

DATE: 08 October 2013
REQUEST FOR PROPOSAL: No. RFP 2013/ 020
FOR THE PROVISION OF:
Conference/ Meeting services for UNHCR Greece
CLOSING DATE AND TIME: 17 October 2013 — 23:59 hrs CET

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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 7,735 people in 126 countries continues to help about 33.9 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> and www.unhcr.gr.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), invites qualified service providers to make a firm offer for Conference/ Meeting services within the period of October 2013 – January 2014.

IMPORTANT:

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

The successful bidder will be requested to maintain their quoted price for the duration of 90 days.

IMPORTANT:

When a service contract 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.

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 RFP:

- Annex A: Terms of Reference (TOR)
- Annex B: Financial Offer Form – **NB: To be created/provided by bidders**
- Annex C: UNHCR General Conditions of Contracts for the Provision of Goods and Services, January 2010
- Annex D: Vendor Invitation Letter
- Annex E: Vendor Registration Form
- Annex F: Inquiry form

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to lampropo@unhcr.org as to:

Your confirmation of receipt of this request for proposal, and indication of whether or not you will be submitting a proposal.

2.3 REQUESTS FOR CLARIFICATION

Suppliers can also submit any request for clarification or any question in respect of this RFP by e-mail to Ms. Konstantina Lampropoulou, Snr. Admin Assistant, at lampropo@unhcr.org

Requests for clarifications or questions should be sent using Annex F.

The deadline for receipt of questions to be answered is **Friday, 11 October 2013** at 11.00 hrs CET. Bidders are requested to keep all questions concise and to use template in Annex F.

IMPORTANT:

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

UNHCR will compile the questions received and plans to respond to questions till 14 October 2013 the latest. 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 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:

- A) Services offer
- B) Financial offer

2.4.1 Content of the SERVICES OFFER (A)

IMPORTANT:

No pricing information should be included in the Services' offer.

Failure to comply may risk disqualification. The Services' offer should contain all information required.

The Terms of Reference (TOR) of the goods/services requested by UNHCR can be found in Annex A. You may use your company's heading and template format to compile the services' offer. Your services' offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1) Description of the Firm and the Firms' qualifications

UNHCR expects the bidders to provide the following information and documents:

- Brief company history (one page).
- Main Office and Field Offices.
- Web site.

2) Experience and expertise of company in delivering similar type of projects

UNHCR reserves the right to ask for more information.

UNHCR expects the contractor to provide three references on recently completed or ongoing projects similar to those described in the present RFP with the following information:

- Customer Name
- General description of the Project
- Date of Project (start & completion)
- Full Contact information

UNHCR reserves the right to call or write to the advised customers to seek additional information on the contractor and/or its services.

3) Approach and methodology

- Understanding of the requirements for the requested project/ services
- A description of your organization's capacity to provide the service;
- Any comments or suggestions on the TORs, as well as your detailed description of the manner in which your company plans to implement the assigned project, including the time- frame for delivery.
- Capacity of your firm to perform the requested services

4) Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your Services' proposal the Vendor Registration Form (Annex D).

5) UNHCR General Conditions for Provision of Goods and Services: Your Services' offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing Annex C.

2.4.2 Content of the FINANCIAL OFFER (B)

Your separate Financial Offer must contain an overall offer in EURO, indicating VAT separately.

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

The Financial Offer is to be submitted as a separate Annex (Annex B). **There is no template provided. Bidders must send their financial offer form on letterhead.** You may include any additional documents to complement your financial offer in separate files.

Price has to be given without VAT, and VAT has to be indicated separately.

You are requested to hold your offer valid for 30 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 e.g. invoices.

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 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 will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score:

Assessment criteria:

1. Assessing the company: history, structure, relevant references for similar services, understanding of the RFP, knowledge of UNHCR field environment, contractor's office, etc.).
- 2.
3. Assessing the proposed solution from a service level standpoint.
4. Assessing the proposed solution from a project management standpoint (feasibility, human resources, delivery schedule etc.).

Total: 70 points

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 [EUR lowest] \ [EUR other] = points for other supplier's Price Component.

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 shall be clearly separated.

Bids must be sent by e-mail ONLY to: GRC01RFP@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents/ attachments. Failure to do so may result in disqualification.

Deadline: 17 October 2013, 23:59 hrs CET.

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.

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 5 Mb so it may be necessary to send more than one e-mail for the whole submission.

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.

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 Goods or 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 in EURO. Payment will be made in accordance to the General Conditions for the Purchase of Goods and/ or 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 CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (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, by returning a signed copy of the Annex C, as stipulated under 2.4.1. para 5, above.

Procedure schedule for RFP/2013/020

Date	Action
08 October 2013	Launch of RFP
11 October 2013	Deadline for questions from the suppliers
14 October 2013	Answers for the questions
17 October 2013	Deadline for offers for the RFP


Eleni Effrosyni SPENTZOU
Asst. Admin./ Finance Officer
UNHCR Greece



Notice of Confidentiality:

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