



UNHCR

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

DATE: 19 JULY 2024

Request For Proposals: No. RFP/AZE/029/2024

**FOR THE ESTABLISHMENT
OF A SERVICE CONTRACT FOR THE PROVISION OF
THIRD PARTY MONITORING SERVICES**

CLOSING DATE AND TIME: 19 AUGUST 2024 – 23:59 hrs Baku time

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.

Across more than six decades, the agency has helped tens of millions of people restart their lives. Today, our broad staff in 138 countries continues to help over 80 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), Baku operation, invites qualified bidders to make a firm proposal for the establishment of a Service Contract for the provision of **Third Party Monitoring Services** (hereinafter referred to as "services").

The aspiring bidders that will submit their bids for this Request For Proposals (RFP) should be registered with the relevant authorities in Azerbaijan **as commercial entities**. Please submit your registration certificate under the Technical offer. **Offers without such certificate may be disqualified.**

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex A of this document.
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The estimated scope of services is specified in Annex A.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. 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 funds available regulated by issuance of individual Purchase Orders against the Service contract.

Other United Nations Agencies, Funds, and Programmes 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 Service contract with other UN Agencies.

It is strongly recommended that this 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 Conditions (Annex D).

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

2. BIDDING INFORMATION

2.1. RFP DOCUMENTS

The following annexes form an integral part of this RFP:

Annex A: Terms of Reference (TOR)
Annex B: Technical Offer Form
Annex C: Vendor Registration Form
Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex E: UN Supplier Code of Conduct

2.2 REQUESTS FOR CLARIFICATION

Bidders are required to submit any questions in respect of this RFP by e-mail to Reyhan Talibova, Supply Associate both at azebabid@unhcr.org and talibova@unhcr.org.

The deadline for receipt of questions is 23:59 hrs. BAKU time on 26 July 2024.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above as this will result in automatic disqualification.

For the purpose of closer familiarization with the requirements and the selection process, UNHCR would like to organize an information session related to addressing questions about TOR, bid submission and implementation modalities. Interested bidders should register their interest and list their questions by sending email to azebabid@unhcr.org and talibova@unhcr.org with a subject line: "RFP/AZE/029/2024 Info session" **by 26 July 2024**. In the e-mail please indicate the full name, position and email address of your representative who would like to participate in the information session.

Info session will take place online through MS TEAMS platform. Exact date and time will be communicated to the interested parties in advance.

2.3 YOUR PROPOSAL

Your proposal shall be prepared in English. Supporting legal documents can be submitted in Azerbaijani language.

Please submit your proposal using the Annexes provided. Proposals not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your proposal with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission address may result in disqualification. Please send your bid directly to the address (eTenderBox) provided in the Section 5.2. Bid Submission.

Your bid shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.3.1 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.

Your Technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory criteria:

- a. Copy of Company certificate of registration
- b. Copy of Tax ID
- c. Bank requisites (with bank stamp and signature)
- d. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018 [Annex E].

IMPORTANT:

Failure to send any of the above documents will result in disqualification of your bid from further evaluation.

1. **Company profile and qualifications**

Description of your company profile with the following details:

- Locations of the Head Office and branch offices (if any)
- Total number of staff
- Number and brief description of similar completed projects
- Number and brief description of similar ongoing projects

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

2. **Proposed approach, methodology and outputs**

- Detailed description of the manner in which your company proposes to implement the services under TOR (including inter alia research, methodology, proposed indicators, analytical framework, M&E strategy, data visualization plan and proposed reporting strategy).
- Please provide company's policy or standard procedures governing:
 - Data protection
 - Complaints mechanism
 - Code of Conduct
- Description of the bidder's qualitative statistical experience (with emphasis on the design and use of comparative analysis methods and tools).
- Description of the bidder's quantitative statistical experience (including econometric modelling, report writing and presentation development)
- Submission of at least 2 sample reports in relation to the TOR

3. Proposed personnel

Please provide CVs of the proposed team that will be dedicated to the project/contract indicating their technical skills and analytical tools used.

The bidders ought to show that they can provide the adequately skilled people 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. The bidder 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 services are not adversely affected.

Vendor Registration Form

If your entity is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex C**).

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

UNHCR may require visiting the bidder's office premises or other operational facilities for comprehensive evaluation of the Technical offer.

2.3.2 Content of the FINANCIAL OFFER

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

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

The financial offer shall include the following information:

- a) All-inclusive rates for services
- b) Other costs, if any (indicating nature and breakdown).
- d) A proposed schedule of payments.

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 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 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.

2.4 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.

2.4.1 Technical and Financial evaluation

For the award of this contract, UNHCR has established evaluation criteria which govern the selection of proposals received. Evaluation is made on a technical and financial basis.

	Pass/Fail
Mandatory Criteria	
a. Copy of Company certificate of registration	
b. Copy of Tax ID	
c. Bank requisites (with bank stamp and signature)	
d. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	

IMPORTANT:

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

Your submissions will be evaluated through a combined point system considering the quality of the technical component (70%) and the financial component (30%).

Technical offers will be evaluated first. The minimum passing score for Technical offers is 35 points of the total obtainable 70 points under the technical component as per below criteria:

Criteria	Maximum Points	Description
Company profile and qualifications	15	Number and relevance of nature of similar projects currently underway and/or successfully completed in the past 10 years supported by proof of reports or sample report. Projects delivered for other UN agencies and relating to the vulnerable communities is considered as an advantage.
Proposed approach, methodology and outputs	45	Description of your organization's understanding of the requirement – i.e. description of method and approach to address each activity/output published in TOR (including inter alia – research, methodology, proposed indicators, analytical framework, M&E strategy, data visualization plan and proposed reporting strategy).
		Company's policy or standard procedures governing Data Protection, Complaints Mechanism and Code of Conduct
		Qualitative statistical experience (with emphasis on the design and use of comparative analysis methods and tools)
		Quantitative statistical experience (including econometric modelling, report writing and presentation development)
		Quality of the report (inter alia: structure, content and writing skills)

Proposed personnel	10	CVs of the proposed team that will be dedicated to the project/contract indicating their technical skills and analytical tools used
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Clarification of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

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 maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited bidders. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{AZN lowest}] \div [\text{AZN other}] = \text{points for other bidder's price component}$.

2.5 BID SUBMISSION

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

The eTenderBox can be accessed via the following URL: <https://etenderbox.unhcr.org>. In order to use the eTenderBox, registration on the website is required. The registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered e-mail 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 and Financial Offers shall be clearly separated by uploading them to the appropriate category in the system.

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 bidder 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 bidder's responsibility to ensure that all files of the final offer are submitted by the 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 for submission of bids is 19 August 2024, 23:59 hrs. Baku time.

IMPORTANT:

The system will not allow to upload any bid after this date. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

IMPORTANT:

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

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.

2.6 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 bidders 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 bidder.

Please note that UNHCR is not bound to select any of the entities 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.

2.7 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). Payment will be made in accordance to the General Conditions for the Purchase 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.



Reyhan Talibova, Supply Associate
UNHCR Baku