



UNHCR

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

OPENING DATE: 21/11/2023

REQUEST FOR PROPOSAL: 2023/SOP/SCU/RFP/004

For The Hiring a Research Firm to Conduct a Study on the Social Norms and Values that Support Non-Violence Practices against Afghan Refugee Women and Girls in Khyber Pakhtunkhwa Pakistan.

CLOSING DATE AND TIME: 5/12/2023 – 17:00 hrs. PST

OPEN TO ONLY PAKISTAN BASED COMPANIES

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 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 60 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 qualified, experienced, and registered firms / consultants to make firm offers for the **Study on the Social Norms and Values that Support Non-Violence Practices against Afghan Refugee Women and Girls in Khyber Pakhtunkhwa Pakistan**. (Referred to hereinafter as Services).

IMPORTANT:

Terms of References (TORs) are detailed in **Annex B** of this document.

The successful bidder(s) will be requested to maintain their quoted prices throughout the duration of the contract and until successful completion of the project.

The successful bidder(s) will be required to obtain NOC from Commissionerate Afghan Refugee Office, KPK and UNHCR will only provide the supporting letter for confirmation of the services awarded to the selected bidder(s).

UNHCR reserves the right to award a full or partial contract to one or more vendors and negotiate directly with the Supplier to cater for the future requirements of UNHCR or any other UN agencies. 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:

The initiation of conciliation or arbitral proceedings in accordance with Article 18 "Settlement of Disputes," below, shall not be deemed to be a "cause" for or otherwise to be in itself a termination of the Contract.

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 for Services (Annex D).

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

Annex A:	Bid Data Form <i>(To be submitted with technical offer)</i>
Annex B:	Terms of References (TORs) <i>(To be submitted with technical offer)</i>
Annex C:	Financial Offer Form <i>(To be completed and submitted as financial proposal. Please include additional annex C1 indicating the detailed cost breakdown)</i>
Annex D:	UNHCR General Terms and Conditions for Services <i>(To be submitted with technical offer)</i>
Annex E:	Vendor Registration Form <i>(To be filled by all vendors and submitted with technical proposal)</i>
Annex F:	UN Supplier Code of Conduct <i>(To be submitted with technical offer)</i>
Annex G:	eTenderBox Registration Guide
Annex H:	eTenderBox Supplier User Manual

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Services and UN supplier code of conduct.

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a proposal.
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNGM website, UNHCR website, printed media etc.)

IMPORTANT:

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to pakpescu@unhcr.org; **The deadline for receipt of questions is 16:00 hrs PST on 28th November 2023.**

IMPORTANT:

Please note that proposal Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

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 proposals using the Annexes provided (where applicable). Proposals 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 and only to <http://etenderbox.unhcr.org> as 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

Please note that by submitting a 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.

The detailed terms of references for the consultancy services requested by UNHCR can be found in **Annex B**. Your technical proposal should clearly state whether or not the services you are offering are fully conforming to the TORs (**Annex B**) of this tender document. Clearly state and disclose any discrepancies with the TORs given.

The following details shall be the **Preliminary and Technical Evaluation Criteria** and must also be provided in the Technical Offer.

A. Preliminary Evaluation (Administrative Requirements) – (Yes / No) (Bidders must meet all the preliminary evaluation requirements to qualify for technical evaluation)

The documents to be provided by the company should include;

- **Company / Business Registration:** Bidder must be registered with Government Authorities (NTN & STRN or Form H) and must provide a Certificate of incorporation or copies of company registration certificate.
- **Company / Business Profile:** *Year founded, type of firm, Location*, (e.g., Consultancy firm / Institute), etc.
- **Payment Term:** Bidders must accept UNHCR payment terms i.e., 30 days net after invoice is verified by UNHCR. **No advance payment**
- **Acceptance of Bid Validity:** The selected bidder must accept to have their prices valid throughout the duration of the project implementation until final completion of the services.

B. Technical Evaluation (60%):

For award of this tender, UNHCR has established an evaluation criterion which govern the selection of proposals received. Evaluation is made on a preliminary, technical, and financial basis. The percentage

assigned to the technical and financial criteria is determined as follows:

Note: The percentage distribution to be used is 60% for Technical Evaluation and 40% for financial Evaluation

All technical proposals that meet the above mandatory requirements will be evaluated using the technical evaluation criteria and **percentage distribution of 60% from the total score** as indicated below:

- **Research proposal with methodology and detailed workplan / schedule** for executing the consultancy works in a complete and orderly manner. Addressing all the technical requirements requested for in a complete and orderly approach and capacity to address the performance of the consultancy services required (Please refer to the Terms of Reference (TORs – Annex B) – **(35 points)**)
- **Experience and reference letters:** Bidders must provide information for at least (2) previous assignments conducted for provision of similar consultancy services by attaching copies of contracts or purchase orders and reference /recommendation letters for successful completion of the services. UNHCR may verify the information provided from the issuing organization, if deemed appropriate. **Note:** Include phone contacts and email addresses for at least two references / previous clients - **(25 points)**
- **Financial Standing:** The bidder must include audited financial report for one year from recent year i.e either 2020 or 2021 or 2022 **(20 points)**
- **Staffing details:** Proposal to include work contracts, curriculum vitae (CVs) and highest academic qualification certificate for **1 Principal Investigator and 1 Research Assistant** who will directly be working on this project - **(20 points)**

NOTE: For a technical proposal to be considered for financial evaluation, it must score 50 or above out of 100 and must have provided all the Mandatory Documents requested for in the preliminary evaluation.

The documents below are not part of the preliminary and technical evaluation criteria but need to be signed and stamped by the company participating in the tender process.

Vendor Registration Form: Please note that UNHCR has recently migrated to a new Enterprise Resource Planning System i.e Cloud ERP. Therefore, all vendors are requested to provide their company details using the New Vendor Registration form (**Annex E**) attached to enable the update of your information accordingly.

UNHCR General Conditions of contract for services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in a single currency in the Pakistan Rupees (PKR).

UNHCR will not accept liability for any increase in costs and that any additional costs and charges, whether foreseen or unforeseen, will be on the account of the bidder.

The attached Financial Offer Form should include a lumpsum cost for each phase of the project together with an additional Annex with the detailed cost breakdown for each phase.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price for provision of the services as cost breakdown additional annex along with annex C.

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

You are requested to hold your offer valid throughout the duration of the service contract until satisfactory completion of the services delivery. UNHCR will make its best effort to select a company for award of contract in a timely manner. 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:**

2.5.1 **Supplier Registration:**

The qualified suppliers will be added to the Vendor Database after investigation of suitability (conducting of due diligence) 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.

This will be followed later by performance evaluation as a supplier such as:

- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of services.
- Lead time for delivery

2.5.2 **Technical evaluation:**

The Technical component of the submission will be evaluated using the Preliminary evaluation criteria based on **Yes / No** and Technical evaluation criteria based on **percentage distribution of 60% from the total score**. 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: 60%
- Financial: 40%

2.5.2.1 **Technical Evaluation**

The Technical proposal will be evaluated in 2 stages:

Stage 1: Preliminary / Administrative Criteria

The preliminary / administrative evaluation stage of the submission will be assessed using the below criteria. This component of the submission will be reviewed by the technical evaluation committee together with the technical component of the submission. Therefore, the bidders shall include in their technical offer enough relevant documents to satisfy the below criteria.

Sr.	Preliminary / Administrative Criteria	Yes / No
1.	Company / Business Registration: Bidder must be registered with Government Authorities (NTN & STRN or Form H) and must provide a Certificate of incorporation or copies of company registration certificate.	Yes/No
2.	Company / Business Profile: <i>Year founded, type of firm, Location, (e.g., Consultancy firm / Institute), etc.</i>	Yes/No
3.	Payment Term: Bidders must accept UNHCR payment terms i.e., 30 days net after invoice is verified by UNHCR. No advance payment	Yes/No
4.	Acceptance of Bid Validity: The selected bidder must accept to have their prices valid throughout the duration of the project implementation until final completion of the services.	Yes / No

Note: A company must meet the all the requirements of stage 1 – Preliminary evaluation to qualify for stage 2 – Technical evaluation.

Stage 2: Technical Evaluation

All technical bids that meet the above preliminary requirements will be evaluated using the technical evaluation

criteria and **percentage distribution of 60% from the total score** as indicated below:

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical offer as indicated below:

[Score obtained] \ [Total scores (i.e. 100 points)] x [percentage distribution for technical evaluation (i.e. 60%)]

Below is a table showing the number of points allocated to each technical evaluation criteria up to a maximum score of 100 points

Evaluation Criteria	Sub-Criteria	Scoring Methodology	Max. Score
<p align="center">Research proposal with methodology and detailed workplan / schedule</p>	<p>Research proposal with methodology and detailed workplan / schedule for executing the consultancy works in a complete and orderly manner. Addressing all the technical requirements requested for in a complete and orderly approach and capacity to address the performance of the consultancy services required (Please refer to the Terms of Reference (TORs – Annex B) – 35 points</p>	<ul style="list-style-type: none"> • Proposal has detailed methodology and reflects understanding of and compliance to the requirements stated in the TORs and includes copy of detailed work plan (35 - points) • Submitted proposal is not detailed and partial compliance to the requirements. (05 - points) • No or unclear proposal in relation to the requirements (0 - points) 	<p align="center">35</p>
<p align="center">Experience and reference letters for similar research assignments conducted in the past</p>	<p>Bidders must provide information for at least (2) previous assignments conducted for provision of similar consultancy services by attaching copies of contracts or purchase orders and reference/recommendation letters for successful completion of the services. UNHCR may verify the information provided from the issuing organization, if deemed appropriate. Note: Include phone contacts and email addresses for at least two references / previous clients - 25 points</p>	<ul style="list-style-type: none"> • 2 copies contracts / purchase orders, 2 copies of recommendation letters, list of at least 2 past clients for similar research work provided. (25- points) • No contracts / purchase order, recommendation letter of list of past clients provided. (0 - points) 	<p align="center">25</p>
<p align="center">Financial Standing</p>	<p>The bidder must include audited financial report for one year from recent year i.e either 2020 or 2021 or 2022 – 20 points</p>	<ul style="list-style-type: none"> • Company provided audit reports for one year (either for 2020 or 2021 or 2022) - (20 points) • No audit report provided (0 - points) 	<p align="center">20</p>

Staffing details	<p>Proposal to include work contracts, curriculum vitae (CVs) and highest academic qualification certificate for 1 Principal Investigator and 1 Research Assistant who will directly be working on this project – 20 points</p>	<ul style="list-style-type: none"> • Work contracts, CVs, and high academic qualification certificate for 1 Principal Consultant and 1 Research Assistant provided (20 - Points) • No work contracts, CVs, academic qualification certificates for key staff provided (0-points) 	20
Total scores			100

NOTE: For a technical proposal to be considered for financial evaluation, it must score equal or above 50 out of 100 and must have provided all the Administrative Documents requested for in the preliminary evaluation.

2.5.3 Financial evaluation:

The **Financial Offer** will use a percentage distribution of **40% from the total score**. The maximum number of points will be allotted to the lowest price offer that is opened and compared among the received offers. All other price offers will receive points in inverse proportion to the lowest price, e.g., [total Price Component] x [PKR lowest] \ [PKR other] = points for other supplier's Price Component.

NB: Financial offers submitted in US\$ only will be converted to Pakistan Rupees currency using the United Nations rate of exchange in effect on the date the submissions are due.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment, and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF BIDS:

The offer must bear your official letter head, clearly identifying your company name and the RFP reference number and Title: **REQUEST FOR PROPOSAL: 2023/SOP/SCU/RFP/004 - For The Hiring a Research Firm to Conduct a Study on the Social Norms and Values that Support Non-Violence Practices against Afghan Refugee Women and Girls in Khyber Pakhtunkhwa Pakistan**. 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>

To use eTenderBox, 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 its offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and new registration is required.

The eTenderBox Registration Guide and Use Manual are available at the above URL and have been provided as **Annexes G and H** of this Request for Proposal.

IMPORTANT:

The **technical offer and financial offer are to be submitted as separate documents or files**. Failure to do so will result into 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 & 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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

BID SUBMISSION DEADLINE: 5th December 2023 – 17:00 HOURS LOCAL TIME (PAKISTAN)

It is the supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

IMPORTANT: Bids that are otherwise submitted, addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation. **Incomplete offers that do not comply with our Request for Proposal – 2023/SOP/SCU/RFP/004 will not be considered.**

LATE SUBMISSION OF BIDS / PROPOSALS: Bids / Proposals received after the deadline for submission of bids will not be considered.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough 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.

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).

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid, or to allow split award.

Partial and incomplete offers will not be accepted and in case of any discrepancy like calculation errors, unit rates will be considered.

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 companies' submitting bids and does not bind itself in any way to select the company 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 Contract or Purchase Order (PO) issued to the winning offer because of this RFP will be made in Pakistan Rupees (PKR) currency. Payment will be made in accordance with the General Conditions for the Purchase of Civil Works and in the currency in which the Contract / PO is issued. Payments shall only be initiated after

confirmation of successful completion of the services by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE SERVICES

Please note that the General Conditions of Contracts for Services (**Annex D**) 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.

Yours sincerely,

Prosper Dunia Mumanya
Senior Supply Officer
UNHCR Country Office – Islamabad, Pakistan