



**UNHCR**

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

**DATE: 27 JANUARY 2020**

**REQUEST FOR PROPOSAL: No. RFP/2020/004**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF  
PRINTING AND DESIGN SERVICES FOR UNHCR OFFICES IN LEBANON FOR TWO YEARS WITH  
POSSIBILITY OF EXTENSION FOR A THIRD YEAR**

**CLOSING DATE AND TIME: 25 FEBRUARY 2020 – 14:59 hrs (local) or Earlier**

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**1. INTRODUCTION TO UNHCR**

1.1 The Office of the United Nations High Commissioner for Refugees (UNHCR) 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.

1.2 In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in more than 138 countries continues to help about 68.5 million persons. 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, its mandate and operations, please see <http://www.unhcr.org>.

**2. REQUIREMENTS**

2.1 The Office of the United Nations High Commissioner for Refugees (UNHCR), Beirut Office, invites qualified service providers registered with Government of Lebanon to make a firm offer for the provision of Printing and Design Services (referred to hereinafter as "Services") to all UNHCR offices in Lebanon for a period of two years with the possibility of extension for the third year.

**IMPORTANT:**

Specification of Products and Terms of Reference (TORS) are detailed in the attached Annex A

2.2 UNHCR may award one or more Frame Agreement(s) with initial duration of two (2) years, with possibility for extension for a further period of one (1) year. The successful bidders will be requested to maintain their quoted prices for the duration of the Frame Agreement(s).

2.3 The estimated annual expenditure for printing and design services is approximately USD 85, 000.00.

2.4 Please note that the amount has been stated in order to enable bidders to have an indication of the projected expenditure. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and availability of funds regulated by issuance of individual Purchase Orders against the Frame Agreement.

2.5 Other United Nations Agencies, Funds and Programmes may 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 Frame Agreement with other UN Agencies.

**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 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

2.6 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.

2.7 Sub-Contracting: No sub-contracting is accepted for this service.

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

### **3. BIDDING INFORMATION:**

#### **3.1 RFP DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

- Annex A: Terms of Reference (ToR)
- Annex B: Financial Offer Form
- Annex C: UNHCR Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – *July 2018*
- Annex E: UNHCR General Conditions for Printing Service.
- Annex F: UN Supplier Code of Conduct

### 3.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to [farhat@unhcr.org](mailto:farhat@unhcr.org) and [atat@unhcr.org](mailto:atat@unhcr.org) as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting an offer

### 3.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Bernard Farhat, Senior Supply Assistant at [farhat@unhcr.org](mailto:farhat@unhcr.org) and [atat@unhcr.org](mailto:atat@unhcr.org). **The deadline for receipt of questions is 23:59 hrs (local time) on 17 February 2020.** Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Proposal Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received and may, at its discretion, copy any reply to a particular question to all other bidders.

### 3.4 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 disqualified.

**IMPORTANT:**

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. Please send your bid directly to the address provided in the "Submission of Bid" section 3.9) of this RFP.

**Special Instructions:**

- Rejected items: all rejected items must be replaced by the service provider at no cost to UNHCR.
- Pre-loading inspection: the service provider must check/inspect the quality and quantity of requested material before dispatching them to UNHCR.
- Delivery terms and conditions: delivered at place (DAP) to the respective UNHCR office requesting the material located in Beirut, Zahle, Tyre, Tripoli and Qobayat.

Your offer shall comprise the following two separate sets of documents and sample:

- Technical offer;
- Financial offer; and
- Free of charge, samples of your company's work:
  - One printed publication, stapled;

- One printed publication, glued (perfect binding);
- One folded leaflet (e.g. A4, A5)

Technical and financial offers must be sealed in two separate envelopes which then should be sealed in a third envelope. Offers not following this requirement may be disqualified.

**Submission of Samples:**

All samples should be handed over to Bernard Farhat, Senior Supply Assistant UNHCR/Supply unit. Samples must bear your official letter head, clearly identifying your company. All samples should be submitted at **the same date of submitting your offer.**

- **Tender and Sample Delivery place:**  
UNHCR Beirut Office  
S&K 4396 building, Nicolas Ibrahim Sursock St,  
P.O.Box 11-7332  
Jnah, Beirut – Lebanon
- **Bid Reference: RFP/2020/004**

**3.5 Content of the TECHNICAL OFFER**

**IMPORTANT:**

No pricing information should be included in the Technical Offer. Failure to comply may risk disqualification. The technical proposal should contain all information required.

**(A) Mandatory Requirement: Pass/Fail Criteria**

The following pre-qualification criteria must be met for your offer to be eligible for competition. The following should be submitted:

- Proof that your company is registered and licensed by the Government of Lebanon (GoL) to provide such services;
- Proof that your company was established and been providing similar goods/services for 3 or more years prior to the closing date of this request for proposal;
- Proof that your company is registered with VAT in the Lebanese Ministry of Finance;
- Written statement that your company will provide the services including delivery to the UNHCR offices located in Beirut, Zahle, Tyre, Tripoli and Qobayat;
- Sample of requested material (see 3.4 above).

**(B) The Terms of Reference (ToR) of the requested services by UNHCR can be found in (Annex A). Your technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:**

**(b.1) Adequacy of the organizational structure to provide and meet UNHCR needs**

This includes description of your company and the company's qualifications:

- Year founded;
- Describe your firm's capability, experience and capacity for managing the service requested;
- Supporting documents describing the companies' structure and capacity;
- List of current and previous projects in the last 3 years in similar printing and design services; including but not limited to the experience with UN Agencies, with other Humanitarian Organizations and with the private sector. For each completed contract, please include its value. Provide three reference letters from the most important clients
- Submit proof that your company has been involved previously in a long-term work with one or more large scale clients including UN agencies;
- Copy of any quality ISO certificates or equivalent

**(b.2) Environmental friendliness and adequate paper quality**

Your offer should include:

- Proof that the paper that will be supplied to UNHCR is made of 75% recovered paper fibers (post and pre-consumer waste).
- Proof that virgin fibers comes from legally logged raw.
- Certification that the paper is Elementary Chlorine Free (ECF). Totally chlorine free (TCF) will also be accepted (All products carrying the Blaue Engel (German ecolabel), Nordic Swan, Umweltzeichen (Austrian ecolabel), Eco Mark Japan, Chlorine-Free Products Association (CFPA) label or the Green Seal ecolabel, will be deemed to comply).

**(b.3) Capacity to perform the required services satisfactorily**

Your offer should include:

- List of all machineries. Please explain how the equipment are sufficient to fulfill UNHCR's needs.
- List of all involved employees in this project with the Curriculum Vieta/Resume of each proposed team member;

(C) Acceptance to abide by UNHCR General Conditions of Services by attaching a signed and stamped copy of (Annex D);

(D) Acceptance to abide by the UNHCR General Conditions for Printing Services by attaching signed and stamped copy of (Annex E);

(E) Acceptance to abide by the UN Supplier of Conduct of Conduct by attaching a signed and stamped copy of (Annex F).

**3.6 Content of the FINANCIAL PROPOSAL**

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

The financial offer must cover all the services to be provided (price “all inclusive”).  
The quoted fees shall comprise all cost.

3.6.3 The Financial Offer is to be submitted by completing the Financial Offer Form (Annex B); Bids that have a different price structure **may not be accepted**. For ease of evaluation purpose, kindly submit Annex B with the electronic CD ROM/DVD/USB in excel format.

3.6.4 Price has to be quoted without VAT. UNHCR will pay VAT to the selected vendor.

3.6.5 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 delivery of services and receipt of documents in order.

3.6.6 The cost of preparing a bid or of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a cost of the services.

### **3.8 BID EVALUATION:**

The evaluation will be conducted in three (3) stages as follows:

a. **First Stage (mandatory requirement): Pass/Fail**

Checking and verification of submitted tender documents by UNHCR Technical Evaluation Committee (TEC). UNHCR’s TEC will check submitted tender documents and mark ‘yes’ or ‘no’ against the conditions listed under point (3.5) part (A) above. Missing documents (does not apply to the sample), if any, will be requested from the vendors. Vendors refusing to provide missing document, when requested, will not be included for further evaluation.

b. **Second Stage (Technical): 60%**

Technical offer will be evaluated using inter alia the following criteria and percentage distribution: [60] % from the total score. The minimum passing score is 35%.

Technical Criteria

Sr.	Description	Percentage
1.	Adequacy of the organizational structure to provide and meet UNHCR needs	30
2.	Environmental friendliness and adequate paper quality	15
3.	Capacity to perform the required services satisfactorily	15
<b>Total Score</b>		<b>60%</b>

UNHCR may conduct a due diligence/supplier verification exercise if the bidders are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past if the bidders are found to be technically compliant by passing technical evaluation. Should the findings of the due diligence/supplier verification indicate non-suitability of bidders, the

finding of the due diligence/supplier verification report will prevail. UNHCR will not conduct such exercise for those unknown bidders whose offer do not pass the technical evaluation. The due diligence exercise, when needed, will take place following technical evaluation by the Technical Evaluation Committee (TEC) and before commencement of financial proposal evaluation.

c. Third Stage (Financial): 40%

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

Full points will be allotted to the lowest price proposal 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., [Lowest Price Component] x [100] / [the offer price] = points for other supplier's Price Component x 40% = Points to be taken for combined evaluation

**IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the technical evaluation process and has been accepted by UNHCR as meeting the terms of reference and requirement.

**3.8.1 Supplier Registration:**

The selected supplier(s) will be added to UNHCR 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.

**3.9 SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

Two Envelope Systems: Both financial and technical proposals should be sealed in separate envelopes and then these envelopes should be put in a 3<sup>rd</sup> envelope and sealed and sent to the below address:

**IMPORTANT:**

The technical offer and financial offer are to be sealed in two separate envelopes. If the financial and technical offers are mixed in one envelope, it may be disqualified.

- **Attention:**  
Secretary of the Local Committee on Contracts (LCC)
  
- **Delivery place:**  
UNHCR Beirut Office  
S&K 4396 building next to Beirut hospital  
Nicolas Ibrahim Sursock Street  
P.O. Box 11-7332  
Bir Hassan, Beirut – Lebanon
  
- **Bid Reference: RFP/2020/004**

**Deadline: 25 February 2020, 14:59 hrs. or Earlier (Local time)**

**IMPORTANT:**

Any bid received after the above date or sent to the wrong address will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously. Such extension may accompany modification in requirement and solicitation procedures.

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.

**3.10 BID ACCEPTANCE:**

- 3.10.1 UNHCR reserves the right to accept or reject the whole or part of your offer without having to assign any reason whatsoever and will not be obliged to accept the lowest offer.
  
- 3.10.2 UNHCR may at its discretion increase or decrease the proposed content when awarding the contract although it would not expect a significant variation.
  
- 3.10.3 Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles of procurement, including economy and efficiency and best value for money.

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

Any Purchase Order (PO) issued as a result of this RFP will be made in US\$.

**3.12 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the General Conditions of Contracts (**Annex D**) will be strictly adhered to for the purpose of any future contract.



### **3.13 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.

Muntasir Siddig  
Senior Supply Officer  
UNHCR Office - Beirut, Lebanon



