

DATE: 15-May-2024

REQUEST FOR PROPOSAL No. PAKIS/RFP/24/014

Post Distribution Monitoring for Portable Solar Kits for Refugees in Pakistan

CLOSING DATE AND TIME: 08-JUNE-2024 – 23:59 hrs. PKT

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. BACKGROUND

Access to modern and reliable energy services at affordable prices remains essential for sustainable human development, economic growth, quality of life, and better delivery of education and health services. Inadequate energy access has hampered economic growth of communities seeking to move out of lower income or lower middle-income status. UNHCR's [Global Strategy for Sustainable Energy \(2019-2024\)](#)¹ provides timely and much-needed guidance to UNHCR's operations worldwide. This Strategy ultimately aims to ensure refugees and host communities meet their energy needs in a safe and sustainable manner. This is achieved by increasing the use of Renewable Energy (RE) sources, efficient technologies and by adopting energy-conserving practices, which improve the protection, security, and well-being of targeted beneficiaries.

The Global Strategy for Sustainable Energy calls for market-based energy interventions that are anchored in efforts to empower refugees to meet their energy needs, just like everyone else. Refugees and host communities shall be able to participate in their local energy market without distorting the market. Such interventions will include initiatives that enhance productivity and support livelihoods. UNHCR continues to receive pledges on clean energy access for refugees and host communities from donors, private sector, and impact investors. With this background, UNHCR Pakistan distributed portable solar kits also known as solar home systems among People with and for whom UNHCR works residing inside the RVs. Distribution of these solar kits will directly address Outcome-1 and Outcome-3 of the [UNHCR Global Strategy for Sustainable Energy](#)¹. UNHCR is now conducting Post Distribution Monitoring (PDM) of the appliances being distributed and the distribution process itself. This PDM will be carried out by a qualified firm as per the following details.

1.1 REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) invites qualified firms to make firm offers for conducting the PDM in refugee villages in Pakistan. It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

¹ <https://www.unhcr.org/sites/default/files/legacy-pdf/5db16a4a4.pdf>

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 goods / 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 / Service Contract / Contract.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex G).

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

IMPORTANT

The Terms of Reference (TORs) are detailed in Annex A.
List of RVs, along with necessary details is provided in Annex B.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

Annex A:	Terms of Reference (TORs)
Annex B:	List of Refugee Villages, along with necessary details
Annex C:	Key Questions and Indicators
Annex D:	Technical Offer Form
Annex E:	Financial Offer Form
Annex F:	Vendor Registration Form
Annex G:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex H:	UNHCR Supplier Code of Conduct
Annex I:	Supplemental Agreement Concerning the Protection of Beneficiaries Personal Data
Annex J:	eTenderBox Registration Guide
Annex K:	eTenderBox Supplier User Manual

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of contract 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 PAKISSC@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

IMPORTANT

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

2.3. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Supply unit at PAKISSC@unhcr.org. **The deadline for receipt of questions is 23:59 hrs PKT on 24-May-2024.** Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

IMPORTANT

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the email address above will result in disqualification of the offer.

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 be not taken into consideration.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

IMPORTANT

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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

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 submit your bid directly using the submission method given in the "Submission of Bid" section 2.6) of this RFP.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given. Technical offer form (Annex D) along with the following details shall be submitted as part of the technical offer.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

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.

a. Organization Profile

An organization can be a company, firm or NGO. Please provide your organization's profile with the following documents:

- Registration Certificates with Govt. Authorities
- Organogram
- List of similar projects (surveys, PDM) completed and ongoing
- Location of Main and Sub Offices

Include any information that will facilitate our evaluation of your organization's substantive reliability, financial and managerial capacity to provide the services.

b. Organization's relevant experience

Provide copies of the ongoing or completed five (05) similar kind of projects such as assessment surveys, socio-economic surveys, field data collection, and socio-technical surveys etc., completed within the past **5-years** or currently ongoing. Provide copies of Purchase Orders (POs), Contracts, Agreements, or work orders etc. (showing duration, value, organization or firm name and contact details of the organization/s). Working experience in remote/rural areas of Khyber Pakhtunkhwa and Balochistan will be preferred.

c. Understanding of the requirements, proposed approach, and methodology

Any comments or suggestions on the TOR and questionnaire, as well as your detailed description of the way your company would respond to the TORs. Key questions and indicators are provided in Annex – C.

- A description of your organization's capacity to provide services.
- A description of your organization's experience in the supply of these services.
- Description on how to undertake the assignment
- Innovativeness (Survey & FGDs, Implementation management and provide understanding of the requirements)

d. Proposed personnel to carry out the assignment

The composition of the team you propose for the assignment as per the staff requirement mentioned in technical criteria # 4 at section 2.5.2.

- Detailed Curriculum Vitae of core staff i.e., Team Lead and Survey Expert. Please provide CVs/Resume of the core staff (Team Lead and Survey Expert) as per technical criteria # 4.
- Availability of minimum ten (10) field surveyors/enumerators for the project, with a good gender balance mix (Yes/No). The CVs of surveyors/enumerators are not required at this stage, however they must possess the minimum qualification and experience given in technical criteria # 4.

e. Vendor Registration Form

If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex F**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

f. UNHCR General Conditions for Provision of Services

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex G**.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, i.e., PKR.

The financial offer must cover all the services to be provided (price "all inclusive").

- a) All-inclusive rates (including honorarium and living expenses).
- b) Inclusive of all estimated amounts for travel and related expenses.
- c) Other costs, if any.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex E). Bids that have a different price structure may not be accepted.

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

You are requested to hold your offer valid for **90** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5. BID EVALUATION:

References to previous or on-going proposals will be not considered. 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 investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing
- Core business
- Track record
- Contract capacity

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

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

- Technical: 60%
- Financial: 40%

There are two (2) following mandatory criteria that must be met by the bidder to qualify for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.

Mandatory / Eligibility Criteria

S#	Mandatory Criteria	Pass/Fail
1	Company Registration Documents: Provide company registration certificates, NTN certificate, other legal registration documents with the governments	
2	UNHCR Terms of Reference (TORs): Provide acceptance for the compliance with requirements stated in the TORs.	

Technical Evaluation:

Percentage distribution for technical evaluation will be 60%. Maximum available scores are listed in the table below. The firm must attain the minimum required points in each criterion and a minimum total score of **60 points** out of 100 points. Failure to achieve this will result in technical non-compliance and elimination from the financial evaluation process.

#	Criteria	Scoring Methodology	Score
1	Company Profile	<p>Provide a detailed description of the company, its activities, and specializations, including registration documents with Govt and relevant bodies, organogram, list of projects and company office and sub-office locations in Pakistan.</p> <p>(minimum required 08 points)</p> <ul style="list-style-type: none"> • Full Company Profile Provided: 15 Points • Partial Company Profile provided: 8 Points • No Company Profile provided: 0 Point 	15
2	Relevant Experience	<p>Details of the ongoing or completed five (05) similar kind of projects such as assessment surveys, socio-economic surveys, field data collection, and socio-technical surveys etc., completed within the past 05-years or currently ongoing. The number of surveys in each project shall not be less than 1000.</p> <p>Provide copies of Purchase Orders (POs), Contracts, Agreements, or work orders etc. (showing duration, value, organization or firm name and contact details of the organization/s).</p> <p>(minimum required 27 points)</p> <ul style="list-style-type: none"> • 1 PO / Contract = 8 Points (Maximum = 40 Points) • Working experience in similar projects in KP and Balochistan (Maximum of two projects for each location of 2.5 points each and maximum 10 points in total) 	50

3	<p>Understanding of the requirements for services, proposed approach, solutions, and methodology</p>	<p>Provide a detailed proposal showing: Understanding of the objectives, proposed methodology to undertake the services, capacity to provide the services, Company resources and Innovativeness. <u>(minimum required 15 points)</u></p> <ul style="list-style-type: none"> • Provided details how to undertake services and your capacity to perform = 9 Points • Understanding of the requirements = 8 Points • Innovativeness (Survey, FGDs & investigations, Designs, & management) = 8 Points 	25
4	<p>Evaluation of key Staff</p>	<ul style="list-style-type: none"> • <u>1 x Team Leader - 3 Points</u> <ul style="list-style-type: none"> ○ MBA or MS (16 years education) in Management sciences/Statistics/Social Sciences or BSc Engineering or or a related field ○ Minimum 5 years experience in designing, conducting similar type of surveys for collecting, analyzing primary data and report writing • <u>1 x Survey Expert- 3 Points</u> <ul style="list-style-type: none"> ○ MBA or MS (16 years education) in Management sciences/Statistics/Social Sciences or BSc Engineering or a related field ○ Minimum 2 year experience in primary data collection through field surveys • <u>10 x surveyors/field enumerators: (4 points)</u> <ul style="list-style-type: none"> ○ Minimum Bachelors degree (14 years) ○ Gender balance is must (5 men and women) <p>Project specific roles of the nominated staff shall be clearly mentioned. If information about the key staff is missing, the proposal will not be considered for evaluation.</p>	10

2.5.3 Clarifications of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered, or accepted.

2.5.4 Financial Evaluation:

The Financial offer will use the following percentage distribution: 40 % from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation and has been considered by UNHCR as technically responsive.

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 [PKR lowest] \ [PKR other] = points for other supplier's Price Component.

Total Scoring: 60% technical Score + 40% Financial Score

The agreement will be awarded based on the highest score obtained as a result of the combined evaluation as mentioned above.

2.6 SUBMISSION OF BID:

The proposals must bear your official letterhead, clearly identifying your company.

Please submit your proposal through an online eTenderBox Tool, which can be accessed through <http://etenderbox.unhcr.org>

To submit a proposal against UNHCR tender, the bidder needs to register in **eTenderbox system**. Please refer to the eTenderbox user manual for bidders at Annex-G. You are requested to get familiar with this tool and create login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders. Bidders can access the specific tender by clicking on the “tender reference number”, the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be made.

It is the bidder’s responsibility to upload only technical documentation under “Technical” category and financial documentation under “Financial” category. Failure to do so will result in disqualification.

DEADLINE FOR ONLINE BID SUBMISSION: 08 June 2024 23:59 Hours PKT Time

Note: The official submission of the selected files to upload is completed by clicking the ‘Save & Submit’ button, 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 before the tender expiration deadline. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff, however **it is preferable to upload PDF files.** Executable files (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled. **The maximum size limit per file is 10MB.**

IMPORTANT:

DEADLINE TO SUBMIT YOUR BID: 08 June 2024 BY 23:59 HOURS LOCAL TIME: Any bid uploaded after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying through [eTenderbox.unhcr.org](http://etenderbox.unhcr.org) and www.UNGM.org

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems necessary for a comprehensive understanding of its proposal by UNHCR.

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).

Important Dates to Note for Bid Submission:

Tender available to vendors	15/05/2024 – 08/06/2024 23:59 PKT
Last day for Queries	24/05/2024, 23:59 PKT
Closing date for submission of bids	08/06/2024 23:59 PKT

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

UNHCR may, at its discretion, 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 firm submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued because of this RFP will be made in the currency of the winning offer(s) i.e., PKR. Payment will be made in accordance with the General Conditions for the Provision of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex H**) 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.

Senior Supply Officer
Supply chain Unit
UNHCR-Islamabad
Pakistan