

## **REQUEST FOR PROPOSAL TO ESTABLISH A FRAME AGREEMENT FOR THE PROVISION OF STAFF ADMINISTRATION SERVICES FOR UNHCR MALAYSIA PRIVATE SECTOR PARTNERSHIPS**

- Annex A: Terms of Reference (TOR)
- Annex B: Technical response form for pre-selection
- Annex C: Financial offer form
- Annex D: UNHCR General Conditions of Contracts for the provision of Services - 2018
- Annex E: Supplementary agreement on protection of personal data
- Annex F: Technical response form
- Annex G: UN Supplier Code of Conduct
- Annex H: Vendor Registration Form

### **RFP KEY DATES:**

**Questions submission deadline: 23:59 pm CET, June 16th, 2025**

**RFP Submission deadline: 17:00 pm CET, June 30th 2025**

### **IMPORTANT:**

The tender package is only available via the UNHCR Supplier Portal. If you are interested in submitting a bid in response to this RFP, please log in to the [Supplier Portal](#), then search for the negotiation using the reference number 1145 (see [User Guide](#) 39) and prepare your bid in accordance with the requirements and procedures as set out in this RFP and submit it by the deadline for submission of proposals set out in this document and via the supplier portal.

In case you have never registered before, you can register a profile using this registration link [Supplier Registration \(oraclecloud.com\)](#) and follow the instruction in guides available in the UNHCR website: [How to become a supplier | UNHCR](#) and in the [User Guide](#).

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember your password or username from previous registration (see [User Guide](#) slide 36).

Should you require further clarification, kindly communicate using the messaging functionality in the system.

If you experience issues accessing the Cloud ERP, please contact Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org). We strongly recommend submitting your offer in advance to avoid any potential technical issues that could prevent submission on the final day.

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United Nations High Commissioner for Refugees (UNHCR)

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# 1 Overview

## 1.1 General Information

Title	Staff administration services UNHCR Malaysia PSP
Synopsis	Request for proposal for establishing frame agreement for staff administration services for UNHCR Malaysia Private Sector Partnerships Unit
Amendment Date	03/06/2025 9:41 AM
Amendment Description	RFP deadline amended
Introduction	

### **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950, by the United Nations General Assembly, is the world's leading organization dedicated to saving lives, protecting rights and building a better future for refugees. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of more than 20,000 personnel are helping more than 120 million people in 136 countries. For more information, please see [www.unhcr.org](http://www.unhcr.org).

UNHCR began its operations in Malaysia in 1975, when Vietnamese refugees began to arrive by boat in Malaysia and other countries in the region. For over 50 years, UNHCR has worked to assist the Government of Malaysia in providing protection to, and assistance for, refugees in the country. Today, UNHCR's humanitarian programmes protect and assist over 190,000 refugee men, women and children in Malaysia.

The Public Sector Partnership (PSP) service of the United Nations High Commissioner for Refugees in Malaysia raises awareness on refugee issues and asks individuals to financially support UNHCR's activities through professional face-to-face interactions with members of the public and other fundraising channels. PSP Malaysia has been running successful face-to-face (F2F) fundraising since 2017 and has been garnering support of over 90,000 individual donors. F2F consistently adopted the LTV principles of soliciting an optimal monthly gift and purposively approaching market segments capable of giving for the long term.

UNHCR Malaysia seeks to grow its F2F operation in collaboration with service providers to expand its reach in Malaysia.

### **REQUIREMENTS**

Please refer to **Annex A - Terms of Reference** to review on the requirements.

### **IMPORTANT**

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 (rev. July 2018) shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal (RFP 1339) 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 4** of the General Terms and Conditions Annex D.

### **REQUEST FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this RFP directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs CEST on 3rd June 2025.** Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal and by attaching the list of Questions and Answers to this RFP via email to bidders. Please note that bids are **NOT** to be sent using the messaging functionality. Bids sent using the messaging functionality will result in disqualification of the offer.

### **YOUR OFFER**

Your offer shall be prepared in **English**.

Please submit your offer using the Annexes provided under the requirement section. Offers not conforming to the requested formats may not be taken into consideration. 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.

### **SUBMISSION OF BID:**

Bids should be submitted directly in the ERP portal, and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The bid submission deadline is specified in the overview section. Any bid received after this deadline or

outside of the online ERP portal will be rejected.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limits the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. 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 would enhance the comprehension of its offer. The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the technical evaluation and has been accepted by UNHCR as meeting the technical specifications.

### **BID ACCEPTANCE**

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

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 bid submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements 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.

### **CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer (s). Payment will be made in accordance to the General Conditions for the Purchase 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.

### **ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff.

## **THE UN GLOBAL COMPACT**

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>.

## **ENVIRONMENTAL POLICY**

UNHCR's policy is to purchase products and services with the least negative impact on the environment. Environmental considerations, including manufacture, transport, packaging, use, and disposal of goods, are integral to UNHCR's evaluation and selection process.

**This is a two stage negotiation and all responses will be evaluated in two stages.**

### **1.2 Schedule**

Preview Date		Open Date	<b>03/06/2025 9:41 AM</b>
Close Date	<b>30/06/2025 5:00 PM</b>	Award Date	
Time Zone	<b>Coordinated Universal Time</b>		

### **1.3 Negotiation Controls**

Response Visibility	<b>Sealed</b>
<b>Lines Settings</b>	
Rank Indicator	<b>1,2,3...</b>
Ranking Method	<b>Multiattribute scoring</b>

### **1.4 Terms**

Agreement Start Date		Agreement End Date	
Agreement Amount (MYR)		Minimum Release Amount (MYR)	
Payment Terms	<b>HCR Net 30</b>	Freight Terms	
Shipping Method		FOB	
Negotiation Currency	<b>MYR (Malaysian Ringgit)</b>	<input type="checkbox"/> Buyer managed transportation	
		Price Precision	<b>2</b>

### **1.5 Attachments**

File Name or URL	Type	Description
Annex A - TOR for Staff admin	File	

## **2 Requirements**

*\*Response is required*

**Dear Supplier,**

Please review carefully the requirements on Annex A and the questions in this section. Provide ensure to provide your answers as required and upload supporting documents when requested so. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

**IMPORTANT**

Partial bidding is not allowed.

**BID Evaluation:**

**Technical evaluation:**

Your offer must pass the first yes/no cut. Only offers that are compliant with the preliminary criteria will be considered for scoring. Please fill in **Annex B - Technical response** form for pre-selection:

1. **Locally based and licensed to do business in Malaysia**
2. **Personal data protection policy:**
3. **Compliance with UNHCR Special data protection conditions**
4. **Acceptance with UNHCR general terms and conditions**
5. **Compliance with UN Supplier Code of Conduct**

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 60% from the total score (on a 100 points scale, i.e. max 60 points obtainable for the technical offer). Please find hereunder the detailed scoring breakdown. Only bidders that will score equal or above 45 points (of the 60 points) will be considered as compliant:

1. Service provision experience projects and clients based (20 points)
2. Compliance with all the services required under **section 2** (25 points)
3. Reporting capabilities (5 points)



## 4. Experience of core people who will work on UNHCR project. (10 points)

**Financial evaluation:**

The max score allocated to the financial components is 40% (of the total scores), i.e. max 40 points. The financial proposal is to be submitted ONLY by filling in **Annex C**. You need to insert your fees in the yellow cells in the excel document of Annex C. **The total fees payables amount for Grand total 4-year salaries + fees payables - this amount to be inserted into ERP/BIDDER PLATFORM (Cell K73) please insert this amount to the supplier portal.**

**2.1 Section 1. Preliminary compliance, general requirements (Technical)****\*1. Annex B - Technical response form for pre-selection**

Complete the attached **Annex B Technical response form for pre-selection** document to provide confirmation on acceptance of terms and conditions (UNHCR general terms and UNHCR data protection). Please fill in Annex B and upload with your submission to establish compliance.

**Only companies compliant with the above mandatory pre-selection criteria will be considered as eligible for technical evaluation.**

Attachments:

File Name or URL	Type	Description
Annex D - UNHCR General Condit	File	
Annex E - Supplementary agreem	File	
Annex G - UN-Supplier-Code-of-	File	
Annex H - Vendor Registration	File	
Annex B - Technical response f	File	

*Hint: Please fill in Annex B and upload with your submission to establish compliance.*

Select one of the following:-

☐ a. Yes, I hereby attach the completed Annex B document. *(Response attachments are required)*

Comments:

**2.2 Section 2. Technical response (Technical)****\*1. Annex F - technical response form**

Please fill in Annex F as your technical response. **To ensure a fair and transparent technical assessment, please DO NOT include any financial information in your technical proposal. Including information on pricing in the technical proposal will lead to disqualification. Your proposal is to be prepared English.**

Only companies compliant with the pre-selection criteria will be eligible for technical assessment.

Attachments:

File Name or URL	Type	Description
Annex A - TOR for Staff admin	File	
Annex F - Technical response f	File	

*Hint: Please fill in Annex F as your technical response.*

Select all that apply:-

- ☐ a. Technical Response Form Annex F filled in and attached. *(Response attachments are required)*
- ☐ b. Service provision experience projects and clients based *(Response attachments are required)*
- ☐ c. Compliance with all the services required under section 2 *(Response attachments are required)*
- ☐ d. Reporting capabilities *(Response attachments are required)*
- ☐ e. Experience of core people who will work on UNHCR project. *(Response attachments are required)*

Comments:

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## 2.3 Section 3. Financial offer (Commercial)

### \*1. Annex C - Financial Offer

The currency of your financial offer must be in MYR

The financial proposal is to be submitted ONLY by filling in Annex C. No other format will be accepted.

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

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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Contract. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

**IMPORTANT:** In case of conflicting information between the price submitted in the Cloud ERP and Annex C (Financial offer form) the information in the Annex C Financial offer form will supersede. You need to insert your fees in the yellow cells in the excel document of Annex C. **The total fees payables amount for Grand total 4-year salaries + fees payables - this amount to be inserted into ERP/BIDDER PLATFORM (Cell K73) please insert this amount to the supplier portal.**

Attachments:

File Name or URL	Type	Description
Annex C Financial form F2F adm	File	

*Hint: The financial proposal is to be submitted ONLY by filling in Annex C. No other format will be accepted.*

Select one of the following:-

☐ a. Attached Annex C Financial Offer form has been filled in and attached.*(Response attachments are required)*  
Comments:



3 Lines

Instructions	<p>Please provide here the <b>total fees payables amount for Grand total 4-year salaries + fees payables - this amount to be inserted into ERP/BIDDER PLATFORM (Cell K73) please insert this amount to the supplier portal as</b> calculated as per Annex C - Financial Offer Form.</p> <p>In case of discrepancies, the rates provided in the Financial Offer Form will prevail over the amount entered in the ERP.</p>
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3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-F2F Recruitment and Admin Services				

3.2 Line Details

3.2.1 Line 1 F2F Recruitment and Admin Services

Category Name	<b>ADM Advertising; media &amp; marketing; public information</b>		
Allow Alternate Lines	<b>No</b>		
Target Minimum Release Amount (MYR)	Estimated Total Amount (MYR)		
Start Price (MYR)			