



UNHCR

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

DATE: 26 May 2023

REQUEST FOR PROPOSAL: No. PAKIS/RFP/23/021

DIGITAL LEARNING PROGRAMME FOR REFUGEE CHILDREN IN PAKISTAN

CLOSING DATE AND TIME: 19 June 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 **DIGITAL LEARNING PROGRAMME** detailed in the attached Annex A, (referred to hereinafter as Services)

IMPORTANT:

Description of the Terms of Reference (TOR) is detailed in Annex-A 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.

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 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 your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this RFP:

Annex A:	Terms of Reference
Annex B:	Technical Offer Form
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

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 PST on 6 June 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 and UNGM o

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:

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 the 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 maximum 90 calendar days.
- **Company Experience:** The bidder shall provide evidence of at least five (3) or more projects of a similar nature each valued at least USD 30,000 (or equivalent in local currency) in the last 3 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 90,000 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 5% of the quoted amount 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 B-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 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 the highest academic qualifications. The Project Manager and Assistant must be registered with 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**.

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.

UNHCR will not accept liability for any increase in costs. Any additional costs and charges, whether foreseen or unforeseen, will be borne by the Bidder.

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 must be given without VAT/GST. If requested by the successful bidder, UNHCR shall obtain from the authorities GST (Goods and Services Tax) exemption, upon provision of all required documents by bidder.

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 as per milestones.

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 not be considered. The award of a previous contract with UNHCR will not be considered 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. The 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%

2.5.2.1 Technical Evaluation

The Technical proposal will be evaluated in 2 stages:

Stage 1: Mandatory / Eligibility Criteria

	CRITERA	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

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

Stage 2: Technical Evaluation

The percentage distribution of 70% from the total score has been allocated to Technical Proposal. The maximum scores are listed in the table below. Failure to achieve a minimum score of **50 points** out of the 70 points will result in technical non-compliance and elimination from further evaluation.

Criteria	Score
<p>Overall Response</p> <ul style="list-style-type: none"> - Understanding of and responsiveness to requirements, proposes a minimum package of activities that is needed to achieve objectives. - Understanding of scope, objectives, and provides clearly defined activities and targets. - Overall alignment between UNHCR Pakistan's requirements as well as coherence to Connected Education Approach and national strategies. <p><i>If understanding and alignment with UNHCR's requirements are below:</i> <i>Excellent = 10</i> <i>Very Good = 7-9</i> <i>Good = 5-6</i> <i>Fair = 3-4</i> <i>Poor = 0-2</i></p>	10
<p>Technical expertise and experience</p> <ul style="list-style-type: none"> - Technical proposal is high quality, logical and presents a feasible and realistic scale-up approach with specific skills, specialist and track record highlighted. (Total = 10) <ul style="list-style-type: none"> o <i>Excellent = 10</i> o <i>Very Good = 7-9</i> o <i>Good = 5-6</i> o <i>Fair = 3-4</i> o <i>Poor = 0-2</i> - Project approach and activities are suitable and responsive to the needs of the ToR, evidence based and learning centered, and contextually appropriate. (Total = 10) <ul style="list-style-type: none"> o <i>Excellent = 10</i> o <i>Very Good = 7-9</i> o <i>Good = 5-6</i> o <i>Fair = 3-4</i> o <i>Poor = 0-2</i> - Experience and/or existing presence in relevant location implementing similar education technology programmes. Ability to operate in given security conditions of locations. (Total = 5) <ul style="list-style-type: none"> o Worked in Pakistan – 2 points o Worked in Pak including KP and Baluchistan – 3 points o Worked in Pak including remote areas of KP and Baluchistan – 5 points 	25
<p>Organizational Capacity</p> <ul style="list-style-type: none"> - Professional expertise, knowledge and experience with similar projects, contracts, and clients (UN/humanitarian sector) (Total = maximum 10 points and project worth min Rs 1 million) <ul style="list-style-type: none"> o <i>Experience of doing similar projects not with Government and UN/NGOs – 1 point per project</i> o <i>Experience of working on similar projects with govt – 2 points per project</i> o <i>Experience of working on similar UN/NGOs = 2 points per project</i> - Professional experience operationalizing large education interventions across multiple locations in collaboration with other partners and/or relevant education stakeholders (e.g., government and community stakeholders) (Total = 5) <ul style="list-style-type: none"> o <i>Experience of doing 1 Education project over Rs 2 million in 1 province = 1 point (up to a maximum of 3 points if same province)</i> -1 additional point for any additional project over Rs 2 million, in a different province - Demonstrated capacity to complete project within the stipulated period, (Total = 5 points) Based on reference letters <ul style="list-style-type: none"> o <i>Project completed in time – 1 point each, max = 5</i> 	20

Risk Management <ul style="list-style-type: none"> - Recognition of the risks/peripheral problems and methods to prevent and respond to operational challenges. <ul style="list-style-type: none"> o <i>Excellent = 5</i> o <i>Very Good = 4</i> o <i>Good = 3</i> o <i>Fair = 2</i> o <i>Poor = 1</i> 	5
Sustainability of results <ul style="list-style-type: none"> - Sound strategy on how the results achieved through this project will be carried on beyond the partnership. <ul style="list-style-type: none"> o <i>Excellent = 5</i> o <i>Very Good = 4</i> o <i>Good = 3</i> o <i>Fair = 2</i> o <i>Poor = 1</i> 	5
Budget Narrative <ul style="list-style-type: none"> - Detailed description of proposed activities, including composition of implementation team, cost-effectiveness and elaborates on maximizing resources to achieve ToR objectives. <ul style="list-style-type: none"> o <i>Excellent = 5</i> o <i>Very Good = 4</i> o <i>Good = 3</i> o <i>Fair = 2</i> o <i>Poor = 1</i> 	5
Total	70

2.5.2.2 Financial Evaluation

The **Financial offer** will use the following percentage distribution: **30%** of 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= 70% of Technical Score + 30% 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 letterhead, 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, 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>

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 a 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 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.

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 letterhead, clearly identifying your company title and address and contact numbers etc.

TENDER CLOSING DEADLINE: 19 June 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 on UNHCR Pakistan's website <https://www.unhcr.org/pk/tenders>. 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)/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:

- Planning and Design phase completed: 20%
- Implementation: Installation of tablets and distribution completed: 20%
- Implementation: 1st Biannual Report (August- December 2023) submitted and verified: 20%
- Implementation: 2nd Biannual Report (January-June 2024) submitted and verified: 20%
- Implementation: Final Report submitted and verified (July-December 2024) submitted and verified: 20%

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

2.10 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.

Prosper Dunia Mumanya
Senior Supply Officer
UNHCR Pakistan, Islamabad