further evaluation.

Stage 2: Technical Evaluation

Percentage distribution of 75% from the total score has been allocated to Technical Proposal. Maximum scores are listed in the table below. Failure to achieve a minimum score of **55 points** out of the 75 points will result in technical non-compliance and elimination from further evaluation.

Category	Points
OVERALL RESPONSE	(5)
<ul style="list-style-type: none"> • Understanding of, and responsiveness to, UNHCR requirements. • Understanding of scope, objectives and completeness of response. • Overall concord between UNHCR requirements and the proposal. 	
METHODOLOGY AND APPROACH	(30)
<ul style="list-style-type: none"> • Quality of the proposed approach and methodology. • Suitability: To what extent the methodology is designed in response to the needs of the TOR; • Quality of proposed implementation plan, i.e. how will the applicant undertake each task, 	
RISK MANAGEMENT	(5)
<ul style="list-style-type: none"> • Risk assessment - recognition of the risks/peripheral problems and methods to prevent and manage risks/peripheral problems. 	
ORGANISATIONAL CAPACITY and PROPOSED TEAM	(30)
<ul style="list-style-type: none"> • Professional expertise of the firm/company/organization, knowledge and experience with similar projects, contracts, clients and consulting assignments • Team leader: Relevant experience, qualifications, and position with firm. • Team members - Relevant experience, skills & competencies. • Organization of the team and roles & responsibilities. • Timelines proposed must be detailed and realistic 	
BUDGET NARRATIVE	(5)
<ul style="list-style-type: none"> • Detailed description of the proposed fieldwork model including, size and composition of teams, means of transport as well as any assumptions on which the financial proposal is based on 	

2.5.2.2 Financial Evaluation

The **Financial offer** will use the following percentage distribution: **25%** from the total score.

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.

The following formula will be used to calculate total scores:

Overall Score= 75% of Technical Score + 25% of Financial Score

Important Note:

Award will be made to the highest overall scorer. Partial and incomplete bids will not be accepted and in case of any discrepancy like calculation errors, unit rates will be considered.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask bidders for clarification about the content of their 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 component will be analyzed only for those suppliers that pass the technical evaluation.

2.6 SUBMISSION OF PROPOSALS:

SUBMISSION OF BID:

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

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you did not find the answer, you were looking for, please send an email to the following helpdesk email address: rbapsupply@unhcr.org

Also, in order to minimize any issues at the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).

Bids should be submitted electronically and uploaded to e-TenderBox, UNHCR online bid registration tool. The e-TenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use e-TenderBox, registration on the website is required. This registration is exclusively for e-TenderBox 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 e-TenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The e-TenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

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 & Submit' button is clicked on. Therefore, this button must 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.

IMPORTANT:

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

The offers must bear your official letter head, clearly identifying your company title and address and contact numbers etc.

TENDER CLOSING DEADLINE: 14 April 2023 – 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

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 requirement 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 through advertisement in newspaper. 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 DEFECT LIABILITY PERIOD

The defect liability period for this project is six (06) months, which will start from the date of handover by the Contractor after completion of all works. UNHCR will retain 10% from total payment as retention money which will only be released in full upon satisfactory completion of the defect liability period.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO)/Contract issued as a result of this RFP will be made in USD or local currency. Payment will be made in accordance with the General Conditions of Contracts for the Provision of services and in PKR to local bidders, as per applicable banking regulations. Payments shall only be initiated after confirmation of successful achievement of milestones by UNHCR or its nominated supervision firm in the following sequence:-

- a. Inception report acceptance - 25%
- b. Main fieldwork training completed - 25%
- c. Half (50%) of field work completed (submitted data includes all data collected) - 12.5%
- d. All (100%) of field work completed - 12.5 %
- e. Final data and final survey report submitted - 10%

f. Data quality is satisfactory and full sample size achieved (this payment is only made when UNHCR is satisfied that the data is to the standard expected & secure) - 15%

Note: No Letter of Credit and no mobilization advance will be given.

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND 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.

Prosper Dunia Mumanya
Senior Supply Officer
UNHCR Pakistan, Islamabad

