



UNHCR

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

DATE: 18 MAY 2021

REQUEST FOR PROPOSAL: No. RFP/2021/015

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF
ARCHIVE DIGITIZATION SERVICES**

CLOSING DATE AND TIME: 16 JUNE 2021 – 23:59 HRS LEBANON LOCAL TIME OR EARLIER

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 17,324 people in more than 135 countries continues to provide assistance to approximately 26 million refugees and 46 million internally displaced people. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR's mandates and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS:

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Beirut invites well established and ICT, Printing and/or business outsourcing firms duly registered and licensed under the laws of Lebanon to provide proposals for the establishment of Frame Agreement(s) for the provision of archive digitization services for UNHCR in Lebanon (referred to hereinafter as the "Services").

IMPORTANT:

Terms of Reference (TOR) are detailed in **Annex A** of this document.

UNHCR may award Frame Agreement(s) with initial duration of two (2) years, potentially extendable for a further period of one (1) year. **The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.**

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with Article 19 "Settlement of Disputes" of the UNHCR General Conditions of Contracts for Provision of Goods and Services 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) and its Annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

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

2. BIDDING INFORMATION:

2.1 RFP Documents

The following Annexes form the integral part of this RFP:

Annex A – Terms of Reference (TOR)

Annex B – Financial Offer Form

Annex C – Vendor Registration Form

Annex D – UNHCR General Conditions of Contract for the Provision of Goods and Services, *July 2018 version*

Annex E – UN Supplier Code of Conduct

Annex F – Staff Undertaking of confidentiality

Annex G – Company Undertaking of confidentiality

Annex H – Work flow diagram

2.2 Acknowledgment

We should be grateful for your informing us of the receipt of this RFP by return email to eljebbaw@unhcr.org as to:

- Your confirmation of receipt of this request for proposal; and
- Whether or not you will be submitting a proposal.

2.3 Requests For Clarification

Bidders are required to submit any request for clarification or any question in respect of this RFP by email to: Ahmad EL Jebbawy, Assistant Supply Officer at eljebbaw@unhcr.org. The deadline for receipt of questions is **02 June 2021 at 23:59 Hrs Lebanon Local Time**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the email address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. A Questions & Answers document will be prepared and sent by email to all interested bidders.

UNHCR will not entertain questions/inquiries/clarifications raised after **02 June 2021** and will not be responsible for not responding to questions/inquiries/clarifications that are not compliant with this instruction.

2.4 Your Proposal

Your proposal shall be prepared in English language.

Documents to be submitted with Offer:

Your offer should include the following documents:

- 1) Your company has a minimum of three (3) years' experience in successfully implementing works similar to those required by UNHCR under this RFP;
- 2) Your company has provided the valid registration documents issued by the relevant Lebanese authorities including registration for VAT;
- 3) Sign and append your signatures on the confidentiality Annexes F and G.

Please note that in order to be eligible to participate in the competition; all the above documents should be included in your offer. Offers without any one of the above may be disqualified.

IMPORTANT:

Inclusion of copies of your proposal with any correspondence sent directly to the attention of the responsible UNHCR Buyer or to any other UNHCR staff other than to the bids submission email address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Proposal" Section 2.6 of this RFP.

Your offer shall comprise the following two (2) separate sets of documents:

1. **Technical Offer**
2. **Financial Offer**

2.4.1 Content of the TECHNICAL OFFER (60%)**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.

In order to support UNHCR's core requirements (as outlined in TOR), companies bidding on this RFP should have minimum qualifications and/or experience. Technical Offers should be presented concisely, and structured to include, but not necessarily be limited to, the following information.

A) Description of the company and the company's qualifications

- Cover letter showing the understanding of the nature of the project, and how does the bidding company plan to meet the requirements of UNHCR;
- Company profile/agency background (including number of years of establishment & experience), registration certificate and last audit report;
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the delivering and maintaining the digital systems;
- Demonstrate any relevant experience in working with non-profits and NGOs.
- Structure of the company in Administration, management, technical structure and expertise;
- Provide letters of reference including below Project details:
 - Name of the project
 - Year and duration
 - Scope of the project
 - Project timeline (start date and end date year, and any other information necessary)

- Reference /contact person details.

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

B) Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- A description of your organization's capacity to provide the service;
- A description of your companies past experience in these services. Past experience consists of the "experience demonstrated by bidders in performing contracts similar to the subject work (types)";
- Provide a description of your firm's approach, methodology and timeline of how your firm would roll-out and implement the requested services outlined in the Terms of Reference (**Annex A**);
- Identify any gaps in the information provided in this Request for Proposal;
- An overview of their Quality Control procedures; Quality certifications may be attached.

C) Proposed personnel to carry out the assignment

Details of the key personnel lead who will be working with the UNHCR on the assignment including the following information:

- Number of staff that will be assigned to this project and their availability;
- Title/Designation of the your team members on the project;
- CVs of Key personnel;
- Describe how staffing continuity will be ensured (mitigation of staff turnover).

D) Vendor Registration Form (Annex C): If your company is not already registered with UNHCR, you should complete, sign and submit with your Technical Offer the Vendor Registration Form attached with this RFP.

E) UNHCR General Conditions for Provision of Goods and Services (Annex D): Your Technical Offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing and submitting as part of your Technical Offer.

F) Acknowledgment of staff undertaking of confidentiality / company undertaking of confidentiality.

2.4.2 Content of the FINANCIAL OFFER (40%)

Your separate **Financial Offer** must contain an overall offer in US Dollars.

The Financial Offer must cover all the Services to be provided (price "ALL INCLUSIVE").

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

UNHCR is exempt from all direct taxes and customs duties. Thus, all prices are to be given without VAT.

Any additional project components that the bidder feels should be included under each core service area must be clearly outlined in the bidder's proposal, along with their proposed separate costing model for these additional components as an annex to the provided price sheet (**ANNEX B**).

Any fees that the bidder is proposing to waive, and/or any alternative pricing types for individual project components should be clearly illustrated by the bidder.

You are requested to hold your offer valid for ninety (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 thirty (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

In accordance with United Nations procurement rules, an RFP process will be followed to select an agency vendor, which involves responding to the requests made in this document. The 'fit' of the proposed vendor to achieve the given requirements and the quality/completeness of their responses will be used to judge the capabilities of the vendor.

Each vendor responding to this RFP must submit a technical and financial offer. The written technical response is assessed by the specialist team who are initiating this project. The pricing component is assessed separately by the procurement team.

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; and
- Contract capacity.

2.5.2 Technical and Financial Evaluation

For the award of this requirement, UNHCR has established evaluation criteria, which govern the selection of proposals received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as outlined above under point no. 2.4.

Technical Evaluation:

In order to support UNHCR's core requirements (as outlined in section 4 of the TOR), the bidding companies for this RFP should have the following minimum qualifications and/or experience. The evaluation of responses will be based on, but not limited to:

- Company's ability to meet all requirements and specifications contained in this RFP;
- Best value and cost to benefit ratio for UNHCR;
- Financial strength of the agency;
- Quality of proposal documentation and/or presentation;

- Company's experience / staff experience;
- Company's solicited and unsolicited references

The **Technical Offer** will be evaluated using inter alia the following criteria and percentage distribution: 60% from the total score

Criteria	Max. points obtainable
Description of the company and the company's qualifications: <ul style="list-style-type: none"> - Background; - Multi-location Offices; - Relevant experience; - Structure; - References; - Other relevant information. 	20
Understanding of the requirements for services, proposed approach, solutions, methodology and outputs: <ul style="list-style-type: none"> - Capacity; - Management; - Similar projects; - Quality control; - Quality certifications - Timeline; - Other relevant information. 	30
Proposed personnel to carry out the assignment: <ul style="list-style-type: none"> - Organigram; - Number of staff and availability; - CVs of key personnel; - Staff management; - Other relevant information. 	10
Total	60
Minimum Required Points to be Technically Compliant	36

Financial Evaluation:

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

The maximum number of points will be allotted to the lowest price offer that is opened, valid 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 [US\$ lowest] \ [US\$ other] = points for other bidders's Price Component.**

IMPORTANT:

The Financial Offer will only be opened for evaluation if the bidder's Technical Offer has passed the technical evaluation and has been accepted by UNHCR as meeting the technical requirements.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 Submission Of Proposal

If you are interested in proceeding to finalize a formal, written Agreement under the scope set out above, you are kindly invited to submit your proposals as indicated below:

The proposals should be submitted by email to LEBBETENDERS@unhcr.org.

Please clearly state the following in **subject line** of the email:

- RFP/2021/015
- Company name
- Type of Offer: Technical or Financial
- Number of emails sent (for example: 1/2, 2/2)

Please follow the below instructions for submitting the offers via email:

- a. Format: PDF files (Preferred);
- b. Email size must not exceed 10 MB;
- c. For big attachment over 10MB please split into multiple numbered emails (e.g. 1 of 3, 2 of 3 and 3 of 3);
- d. No document downloading links are accepted. All documents must be attached with the email;
- e. If you are uploading number of small files, please move the files into a “ZIP folder” and send a zip file instead of each file individually;
- f. The Technical Offers and Financial Offers must be submitted in separate emails;
- g. All files must be free of viruses and not corrupted;
- h. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions;
- i. No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified.

Deadline to submit offers: 16 June 2021 - 23:59 HRS LEBANON LOCAL TIME OR EARLIER

LEBBETENDERS@unhcr.org

IMPORTANT:

The Technical Offer and Financial Offer are to be sent in separate emails.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

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 would enhance the comprehension of its offer.

2.7 Bid Acceptance

UNHCR reserves the right to accept the whole or part of your bid.

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 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.

2.8 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). Payments will be made in accordance to the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful delivery of services by UNHCR business owner.

2.9 UNHCR General Conditions Of Contracts For The Provision Of Goods and Services

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

2.10 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/>

2.11 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 UNHCR staff.

p.p. Muntasir Siddig
Senior Supply Officer
UNHCR Beirut, Lebanon