

DATE: 4 December 2013

REQUEST FOR PROPOSAL

No: RFP 2013/28

FOR PRINTING SERVICES

CLOSING DATE AND TIME: 12 December 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 the establishment of a service contract for the provision of Printing Services for one or more publications as described in Annex A.

IMPORTANT:

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

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

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- January 2010 version (Annex D).

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 Proposals:

Annex A: Three Terms of References (TORs) each with a separate printing requirement consisting of:

A/1 - NAI, 'Information leaflet for foreigners entering Greece without legal documents';

A/2 - RVRN, 'Information leaflet addressing victims of racist violence'; and

A/3 - Publication: 14th edition of 'Yearbook of Refugee and Aliens Law, for the year 2012'.

Annex B: Technical Offer Form

Annex C: Financial Offer Form

Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services (January 2010 version)

Annex E: General Conditions for Printing Services, additional to the conditions in Annex D.

Annex F: Vendor Registration Form (applicable only to non-UNHCR vendors)

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to grc01rfp@unhcr.org as to: Your confirmation of receipt of this request for proposal, and if you intend to submit a proposal.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit all their **enquiries in respect of this invitation to bid by e-mail to grc01rfp@unhcr.org. The query closing date is Monday, 9 December 2013, 23:59.** UNHCR may, at its discretion, share any reply to a particular question with all other invited bidders shortly after the query deadline.

3. 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.

Your offer shall comprise the following documents:

1. Annex B: Technical offer
2. Annex C: Financial offer
3. Signed copies of Annexes D and E
4. Completed Vendor Registration Form, Annex F.

3.1 Annex B: TECHNICAL OFFER

The technical offer should include the below:

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 Terms of Reference (TOR) of the goods and services requested by UNHCR can be found in Annex A. You should use your company's heading to complete the technical offer form (Annex B). Your technical 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 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

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 E).

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 D.

3.2 Annex C: FINANCIAL OFFER

The **financial offer** should consist of the below:

Your separate Financial Offer must contain an overall offer in EURO, with costs broken down into components for goods and services, as per the specifications on each publication in the annex.

The Financial Offer is to be submitted as a separate Annex (**Annex C**). You may include any additional information and documents to complement your financial offer in separate files.

The Financial Offer must costs indicated separately without VAT. VAT portion to be included on a separate line. UNHCR's standard payment terms are within 15 business days after delivery and the satisfactory completion and inspection of products.

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.

3.3 BID EVALUATION

1) Supplier Registration

The qualified suppliers will be added to the Vendor Register 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) Financial and Technical evaluation

All bids will be evaluated based on:

- Compliance with the detailed specifications provided
- Cost
- Delivery capacity
- Delivery time

4. SUBMISSION OF BIDS

Bids can be submitted only by email to the following email address:

grc01rfp@unhcr.org

Subject line: RFP-2013-028-[NAME OF COMPANY]

IMPORTANT: Bids that are otherwise addressed and/ or copied or sent to other addresses or individuals can be marked invalid and not considered for evaluation. **The maximum size of emails sent to above mailbox is 5MB, therefore your bid may be broken into multiple e-mails.**

All bids must be received latest by Wednesday 11 December- 23.59HRS CET.

a) LATE SUBMISSION OF BIDS: Bids received after the deadline for submission of bids and bids transmitted in any other manner than those indicated above will not be considered. The offers must bear your official letter head, clearly identifying your company.

b) BID VALIDITY: The bid submitted must remain valid for acceptance for at least 90 days from the Invitation to Bid closing date.

c) BID ACCEPTANCE: UNHCR reserves the right to accept the whole or part of your bid. The lowest tender does not need to be accepted by all means. Information provided by the bidder will constitute the basis for eventual award of purchase order. UNHCR may, at its discretion, extend the deadline for the submission of proposals, 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.

d) CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB 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 Goods and Services (December 2010 version) and in the currency in which the Purchase Order (PO) is issued.

e) UNHCR General Conditions for the Purchase of Goods and Services (January 2010 version):

Please note that these terms and conditions (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 in writing.

f) UN Global Compact and Other Considerations

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 human rights, labor, the environment, and anticorruption. We encourage our suppliers to sign up with the UN Global Compact Initiative. Consequently we have included environmental factors in our pre-qualification criteria for approval of suppliers and even in our tendering and tender evaluation process. UNHCR's policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods may form part of UNHCR's evaluation and selection criteria.

Yours sincerely,



Eleni- Effrosyni Spentzou
Asst. Administration/Finance Officer
UNHCR Greece