



UNHCR

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

DATE: 11 Jan 2021

REQUEST FOR PROPOSAL: No. RFP/COK/001/2021

TENDER FOR PROCUREMENT OF POST DISTRIBUTION MONITORING SERVICES OF UNHCR's CASH BASED INTERVENTIONS IN AFGHANISTAN

CLOSING DATE AND TIME: 10 FEB 2021 – 16:00 HRS (LOCAL TIME)

INTRODUCTION TO UNHCR

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.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 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>.

1. REQUIREMENTS

UNHCR, Kabul, invites qualified Contractors, duly registered with the Government of Afghanistan, to make a firm offer for the provision of **Post Distribution Monitoring Services for UNHCR's Cash Based Interventions in Afghanistan**.

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 General Terms and Conditions (**Annex A**).

Note: This document is not to be construed in any way as an offer to contract with your firm. Please note that your participation / response to this tender is of your own free will and choice and carries no commitment from UNHCR to contract your company.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

Annex A: UNHCR General Conditions of Contracts for the Provision of Services (2018)

Annex B: Terms of Reference (ToR)
Annex C: Financial Offer Form
Annex D: Vendor Registration Form
Annex E: UN Supplier Code of Conduct

2.2 **ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to the Supply Chain Unit at afgkascu@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

IMPORTANT:

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

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 the Supply Chain Unit at afgkascu@unhcr.org.

The deadline for receipt of questions is 14:00 hrs local time on 31 Jan 2021.

Bidders are requested to keep all questions concise.

IMPORTANT:

Please **DO NOT SEND BIDS** to the above email addresses. **Only Queries and questions** on this RFP can be sent to the above address.

UNHCR will compile the questions received and plans to respond to such questions shortly after the closing date/time for clarifications. 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 be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission address will result in disqualification of the offer. **Please send your bid directly to the address provided in the “Submission of Bid” section 2.6) of this RFP.**

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 **Content of the TECHNICAL OFFER**

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.

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

- **Description of the company and the company's qualifications**

A description of your company with the following documents:

- Certified copy of the certificate of registration in the country
- Document(s) for registration of the company with the national tax services.
- List and contact details of references for at least 3 similar projects performed by your company
- Description of the team composition and management structure that will be dedicated to this agreement is also required substantiated with CVs. (Staff profiles possess relevant experiences/expertise 0 points)
- Technical and managerial expertise of the Research Coordinator/Team leader/Project lead who will also be the main contact point with UNHCR (Project Manager with relevant experience/expertise)

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

- **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:

- Similar services provided to UN/NGO entities;
- A description of your firm's capacity to provide the service;
- A description of your firm's experience in these services.
- Project assumptions and constraints based on your understanding of the project
- Proposed Project Schedule – Detailed Work Plan using Gantt chart. Proposed schedule shall be prepared in calendar days. Do not indicate dates, use only durations. The plan must cover the period from signing of the contract to submitting a final report.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, stamp, date and submit with your technical proposal the Vendor Registration Form (**Annex D**). If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

UNHCR General Conditions for Provision of Services, and UN Supplier's Code of Conduct: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing & stamping **Annex A** and **ANNEX E**. However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services, as well as **Annex E**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in Afghan Afghani (Afs) or US Dollars (US\$).

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 C). Bids that have a different price structure may not be accepted.

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

You are requested to hold your offer valid for minimum 90 calendar 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:

- Potential capacity of the firm to deliver the scope of services required
- Company strength, core business, proposed technical personnel and relevant experience
- Track record and current clientele
- Proposed project schedule – detailed work plan

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established an evaluation criteria which governs the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following two stage criteria and percentage distribution: **70%** from the total score:

S/N	Technical Evaluation Criteria Points	Max. Points obtainable
<u>PASS/FAIL CRITERIA</u>		
a.	Certified copy of the certificate of registration in the country	
b.	Document(s) for registration of the company with the national tax services.	
<u>SCORING CRITERIA</u>		
<u>1. Organizational Structure and Experience</u>		
a	<u>Experience</u>	15

	Years of experience in providing research services (less than 3 years = 5 points, 3-<5 years = 10 points, 5 years & above = 15 points)	
b	<u>Experience/ Organizational structure</u>	5
	Past experience in similar projects, list and contact details of references, incl. UN/NGOs & Govt. (similar projects with UN/NGOs/Govt = 5 points, no relevant UN/NGO experience = 0)	
<u>2. Understanding UNHCR Requirements / Scope of Work</u>		
a	Outline demonstrating how the Scope of Work will be completed successfully and in a timely manner (key components of activities outlined = 20 points; some key elements cited but others missing = 10 points; non submission = 0 points)	20
b	Outline of quality assurance processes (key data quality assurance measures outlined = 10 points; some key elements cited but others missing = 5 points; non submission = 0 points)	10
<u>3. Project Personnel</u>		
a	<u>Team Composition</u>	10
	Description of the team composition and management structure that will be dedicated to this agreement is also required substantiated with CVs. (Staff profiles possess relevant experiences/expertise = 10 points, Staff profiles posses some expertise/experiences = 5 project; staff profiles lack relevant expertise/experience or Non-submission of CVs= 0 points)	
b	<u>Project Management</u>	10
	Technical and managerial expertise of the Research Coordinator/Team leader/Project lead who will also be the main contact point with UNHCR (Project Manager with relevant experience/expertise = 10 points; Project Manager without technical experience/non submission CVs= 0 points)	
TOTAL		70

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

In order to proceed to further stages of the evaluation process, the submitted proposal must obtain minimum 40 points and above.

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

The maximum number of points will be allotted to the lowest price offer 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., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

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 BID:

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

IMPORTANT NOTICE: Your Technical & Financial Proposals should be submitted separately to the following e mail addresses:

- **Your technical bids should be submitted by E MAIL to:**
AFGKATENDERBOX@unhcr.org
- **Your financial bids should be submitted by E MAIL to:**
AFGKATENDERFIN@unhcr.org

All bids must be received in the above e mailboxes no later than **10 February 2021 at 1600 hrs**, local time.

PROPOSALS MUST BE SUBMITTED IN PDF FORMAT (NO MORE THAN 20MB/E MAIL), CLEARLY INDICATING THE RFP NUMBER IN THE SUBJECT LINE. PROPOSALS SUBMITTED IN ANY OTHER FORMAT AND/OR ANY ADDRESS OTHER THAN INDICATED ABOVE WILL BE DISQUALIFIED.

INCOMPLETE PROPOSALS WHICH DO NOT COMPLY WITH UNHCR'S RFP INSTRUCTION WILL NOT BE CONSIDERED.

LATE SUBMISSION OF BIDS: Bids received after the deadline for submission, i.e. **10 February 2021 at 16:00 hrs** local time, and bids transmitted in any other manner than those indicated above will not be considered.

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.

INCOMPLETE PROPOSALS WHICH DO NOT COMPLY WITH THE ABOVE BID SUBMISSION INSTRUCTION MAY NOT BE CONSIDERED.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept and/or reject the whole or part of your bid without having to assign a reason whatsoever

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 content and 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 in this RFP, as well as

conforming to UNHCR's general principles, including economy, efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the Purchase Order (PO) is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex A**) 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.

Isaac Mohammed



Senior Supply Officer
UNHCR Country Office, Kabul, Afghanistan

11/01/2021

