



UNHCR

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

UNHCR
United Nations High Commissioner for Refugees
UNHCR Representation in Bosnia and Herzegovina

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DATE: 21 July 2021

REQUEST FOR QUOTATION: RFQ/BH/21/006

**FOR THE PROCUREMENT OF GRAPHIC DESIGN, PRINTING AND WEB-BASED
PROMOTIONAL PRODUCTS SERVICES
FOR UNHCR COUNTRY OFFICE IN SARAJEVO, BOSNIA AND HERZEGOVINA**

QUOTATION TO BE RECEIVED BY: 02nd AUGUST 2021 12:00 hrs. CET

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly¹, requests your price quotation for the services specified in this Request for Quotation (RFQ).

REQUIREMENTS:

GRAPHIC DESIGN, PRINTING AND WEB-BASED PROMOTIONAL PRODUCTS SERVICES ACCORDING TO THE ATTACHED TERMS OF REFERENCE (Annex A).

(Please include the following price information in your quote (without VAT):

- Currency:
- Unit Cost:
- Cost of all items/goods:
- Additional charge, if any (please specify):
- Total Cost for goods (all inclusive):

Your offer must also include the following information:

- Period of delivery of the required services (until 31 December 2021)

Please note that UNHCR has tax and duty exemption status.

Bidders are required to submit written request for any clarification or question in respect of this RFQ by email to Senada Pasovic at pasovic@unhcr.org or Adnan Hadzisdikovic at hadzisd@unhcr.org.

INFORMATION FOR BIDDERS

1. Inspection may be applicable and will be advised at time of purchase and arranged by UNHCR. Inspection will be executed at the point of arrival. Quantities and quality stated on inspection certificate shall be final and binding.
2. UNHCR reserves the right to accept the whole or part of your quotation. The lowest offer need not be accepted.
3. UNHCR usually undertakes to pay within 30 days from receipt of all documents mentioned in the purchase order in good order. Bank transfer telex is ultimately the payment mode.
4. UNHCR does not undertake to pay by letters of credit or in advance of delivery.
5. Being under the 1946 convention on the privileges and immunities of the United Nations, UNHCR is exempt from all direct taxes and customs duties.
6. Offers to be transmitted in one single currency.
7. Documentation required in case of order:
 - Commercial invoice
 - Proof of delivery signed by designated UNHCR receiver clearly stating quantity and quality received.

LIQUIDATED DAMAGES

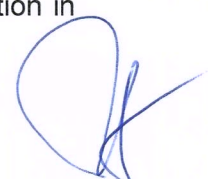
All UNHCR contracts are subject to the following clause: UNHCR hereby reserve the right to recover from the seller or deduct moneys due to the seller, all incidental and consequential damages for non-performance.

Late delivery, or dispatch outside the agreed shipping schedule, shall be subject, without notice, to an assessment of liquidated damages equivalent to 0.1 percent of the total contract value per days of part thereof. The assessment will not exceed 10 percent of the contract value. UNHCR will be authorized to deduct this amount from the seller's outstanding invoices, if any. This remedy will be without prejudice to any others that may be available to UNHCR, including cancellation, for the seller's non-performance, breach or violation of any term or condition of the purchase order.

Acceptance of goods delivered late shall not be deemed a waiver of UNHCR's right to hold the seller liable for any loss and damage resulting therefrom, nor shall it act as modification of the seller's obligation to make future deliveries in accordance with the delivery schedule.

ENVIRONMENTAL POLICY

Environmental considerations are considered part of product quality. UNHCR seeks to purchase goods and services which have less negative impact on the environment. Environmental considerations form part of UNHCR's evaluation and selection criteria, which could cover, depending on goods and services to be purchased, their manufacture, transport, packaging, use and disposal. UNHCR particularly favours goods which make the best use of resources, are recyclable or otherwise easily disposed of after use, and do not cause unnecessary damage to the environment during their use and, where considered relevant, during manufacture. Goods or services meeting these criteria are preferred, providing they are competitive in terms of price, delivery times, and other factors. Your company is invited to submit any relevant information in this regard, in support of your bid.



2. RFQ SUBMISSION

We would appreciate receiving your quotation on or before 02/08/2021 - 12:00 hrs CET. Quotation **must be** submitted in a sealed envelope marked “Graphic design, printing and web-based promotional products services for UNHCR Country Office Sarajevo” and should be addressed to:

UNHCR BOSNIA AND HERZEGOVINA
FRA ANDJELA ZVIZDOVICA 1
ATTN: ADMINISTRATION UNIT (SUPPLY)
RFQ/BH/21/006 – Graphic design and other services for CO Sarajevo

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in **ANNEX B** the UNHCR’s General Conditions of Contracts for the Provision of Services-2010. You must clearly indicate in your quotation if you accept them.

3. ACKNOWLEDGMENT

Please acknowledge receipt of this inquiry and indicate your intent to bid by e-mail to PASOVIC@unhcr.org and cc HADZISAD@unhcr.org

Thank you for your kind attention.



Adnan Hadzisdikovic
Assistant Administrative Officer
UNHCR Bosnia and Herzegovina

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Annex A

TOR for graphic design

Scope of work and expected outputs:

The selected Offeror(s) will be responsible for the following:

1. Graphic design of elements aligned with UNHCR visual brand
2. for materials intended for print (brochures, leaflets, roll-up banners, posters)
3. for web-based promotional products (infographics, animated elements, etc.)
4. for branding and adaptation of existing global elements for initiatives and special events. This task includes application of a design to various communication products that will be indicated by the UNHCR.

Notes: The design should adhere to UNHCR style and standards, specifically regarding the font, colour, and correct use of UNHCR logo (as outlined in the UNHCR Branding Standards). The design task (and each sub-task) will be considered completed upon approval of UNHCR Comms Unit.

Samples of previous work

The offeror must submit following examples of its previous works (in electronic version on a memory drive or by providing link to online portfolio):

1. Item 1 of the Scope of Work:
 - Samples of at least 3 leaflets, infographics, roll-up banners, newsletters, factsheets, etc. designed by the candidate. Indicate software used for its production.
2. Item 2 of the Scope of Work:
 - Samples of at least 3 web-based promotional products (web banners in various formats, animated gifs, social media illustrations etc.). Indicate software used for its production.
3. Item 3 of the Scope of Work:
 - Sample of at least 2 visual identity/branding for projects, initiatives or special events designed by the offeror.

NOTE: The offeror must alongside their offer submit filled price list for tasks as described in the *Deliverables*

Deliverables

Deliverables (outputs)	Price range
<i>Graphic design of elements aligned with UNHCR visual brand</i> (draft and final version) <ol style="list-style-type: none"> 1. roll-up banners 2. poster A3 3. poster B1 4. Brochure (per page) 	
<i>Design of web-based promotional products</i> <ol style="list-style-type: none"> 1. animated vector graphics 2. social media illustrations incl. data visualization 3. maps 4. web banner 	
<i>Design of visual identity/branding for special events</i> <ol style="list-style-type: none"> 1. logo 2. banners 3. elements for implementation on goods like T-Shirts 	
<i>a. Adaptation of existing design and/or its application to various formats</i>	

Minimum requirements and eligibility criteria

- Professional creative agency or qualified NGOs with experience in video production registered in Bosnia and Herzegovina are eligible to apply.
- Strong theoretical and practical background in graphic design, including the use of design software such as the Adobe suite
- Clear and mature style of design, demonstrating an understanding of the communication requirements of UNHCR.
- Minimum of 5 years experience in graphic production from start to published/printed product with knowledge of printing processes (offset and digital) and color management;
- Good understanding of new and evolving technologies and digital platforms