



**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/003**

**CONSULTANCY FOR PROVISION OF TEACHERS TRAINING SERVICES TO UNHCR SUB  
OFFICE PESHAWAR, PAKISTAN**

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

**OPEN TO ONLY PAKISTAN BASED CONSULTANCY FIRMS / COMPANIES / INSTITUTES**

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**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 and Pakistan Engineering Council (PEC) registered consultancy firms / institutes / companies (specializing in Education / Teachers Training / Research) to make firm offers for the **provision of teachers training services as per the attached training plan (Annex B1) for schools in refugee villages located in numerous districts in Khyber Pakhtunkhwa** (referred to hereinafter as Services).

**IMPORTANT:**

Exact technical specifications / TORs / training plan of the requirement are detailed in **Annex B** and **Annex B1** of this document.

**The successful bidder(s) will be requested to maintain their quoted prices throughout the duration for provision of the Teachers Training services.**

**The estimated requirement of UNHCR for the consultancy for provision of teachers training has been specified in the Financial Offer Form (Annex C).**

Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require the totality of the above quantity. 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:**

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 of Contract for the Provision of Services (Annex E).

**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 proposal)</i>
Annex B:	Technical Specifications <i>(To be submitted with technical proposal)</i>
Annex B1	Training Plan <i>(To be submitted with technical proposal)</i>
Annex C:	Financial Offer Form <i>(To be submitted as financial proposal)</i>
Annex D:	Vendor Registration Form <i>(To be filled by all vendors and submitted with technical proposal)</i>
Annex E:	UNHCR General Conditions of Contract for Provision of Services <i>(To be submitted with technical proposal)</i>
Annex F:	UN Supplier Code of Conduct <i>(To be submitted with technical proposal)</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 of Contract for Provision of 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](mailto: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, 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](mailto:pakpescu@unhcr.org); **The deadline for receipt of questions is 16:00 hrs PST on 27<sup>th</sup> November 2023.** UNHCR will compile all the responses to the questions received and post them to the UNGM website.

**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 not be 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 / Proposal
- Financial Offer / Proposal

### 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 technical details of the consultancy for provision of the teachers training services can be found in **Annex B and Annex B1**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured to include the information requested for in the technical evaluation criteria as well as **Annex B and Annex B1**.

The following details shall be the **Preliminary and Technical Evaluation Criteria** and must 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 / Training Institute / University), etc.
- **Payment Term:** Bidders must accept UNHCR payment terms i.e., 30 days net after invoice is verified by

**UNHCR. No advance payment**

- **Bid Validity:** The selected bidder must accept to have their prices valid throughout the duration of the project implementation until final completion of teachers training services against issuance of a recommendation of services completion.

**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 the Financial Evaluation**

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

- **Methodology and leadtime** for executing the requirements indicated in the Terms of Reference **(Annex B), and Training Plan (Annex B1) in a complete and orderly manner. (30 points)**
  - A description of company's capacity / methodology to provide the services, proposal reflects understanding of and compliance to the requirements stated in the TORs (provide a detailed implementation plan on the training material development. **(20 points)**
  - Lead time / Project output: Bidders must indicate the ability to deliver the teachers training within a duration of 7 days as per the UNHCR requirement (Attach a copy of the training / workshop agenda **(10 points)**)
- **Financial Capacity / Standing:** The bidder must include at least one audited report for most recent years i.e., 2020 or 2021 or 2022 – **(25 points)**
- **Past experience and reference letters:** Bidders must provide information for at least two projects conducted in the previous years which are similar to the proposed teachers training by attaching copies of contracts or purchase orders, reference letters and completing the table below:

Name of project	Client	Contract value	Duration of project implementation	Status of delivery / completion

UNHCR may verify the information provided from the issuing organization, if deemed appropriate.

**Note:** Include phone contacts and email addresses for at least three references / previous clients **(25 points)**

- **Technical Staff:** Proposal to include details of the curriculum vitae (CVs) for each proposed staff or resource personnel (5 male and 5 female) that will be involved in the delivery of the teachers' training services **(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 preliminary evaluation documents requested for.

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 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 E**.

## **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 Financial Offer must cover all the services to be provided (Total price “all inclusive)

The Financial offer is to be submitted as per **Annex C – Financial Offer Form. Bids** that have a different price structure may not be accepted.

The following details shall be provided for each item:

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

You are requested to hold your financial offer valid throughout the duration of the contract / purchase order until satisfactory completion of the training services as per the UNHCR requirement and issuance of a recommendation for successful completion. 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. UNHCR’s will not provide any advance payments or payments by letter of credit.

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 / Timely delivery of the services

### **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.	<b>Company / Business Registration:</b> 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.	<b>Company / Business Profile:</b> <i>Year founded, type of firm, Location, (e.g., Consultancy firm / Training Institute / University), etc.</i>	Yes/No
3.	<b>Payment Term:</b> Bidders must accept UNHCR payment terms i.e., 30 days net after invoice is verified by UNHCR. <b>No advance payment</b>	Yes/No
4.	<b>Bid Validity:</b> The selected bidder must accept to have their prices valid throughout the duration of the project implementation until final completion of teachers training services against issuance of a recommendation of services completion	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-Criterias	Scoring Methodology	Max. Score
<b>Methodology, Capacity, and lead-time</b>	A description of company's capacity / methodology to provide the services, proposal reflects understanding of and compliance to the requirements stated in the TORs (provide a detailed implementation plan on the training material development <b>(20 points)</b> )	<ul style="list-style-type: none"> <li>Detailed implementation plan provided with methodology for execution of the training services, company's capacity provided, and proposal reflects understanding of and compliance to the TORs (25 points)</li> <li>Partial information provided in implementation plan about methodology and company's capacity and minimal understanding of and compliance to the TORs (5)</li> <li>No Information provided (0)</li> </ul>	<b>30</b>

	Lead time / Project output: Bidders must indicate the ability to deliver the teachers training with in a duration of 7 days as per the UNHCR requirement (Attach a copy of the training / workshop agenda <b>(10 points)</b> )	<ul style="list-style-type: none"> <li>• Accepts to deliver the training services within 7 days and copy of the training agenda attached (10)</li> <li>• Won't deliver training within 7 days and no training agenda or plan attached (0)</li> </ul>	
<b>Financial Standing</b>	<b>Financial Capacity / Standing:</b> The bidder must include at least one audited report from most recent years i.e., 2020 or 2021 or 2022 – <b>(25 points)</b>	<ul style="list-style-type: none"> <li>• Company provided a copy of audit report for either 2022 or 2021 or 2022 (25)</li> <li>• No audit report provided (0)</li> </ul>	<b>25</b>
<b>Experience and reference letters</b>	Bidders must provide information for at least (2) projects conducted in the previous years which are similar to the proposed teachers training by attaching copies of contracts or purchase orders and reference letters. UNHCR may verify the information provided from the issuing organization, if deemed appropriate. <b>Note:</b> Include phone contacts and email addresses for at least two references / previous clients	<ul style="list-style-type: none"> <li>• Attached 2 or more contracts / purchase orders of similar assignments from previous years, and at least 2 recommendation letters for successful completion for previous services, a list of contacts of 2 or more previous clients (25)</li> <li>• No proof of required experience included in provision of same or similar services (0)</li> </ul>	<b>25</b>
<b>Technical Staff</b>	Proposal to include details of the curriculum vitae (CVs) for each proposed staff or resource personnel that will be involved in the delivery of the teachers' training services i.e 5 male trainers and 5 female trainers	<ul style="list-style-type: none"> <li>• If all CVs for the key staff i.e. 5 female trainers and 5 male trainers are attached <b>(20 points)</b></li> <li>• No CVs for key staff provided (0-points)</li> </ul>	<b>20</b>
<b>Total scores</b>			<b>100</b>

**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/003 – CONSULTANCY FOR PROVISION OF TEACHERS TRAINING SERVICES TO UNHCR SUB OFFICE PESHAWAR, 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: 5<sup>th</sup> 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/003 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](mailto: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 Services 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 PROVISION OF SERVICES**

Please note that the General Conditions of Contracts for Provision of (**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.

Yours sincerely,

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