

DATE: 27 MARCH 2023
REQUEST FOR PROPOSAL (RFP): No. RFP/2023/010

**FOR THE ESTABLISHMENT OF
FRAME AGREEMENT(S) FOR OUTSOURCING OF HUMAN RESOURCES SERVICES (PROJECTS)**

CLOSING DATE AND TIME: 18 April 2023 – 23:59 HRS (LEBANON LOCAL TIME) OR EARLIER

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on 14 December 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 18,800 people in more than 137 countries continues to help about 89.3 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. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Lebanon, invites qualified service providers to make a firm offer for establishment of Frame Agreement(s) for Outsourcing of Human Resources Services (Projects)(referred to hereinafter as services).

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with initial duration of two (2) years, potentially renewable for one (1) additional year. The successful bidders will be required to maintain their quoted prices for the duration of the Frame Agreement(s).

Other United Nations Agencies, Funds and Programs shall 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.

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.

Sub-Contracting: Please take careful note of article 5 of the attached UNHCR General Conditions of Contract for the Provision of Services, July 2018 version (Annex D).

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 integral part of this Request for Proposal:

Annex A: Terms of Reference (TOR);

Annex B: Financial Offer Form;

Annex C: UNHCR Vendor Registration Form - June 2018;

Annex D: UNHCR General Conditions for the Provision of Services – July 2018;

Annex E: UN Supplier Code of Conduct – December 2017.

Annex F: Vendor Non-sanction Confirmation Form.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this Request for Proposals (RFP) by return e-mail to Yousfih@unhcr.org copying Omaryt@unhcr.org as to:

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

IMPORTANT:

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

Please note that bid submissions are NOT to be sent to the email addresses above.

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 Hussam Yousfi, UNHCR BO Beirut Supply Associate at Yousfih@unhcr.org with cc to Omaryt@unhcr.org.

The deadline for receipt of questions is on 9 April at 23:59 Lebanon Local Time. Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and plans to respond to the questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

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 not be taken into consideration.

Your proposal shall comprise the following two sets of documents:

- Technical component;
- Financial component.

2.4.1 Statutory Documentation:

Your offer should include the following documents:

- Company official registration documents confirming that it has been operating in the field of human resources services and management of human resources services for a minimum of 5 years.
- Filled and Signed copy of Terms and Reference (TOR) – **Annex A**.
- Signed vendor registration form **Annex C**, in case the company is not registered with UNHCR
- Signed copy of UNHCR General Conditions for the Provision of Services - **Annex D**
- Signed copy of UN Supplier Code of Conduct - **Annex E**
- Signed copy of Vendor Non-sanction Confirmation Form - **Annex F**

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 offer with any correspondence sent directly to the attention of the responsible buyer or any UNHCR staff other than eTenderBox platform will result in disqualification of the offer. Please submit your offer as described in the “Submission of Bid” section 2.7 of this RFP.

2.4.2 Content of the TECHNICAL COMPONENT (70%)

IMPORTANT:

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

The TOR of the services requested by UNHCR can be found in **Annex A**. The technical component of your proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

a) Overall response

A description of your firm with the following documents:

- Company’s object’s emphasis (as stated in its bylaws) should be mainly human resources and management of human resources services;
- Understanding of UNHCR’s requirements by describing the methodology of the Service Provider for the management of human resources recruitment and financial and logistics management process (giving legal description of applicable laws in place for such services; process should include draft of employment/consultancy contracts, draft of invoices to be submitted to UNHCR for the services rendered, proposals for travel admin, transport facilitation, financial and logistics administration);
- Any other information that will facilitate our evaluation of your company’s substantive reliability, financial and managerial capacity to provide the services.

b) Overall experience of the company and key personnel proposed for the assignment

- Preferably minimum of 5 years of professional experience with demonstrated experience in the Human Resources sector and in the recruitment and outsourcing of professional personnel (number of recruitments in last 24 months, number of consultants under contract);



UNHCR

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

- Chairman/General Manager (or individual empowered by the Chairman/General Manager to perform the services) has an in-depth understanding of the human resources field, and management of human resources services; the Chairman/General Manager (or empowered individual is a holder of a relevant university degree enabling him/her to perform human resources services); Chairman/General Manager (or individual empowered) has preferably a minimum of 5 years' experience in the field of human resources and management of human resources services;
- Proposed Personnel to ensure Service Provider's capacity is sufficient for anticipated/evolving workload (including specific task such as accounting, case management, candidate identification, etc.). Team composed of highly trained professionals with university degrees in various majors such as: Human Resources, Business Administration, Law, and accounting.

c) Proposed methodology and approach:

The Composition of the team you propose to provide

- Proposed methodology of identifying and sourcing adequate candidates; well defined selection factors of sourcing candidates; well-defined evaluation of candidates as evidenced in sample sourcing/selection approach (preferably by sharing a brief case study);
- Description of the existing roster / professional data base (search criteria, volume, etc.). Comprehensive database and network giving the company the ability to run successful search of candidates in Lebanon or from the Lebanese diaspora abroad. Links/networks with main Universities and professional networks in Lebanon is a plus.

2.4.3 Content of the FINANCIAL COMPONENT (30%)

Your separate **Financial Component** must contain an overall offer in a single currency, US Dollars.

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

UNHCR is exempt from VAT. Thus, price has to be given without VAT. VAT, if applicable, will be paid to the company by UNHCR which it claims for refund with the Government later.

You are requested to hold your offer valid for 120 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.

2.5 BID EVALUATION:

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.

2.5.2 Technical evaluation:

For the award of this project, 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 of the proposal is determined in advance as follows:

The **Technical component** will be comprised of 2 Parts:

- a- **Statutory Documentation;** and
- b- **Technical evaluation criteria with a maximum score of 70.**

The technical evaluation will be evaluated using the following criteria and percentage distribution as per the TOR: **70%** from the total score

CRITERIA DESCRIPTION	Possible max.
1.Overall response	25
Company's object's emphasis (as stated in its bylaws) should be mainly human resources and management of human resources services	5
Understanding of UNHCR's requirements by describing the methodology of the Service Provider for the management of human resources recruitment and financial and logistics management process	20
2.Overall experience of the company and key personnel proposed for the assignment	20
Preferably minimum of 5 years of professional experience with demonstrated experience in the Human Resources sector and in the recruitment and outsourcing of professional personnel	5
Chairman/General Manager (or individual empowered by the Chairman/General Manager to perform the services) has an in-depth understanding of the human resources field, and management of human resources services	5
Proposed Personnel to ensure Service Provider's capacity is sufficient for anticipated/evolving workload	10
3.Proposed methodology and approach	25
Proposed methodology of identifying and sourcing adequate candidates	15
Description of the existing roster / professional data base	10
GRAND TOTAL	70

The minimum technical passing score is 70% of the 70 points (i.e. 49 points).

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial components. (70% - Technical component; 30% - Financial component).

2.5.3 Financial Evaluation:

The **Financial component** will use the following percentage distribution: **30%** from the total score.

The maximum number of points will be allotted to the lowest price offer and compared among to those of 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 supplier's Price Component.

IMPORTANT:

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

2.5.4 Due Diligence:

UNHCR may conduct a due diligence/supplier verification exercise if the vendors are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past, if the vendors are found to be technically compliant following completion of the evaluation of their technical proposals. Should the findings of the due diligence/supplier verification contradict the desk evaluation of technical proposals, the finding of the due diligence/supplier verification report will prevail. UNHCR will not conduct such exercise for those unknown vendors who are not found to be technically compliant. It may also not carry out such exercise for those vendors who UNHCR knows well.

2.6 CONTRACT AWARD CRITERIA:

The supplier securing the highest combined score from technical and financial proposal will be awarded the contract.

2.7 SUBMISSION OF BID:

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

Proposals should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>

In order to use the eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

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. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to 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 by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Deadline: 18 April 2023 – 23:59 Hrs Lebanon Local Time.



UNHCR

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

IMPORTANT:

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox well before the tender deadline.

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.

IMPORTANT:

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

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 proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.8 BID ACCEPTANCE:

UNHCR reserves the right to cancel the RFP, accept the whole or part of your bid without having to assign any reason whatsoever and is not obliged to select the lowest offer.

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.

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.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in USD. Payment will be made in accordance to the General Conditions of contracts for Services. Payments shall only be initiated after confirmation of successful completion of the ordered services by UNHCR business owner.

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contract for Provision of Services (**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 by attaching a signed and stamped copies of the attached conditions of services.



UNHCR

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

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.

2.12 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/>



Gerard Moya
Senior Supply Officer
UNHCR Office – Beirut, Lebanon