



UNHCR

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

DATE: 17 JULY 2019

REQUEST FOR PROPOSAL: No. RFP/HCR/CXB/2019/018

FOR THE PROVISION OF

MARKET RESEARCH SERVICES

CLOSING DATE AND TIME: 15 AUGUST 2019 – 14:00 hrs BST

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 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

The Office of the United Nations High Commissioner for Refugees (UNHCR), Bangladesh Office in Cox's Bazaar, invites qualified commercial entities to make a firm offer for the Provision of **Market Research Services**.

IMPORTANT:

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

IMPORTANT:

The initiation of conciliation or arbitral proceedings in accordance with **Article 18** "Settlement of Disputes" of the UNHCR General Conditions of Contract for the Provision of 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 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 C**).

Note: this document is not 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 General Conditions of Contract for the Provision of Services – *July 2018 version*;
- Annex D: UN Supplier Code of Conduct;
- Annex E: Vendor Registration Form;

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to ASHRAFUZ@UNHCR.ORG, copying YANDAROV@UNHCR.ORG as to:

- Your confirmation of receipt of this Request for Proposal;
- 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 ASHRAFUZ@UNHCR.ORG, copy to YANDAROV@UNHCR.ORG.

The deadline for receipt of questions is 14:00hrs BST on Wednesday 28th July 2019. Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

UNHCR will organize a supplier pre-bid conference in the **UNHCR Sub-Office Cox's Bazaar, Motel Road, Cox's Bazaar, Bangladesh, on 31 July 2019 at 11:00 hrs BST**. A maximum of two (2) representatives per company is allowed to participate in either Cox's Bazaar or Dhaka. Names and contact details of the company's representatives must be provided at least two working days in advance, by e-mail to ASHRAFUZ@UNHCR.ORG, copy to YANDAROV@UNHCR.ORG. Changes in staff need to be shared in advance; otherwise they will not be able to participate.

In order to foster greater competition, UNHCR will also enable a capability for remote participation by means of videoconference (WebEx) for the Dhaka-based vendors not able to attend the event in Cox's Bazaar. These vendors are invited to come to the **UNHCR Representation Office in Dhaka (House NE (N) 8, Road 90, Gulshan 2, Dhaka, Bangladesh)** from where the video-bridge connection with the pre-bid conferencing location in Cox's Bazaar will be established during the said time.

Participation in the pre-bid conference shall be at the bidders own expenses. There will be no reimbursement from UNHCR.



Participation in the pre-bid conference shall be at the bidders own expenses. There will be no reimbursement from UNHCR.

Participation in the pre-bid conference is **strongly recommended given the complexity of the requirements**. However, after the event, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited bidders.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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.

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 e-mail 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 shall be included in the Technical offer. Failure to comply will result in disqualification of your bid. The Technical Offer shall contain all information required.

The Terms of Reference (ToR) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

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: company profile, registration certificate and last audit reports:

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients.

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the contracted 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:

- A description of your organization's capacity to provide the services;
- A description of your organization's experience in the provision of these services.
- Compliance to the requirements stated on the TOR

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

The bidders have to show that they can provide the adequately skilled employees to assume the responsibilities and perform the full range of tasks included in the ToR.

No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the service provider for the provision of the relevant visa and work permits for the proposed resources. UNHCR can assist by issuing attestation letters for a specified time frame, during the duration of the project.

The company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

- **Vendor Registration Form:** If your company is not already registered with UNHCR, you must complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex E**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions of Contracts for Provision of Services:** Your technical offer must contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing **Annex C**.
- **UN Supplier Code of Conduct:** Your technical offer must contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex D**.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of Contract for the Provision of Services as well as of the UN Supplier Code of Conduct.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in Bangladeshi Taka only.

The Financial Offer shall 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). Bids that have a different price structure will not be accepted.

UNHCR is exempted from all direct taxes and customs duties. Quoted rates shall be provided without VAT but the VAT amount shall be clearly and separately indicated.



For VAT payment, awarded supplier will provide UNHCR with invoice, waybill, completed Mushok 6.3 template, treasury challan signed/attested by Bank/VAT authorities and money receipt.

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 implementation and receipt of original invoice with accompanying documents in good 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after the provision of the services to and/or acceptance by UNHCR of the services and acceptance of contractor's invoice in good order.

2.5 BID EVALUATION

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

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.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Pre-qualification criteria UNHCR has established a set of fundamental criteria that each bidder must meet in order to be considered for further evaluations. The minimum pre-qualifying criteria are as follows:

Pre-qualification Criteria (mandatory)	Merit
1. Copies of valid commercial registration documents, licenses (including VAT & TAX) duly submitted	Non-discretionary "Pass/Fail"
2. Company continuously operates in the relevant field for a minimum of five (5) years	Non-discretionary "Pass/Fail"
3. Company fully accepts UNHCR General Conditions of Contract for the Provision of Services (Annex C)	Non-discretionary "Pass/Fail"



Pre-qualification Criteria (mandatory)	Merit
4. Company unconditionally commits to UN Supplier Code of Conduct (Annex D)	Non-discretionary "Pass/Fail"

The Bidders must comply with all of the above pre-qualification/mandatory requirements in order for their Bids to be considered for further evaluation and the subsequent contract award.

2.5.3 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern 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 score will be calculated according to the percentage distribution for the Technical and Financial Offers: **70% for the Technical Offer** and **30% for the Financial Offer**, respectively.

The Technical Offer will be evaluated using, *inter alia*, the following criteria:

Technical Evaluation Criteria	Percentage	Maximum Obtainable Points
1. Company's capacity and experience	30%	300
2. Understanding and methodology	30%	300
3. Personnel – qualifications and proficiency	40%	400
Total	100%	1,000

The cut-off point for submissions to be considered technically-compliant will be 700 points out of 1,000 maximum obtainable points or 70%.

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

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The highest weighted score will be allotted to the lowest price offer. All other price offers will receive weighted scores in the inverse proportion to the lowest price, e.g. $[\text{Lowest Priced Offer (BDT)} / \text{Price of the Offer Being Evaluated (BDT)}] \times 100 \times [\text{Percentage Distribution (\%)}]$ = weighted score for the financial offer under evaluation.

Award will be made to a highest overall scorer.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.



2.6 SUBMISSION OF BID

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

Bids should be submitted by e-mail and all attachments should be 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 submitted electronically must be sent in separate emails.

Bid submitted by email must be sent ONLY to: BGDCOBID@UNHCR.ORG

Or, hand-delivered and placed in an outer envelope clearly indicating the project title, project number and address below:

**THE BID OPENING COMMITTEE
RFP/HCR/CXB/2019/018 – PROVISION OF MARKET RESEARCH SERVICES
UNHCR SUB-OFFICE, COX'S BAZAAR
MOTEL ROAD, COX'S BAZAAR, BANGLADESH**

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

IMPORTANT:

The Technical Offer and Financial Offer submitted electronically must be sent in separate emails.

The hand-delivered Technical Offer and Financial Offer shall be presented in separate sealed envelopes placed in a sealed outer envelope.

Failure to do so will result in disqualification of your offer.

Deadline: on 15 August 2019 at 14:00 hrs BST.

IMPORTANT:

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

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid **RFP/HCR/CXB/2019/018**;
- Name of your firm with the title of the attachment;
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4);
- Whether the email is part of the Technical Offer or the Financial Offer.

For example: RFP/HCR/CXB/2019/018 Company ABC; Technical Officer (email 1 of 3)



RFP/HCR/CXB/2019/018 Company ABC; Financial Officer (email 2 of 3).

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, or allow split or partial awards on this project.

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.

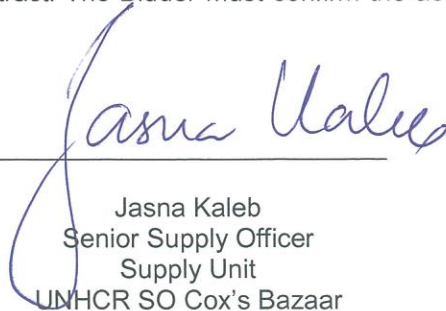
2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in Bangladeshi Taka only. Payment will be made in accordance to the General Conditions of Contract for the Provision 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACT FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contract (**Annex C**) 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.

Signature _____



Jasna Kaleb
Senior Supply Officer
Supply Unit
UNHCR SO Cox's Bazaar