

**Questions can be sent by 4th July 2016 h. 18:00 CET to Erika Celi celi@unhcr.org
Final proposals shall be sent by 25th July 2016 h. 23:59 CET to itaroitb@unhcr.org**

SECTION 1: Introduction

1.1 Who we are

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies. Its staff of more than 9,300 personnel is helping more than 55 million people in more than 120 countries. Staff members work in a diversity of locations and conditions including Geneva-based Headquarters (HQ) and more than 100 field locations. For more information, please see www.unhcr.org

1.2 Overview and Objectives of this Request for Proposal (RFP)

UNHCR has an ambitious Private Sector Fundraising (PSFR) program which endeavors to capitalize on the income from private-sector donors, through a variety of channels including face-to-face, direct mail, DRTV, print and digital channels.

Fund Raising activities in Italy (PSFR Italy) include two main programs: the Individual Giving (IG), raising money from individuals both regular and one-off, and the Leadership Giving (LG) targeting companies, foundations, Small and Medium Sized Enterprises (SMEs) and High Net Worth individuals.

Inside the Individual Giving strategy, the Direct Mailing program has an important role, representing one of the most important channels of fundraising from existing donors.

In order to help the Direct Mailing programme increasing the quality of printed materials and in order to boost contributions to the Organization and achieve longer-term income goals, PSFR ITALY is now seeking for an high qualified printing supplier.

1.3 Scope of this RFP

The purpose of the present RFP is to select a Supplier, with possibility of up to 2 back up suppliers, to support PSFR ITALY in printing effective and attractive materials for both the IG and LG programme.

Materials will be used in different channels, in order to:

- Facilitate fundraising from existing donors (one-off and regular);
- Facilitate acquisition of new donors;
- Facilitate reactivation of lapsed donors.

SECTION 2. Executive Summary

2.1 Purpose and scope of assignment

The present TORs refers to the specific requirement of printing attractive Direct Mailing and other paper made materials for the period January 2017 - December 2018 and has to be developed according to:

- Technical specifications
- Requirements
- Innovation Section
- Scenario

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2.2 Technical specifications

Bidders are invited to present a printing offer for the materials listed below.

- A. **SPECIAL APPEALS – HOUSE MAILINGS** – up to 5 appeals each year;
- B. **NEWSLETTER** – 3 per year;
- C. **WELCOME PACK AND THANK YOU PACK** – This activity needs a Daily fulfilment;
- D. **FLYER**;
- E. **OTHER DONOR CARE MATERIALS AND LIFT ITEMS**;
- F. **LEADERSHIP GIVING MATERIALS**;
- G. **EMERGENCY PLAN**;
- H. **STORAGE AND OTHER SERVICES**;
- I. **SERVICES**.

For frequencies and quantities please refer to ANNEX B Financial Form.

A. SPECIAL APPEALS – HOUSE MAILING

Technical features of materials that may compose the Special Appeals – House Mailing pack – are listed below:

A. SPECIAL APPEALS - HOUSE MAILING			
#	MATERIAL	DESCRIPTION	
A	LETTER + DONATION FORM	Dimension:	Open 42 x 29.7 cm (letter 21 x 29.7 + donation form 21 x 29.7)
		Paper:	Matte coated paper - FSC OCR 90 gr/mq
		Colours:	4+4
B	TAX LETTER	Dimension:	21 x 29,7 cm
		Paper:	Uncoated paper - laser fsc mix
		Colours:	4+4
C	ENVELOPE	Dimension:	12 x 23 cm with a window on the back
		Paper:	Uncoated paper - Fsc mix 80 gr/mq
		Colours:	4+4
D	RETURN ENVELOPE	Dimension:	10.5 x 21.5 cm no window
		Paper:	Uncoated paper - Fsc mix 70 gr/mq
		Colours:	1 color
E	FLYER 1	Dimension:	Open: 20 x 21 cm, Closed: 10 x 21 cm
		Paper:	Matte coated paper - fsc mix 130 gr/mq
		Colours:	4+4

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B. NEWSLETTER

Technical features of materials that may compose the Newsletter pack are listed below:

B. NEWSLETTER			
#	MATERIAL	DESCRIPTION	
A	LETTER + DONATION FORM	Dimension:	Open 42 x 29.7 cm (letter 21 x 29.7 + donation form 21 x 29.7)
		Paper:	Matte coated paper - FSC OCR 90 gr/mq
		Colours:	4+4
B	LETTER (NO DONATION FORM)	Dimension:	Open 21 x 29.7 cm
		Paper:	Matte coated paper - FSC OCR 90 gr/mq
		Colours:	4+4
C	LETTER + MEMBERSHIP CARD	Dimension:	Open 42 x 29.7 cm (letter 21 x 29 + donation form 21 x 29.7) with a perforation alongside the perimeter of the card (8,56 x 5,4 cm) which is plasticized one side only
		Paper:	Matte coated paper - FSC OCR 90 gr/mq
		Colours:	4+4
D	ENVELOPE	Dimension:	22 x 31.5 cm with a window on the back
		Paper:	Uncoated paper - Fsc 80 gr/mq
		Colours:	2+0
E	RETURN ENVELOPE	Dimension:	10.5 x 21.5 cm no window
		Paper:	Uncoated paper - Fsc mix 70 gr/mq
		Colours:	1 color
F	NEWSLETTER 1	Printout:	16 self-covered stapled folded pages
		Dimension:	Open: 41 x 28 cm – Closed: 20,5 x 28 cm
		Paper:	Matte coated paper - FSC 115 gr/mq
		Colours:	4+4
G	NEWSLETTER 2	Dimension:	Open: 41 x 57 cm (A2) – Closed: 20,5 x 28 cm (A4 = folded in 4)
		Paper:	Matte coated paper - FSC 115 gr/mq - double folding
		Colours:	4+4
H	ANNUAL REPORT	Printout:	20 self-covered stapled folded pages
		Dimension:	Booklet, Open: 29,6 x 21 cm, Closed: 14,2 x 21 cm
		Paper:	Matte coated paper - FSC OCR 115 gr/mq
		Colours:	4+4

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C. WELCOME PACK

Technical features of materials composing the Welcome pack are listed below.

C. WELCOME PACK			
#	MATERIAL	DESCRIPTION	
A	WELCOME LETTER	Dimension:	21 x 29,7 cm
		Paper:	Uncoated paper laser FSC 90 gr/mq
		Colours:	4+4
B	NEWSLETTER	Printout:	12° self-covered stapled folded pages
		Dimension:	Open: 41 x 28 cm – Closed: 20,5 x 28 cm
		Paper:	Matte coated paper - FSC 115 gr/mq
		Colours:	4+4
C	THANK YOU CARD	Dimension:	10 x 15 cm
		Paper:	Matte coated - FSC 300 gr/mq
		Colours:	4+4
D	MEMBERSHIP CARD	Dimension:	8,56 x 5,4 cm – ISO standard
			Thickness: mm. 0,76– ISO standard
		Material:	BIO PVC
		Colours:	4+4
E	DONATION FORM	Dimension:	21 x 29,7 cm
		Paper:	Uncoated paper laser FSC 90 gr/mq
		Colours:	4+4
F	RETURN ENVELOPE	Dimension:	10.5 x 21.5 cm no window
		Paper:	Uncoated paper - Fsc mix 70 gr/mq
		Colours:	1 color
G	BOOKMARK	Dimension:	5 x 20 cm
		Paper:	Matte coated paper - FSC 300 gr/mq with a special die-cut shape
		Colours:	4+4
H	ENVELOPE	Dimension:	22.9 x 32.4 cm – with a window on the front (dimension: 4.5 x 10 cm. Position: 1.5 cm from the right and 22.5 cm from the bottom)
		Paper:	Uncoated paper – FSC 120 gr/mq
		Colours:	4+4
I	FLYER	Dimension:	Open 50 x 20 cm, Closed 20 x 20 cm (20+20+10 x 20)
		Paper:	Uncoated paper - FSC 190 gr/mq
		Colours:	4+4

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C. THANK YOU PACK

Technical features of materials composing the Thank you pack are listed below.

C. THANK YOU			
#	MATERIAL	DESCRIPTION	
A	THANK YOU LETTER	Dimension:	11 x 23 cm with a window on the back
		Paper:	Uncoated paper FSC 80 gr/mq
		Colours:	2+0
B	ENVELOPE	Dimension:	A4 paper 21 x 29.7 cm
		Paper:	Uncoated paper laser FSC 90 gr/mq
		Colours:	2+0

➔ **DAILY FULFILMENT PROCESS:** ONLY for materials C. "WELCOME PACK" and "THANK YOU PACK", the supplier shall guarantee a daily fulfilment process.

• WELCOME PACK

Materials already printed are stored in one of the supplier's warehouse and daily fulfilled.

Each day, the supplier:

1. Receives from PSFR ITALY a file containing a number of records with the indication of donors' personal information;
2. Converts the file as per postal requirements;
3. Pick up from the warehouse printed materials necessary for the process;
4. Manage the packaging process (there are 2 kind of packaging sequences: the standard and the DRTV one as described in the below table*);
5. Delivers finished products to the postal office in order to be mailed.

*Standard sequence:	*DRTV sequence
<p>This packaging process foresees:</p> <ul style="list-style-type: none"> • Laser printing of the Letter; • One side only (name) thermography of the membership card; • Application of the membership card on the flyer with matching of names; • Enveloping: Letter + membership card + 6 inserts; • Mailing. 	<p>This packaging process foresees:</p> <ul style="list-style-type: none"> • Laser printing of the Letter with bank account information; • One side only (name) thermography of the membership card; • Application of the membership card on the flyer with matching of names; • Enveloping: Letter + membership card + 7 inserts (return envelope); • Mailing.

• THANK YOU PACK

Materials already printed are stored in one of the supplier's warehouse and daily fulfilled.

Each day, the supplier:

1. Receives from PSFR ITALY a file containing a number of records with the indication of donors' personal information;
2. Converts the file as per postal requirements;
3. Pick up from the warehouse printed materials necessary for the process;
4. Manage the packaging process, as described below *;
5. Delivers finished products to the postal office in order to be mailed.

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*This packaging process foresees:

- Laser printing of the Letter;
- Enveloping;
- Mailing.

➔ **Suppliers are required to indicate whether they are able to provide the daily fulfillment or not, or eventually propose an alternative service.**

➔ **Even if not able to guarantee a daily fulfillment, the supplier can submit an offer anyway and they will be evaluated on all other services except for materials C “WelcomePack” and “Thank you Pack”.**

D. FLYER

Technical features of some flyer typologies are listed below.

D. FLYER			
#	MATERIAL	DESCRIPTION	
A	FLYER 1	Dimension:	Open: 20 x 21 cm, Closed: 10 x 21 cm
		Paper:	Matte coated paper - fsc mix 130 gr/mq
		Colours:	4+4
B	FLYER 2	Dimension:	Open: 62,5 x 10 (=21+21+20,5) x 10 cm, closed: 21 x 10 cm
		Paper:	Matte coated paper - FSC 170 gr/mq
		Colours:	4+4
C	LEAFLET	Dimension:	Open 40 x 26 cm closed 12mo 20 x 9 cm
		Paper:	Uncoated paper FSC 90 gr/mq. One side only black personalization.
		Colours:	4+4
D	BROCHURE	Dimension:	Open: 65.5 x 20 cm closed 13.5 x 20 cm
		Paper:	Uncoated paper – FSC 200 gr/mq. Die-cut and zig zag folded. The last panel is folded too and the little wings are inserted in two cuts.
		Colours:	4+4
E	FLYER 3	Dimension:	Open 21 x 29,7 cm - Closed 21 x 9,9 cm
		Paper:	Matte coated paper 115 gr/mq
		Colours:	4+4

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E. OTHER DONOR CARE MATERIALS AND LIFT ITEMS

Technical features of materials pertaining to Donor Care Programme are listed below.

E. OTHER DONOR CARE MATERIALS			
#	MATERIAL	DESCRIPTION	
A	ENVELOPE FOR GREETING CARDS	Dimension:	11 x 17 cm
		Paper:	Uncoated paper - FSC gr. 80 - no window
		Colours:	4+0
B	GREETING CARD	Dimension:	Open: 21 x 16.5 cm, closed: 10.5 x 16.5. Folded.
		Paper:	Matte coated - FSC 210 gr/mq
		Colours:	4+0
C	GREETING CARD 2	Dimension:	5x10 cm. Folded
		Paper:	Matte coated paper 200 gr/mq
		Colours:	4+4
D	SUPPORT PAPER	Dimension:	Open: 15 x 21 cm, closed: 10,5 x 15 cm
		Paper:	Uncoated paper 80 gr/mq
		Colours:	4+4
E	PHOTOCARD	Dimension:	10 x 15 cm
		Paper:	One-side only UV paint and matte coated paper - FSC 250 gr/mq
		Colours:	4+1
F	BLOCK NOTES	Cover:	Raw edge 10,5 X 17 cm - Matte coated paper FSC 200 gr/mq - 4+4 colours - one side only laser printing
		Internal part:	10,5 x 17 cm – Uncoated paper FSC 70 gr/mq - 4+4 colours.
		Packaging:	Bonding on the long side
G	CALENDAR 1	External part:	Open: 21 x 33,2 cm, closed 10,5 x 21 matte coated paper 350 gr/mq - 4+4
		Internal part:	12 different sheets of paper - 10 x 20,5 cm –4+0 colours
		Packaging:	Cut and collection of the 12 sheets - rubberizing on the long side – application of the little block on one of the internal part of the calendar with a strip of glue
H	CALENDAR 2	Dimension:	24 pages - open: 28.4 x 21 cm, closed 14.2 x 21 cm - 4+4 colours - matte coated paper FSC 90 gr/mq.
		Cover:	4+4 colours - Matte coated paper FSC 150 gr/mq.
		Packaging:	Stapled. Hole on the side of the cut in order to hang the calendar on the wall.
I	ORGANIZER 1	Internal part:	Completely personalized, composed by 100 sheets - 15 x 21 cm - White Uncoated paper FSC 120 gr/mq - 4+4 colours
		Cover:	Regenerated leather – 800 gr (black or blue) - with an elastic inserted in the inside back cover
J	ORGANIZER 2	Internal part:	Completely personalized composed by 100 sheets - 15 x 21 cm - White Uncoated paper FSC 90 gr/mq - 4+4 colours.
		Cover:	Made of cardboard (3mm thick) + matte plastic - 4+0 colours - round back - 1 colour hot print - Paperback seal point + Bookmark (blue or white)

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K	NOTEBOOK	Internal part:	Format: 15x21 cm. n. 80 pages equal to 160 paper sheets - Uncoated paper FSC 70 gr/mq with no perforation. Initial Inserts: n. 12 sheets equal to 6 paper sheets - matte coated paper FSC 115 gr/mq - 4+4 colours. Final Inserts: n. 4 sheets equal to 2 paper sheets - matte coated paper FSC da 115 gr/mq - 4+4 colours.
		Cover:	Made of regenerated leather – 800 gr. - 1 colour hot print - with an elastic inserted in the inside back cover – colour black or blue
L	HEADED PAPER 1	Dimension:	A4
		Paper:	Uncoated paper – 80 gr/mq
		Colours:	2+0
M	HEADED PAPER 2	Dimension:	A4
		Paper:	Uncoated paper – 80 gr/mq
		Colours:	2+4
N	MEMBERSHIP CARD + SUPPORT	Support:	22x10 cm - Uncoated paper 80 gr/mq - 4+2 + personalization
		Membership Card:	5.5 x 8.5 cm pasted on the support through a point of glue - laser printable bio-pvc - thickness 5/10 - 4+2 colours.
O	GIFT FRAME	Dimension:	41.7 x 12 cm - die-cut and pasted with a card
		Paper:	Matte coated paper – FSC 200 gr/mq
		Colours:	4+4 + Protective paint
P	COUNTRY SHEET	Dimension:	21 x 29,7 cm
		Paper:	Matte coated paper - fsc 180 gr/mq
		Colours:	4+4
Q	POSTCARD	Dimension:	10x15 cm
		Paper:	Matte coated paper - FSC 300 gr/mq
		Colours:	4+2
R	THANK YOU CERTIFICATE	Dimension:	21 x 29,7 cm
		Paper:	Matte coated paper – 300 gr/mq
		Colours:	4+0
S	ENVELOPE	Dimension:	16x23 cm
		Paper:	Uncoated Paper 90 gr/mq
		Colours:	4+4
T	PORTFOLIO	Dimension:	Closed 21,5 x 15 cm
		Paper:	Uncoated Paper 210 gr/mq
		Colours:	4+0
U	KEY RING	Dimension:	42 x 38.5 x 2.6 mm
		Material:	Aluminium printing plate + epoxy
		Additional requirements	personalization

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F. LG MATERIALS

Technical features of materials pertaining to LG programme are listed below.

F. LEADERSHIP GIVING			
#	MATERIAL	DESCRIPTION	
A	BROCHURE 1	Dimension:	open format 21x84 (=21+21+21+21) – closed format 21 x 21
		Paper:	Glossy 250 gr/mq
		Colours:	4+4
B	BROCHURE 2	Dimension:	open format 21x42 (=21+21+21) – closed format 10.5 x 21
		Paper:	Glossy 250 gr/mq
		Colours:	4+4
C	BROCHURE 3 (12 PAGES + COVER)	Dimension:	format 29.7x21 – closed format 14.8 x 21
		Paper:	Glossy 115gr/mq
		Colours:	4+4
		Cover paper:	250gr/mq format 39.6x21
		Packaging:	stapled pages
D	ENVELOPE 1	Dimension:	11 x 23 cm
		Paper:	80gr/mq with seal strip
		Colours:	2+0
E	ENVELOPE 2	Dimension:	16 x 23 cm
		Paper:	80gr/mq with seal strip
		Colours:	2+0
F	ENVELOPE 3	Dimension:	25 x 35 cm
		Paper:	80gr/mq with seal strip
		Colours:	2+0
G	FOLDER	Dimension:	open format cm 66x45; folded open format:44 x 31,5; closed format: 22 x 31,5 cm
		Paper:	300 gr/mq
		Colours:	4 + 4
		Packaging:	folding + die-cut
H	FLYER	Dimension:	A5 format (14,8 X 21cm)
		Paper:	matte paper 115 gr/mq, one side
		Colours:	4+0
I	INFORMATION PANNELS	Dimension:	1 cm. - format 1.00 mt x 2.00 mt
		Packaging:	Self-stand pannels in forex sandwich
J	PHOTOCALL	Dimension:	2x3mt. Made up of two self-stand pannels 1,5x2 mt. (in forex sandwich, 1 cm).
K	POSTER	Dimension:	A3 format (29,7 cm x42,0 cm)
		Paper:	matte paper 150 gr/mq, one side
		Colours:	4+0

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G. EMERGENCY PLAN

UNHCR sometime faces some type of emergencies to deal with both natural and man-made.

In case a humanitarian emergency involving UNHCR occurs, an emergency alert will be formally communicated to the supplier focal point by phone or email.

Among printed materials the most common activity PSFR Italia implements once the Emergency has arisen is the Direct Mailing Appeal.

For this reason it is very important that management of printing process and delivery to the Postal Office is smart and smooth.

In light of the above and in order to guarantee a quick response to every emergency, PSFR ITALY has already developed the creativity of the emergency pack - Letter + Envelope - (the letter copywriting will be finalized afterwards the Emergency has arisen).

Please also consider that PSFR estimates 3 emergencies per year.

Technical features of materials composing the Emergency Pack are listed below.

G. EMERGENCY PLAN			
#	MATERIAL	DESCRIPTION	
A	LETTER + DONATION FORM	Dimension:	Open 42 x 29.7 cm (letter 21 x 29.7 + donation form 21 x 29.7)
		Paper:	Matte coated paper - FSC OCR 90 gr/mq
		Colours:	4+4
B	ENVELOPE	Dimension:	12 x 23 cm with a window on the back
		Paper:	Uncoated paper - Fsc mix 80 gr/mq
		Colours:	4+4

H.STORAGE AND OTHER SERVICES

Please provide a quotation (filling in ANNEX B – Financial Form) for the storage service intended as a fee per 1 month storage of a 3 mq space.

Please note that having the service for free will be considered an asset.

The storage service may be used for the management of the daily fulfilment process of Welcome pack and Thank You pack materials as well as the Emergency materials (envelope).

Please also provide a quotation in ANNEX B – Financial Form for the following services:

- Color proof
- Shipping costs

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I.SERVICES

Bidders are required to describe in their technical offer and quote in ANNEX B - Financial Form all the below listed services.

➔ Please note that all these services must be summarized by the cost item named: “1.Standard services as described in TORs section” of each activity in ANNEX B - Financial Form.

- Upload of Donors' records and laser preparation;
- Laser printing - one side only;
- Packaging and fulfilment;
- Cut and fold;
- “Omologazione” of the product for Postal fee chosen by PSFR ITALY;
- Dispatching (booking of CMP availability; delivery to CMP);
- Provide PSFR ITALY with the CMP delivery receipt;
- Conversion and normalization of files;
- Data processing, Data Matching and Management of Tax data (tax mailing only);
- Management of the entire process/activities concerning the relationship with Poste Italiane (such as information exchange with Poste Italiane focal points, amount of contractual counts monitoring, indication of the best fee in relation to conventions existing between PSFR ITALY and Poste Italiane, etc..) will be highly considered.

2.3 Requirements - IMPORTANT

- 1 Please provide a **detailed description** of how your company intend to manage and deliver all the services in standard situation and **fill in ANNEX E – Standard and Emergency Timing** pointing out timing necessary to print (from the reception of the artwork from the graphic agency) and delivery each different material/pack;
- 2 On the basis of the above given information (refer to **G.EMERGENCY PLAN**) please provide a **detailed description** of how your company intend to manage and deliver the service in **Emergency situations** and submit an Emergency plan describing:
 - How you would support PSFR ITALY to cope with the emergency;
 - Personal data of the Focal point (to be contacted during holidays too);
 - List of activities/action to do before the emergency begins;
 - List of activities/action PSFR ITALY should do;
 - List of activities/action that will be implemented by the Supplier;
 - **Fill in ANNEX E – Standard and Emergency Timing (the Emergency sheet).**
- 3 Bidders are required to submit, together with their technical offers, samples of printed materials. PSFR ITALY requires viewing:
 - Some Direct Mailing Appeal samples;
 - Some complex paper made samples;
 - Some lift items samples.

The bidder is expected to provide details of the skill sets to support the project including ongoing requirements from PSFR ITALY. The bidder is requested to clearly state any assumptions of requirements, facilities or resources they expect PSFR ITALY to provide.

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2.4 Innovation section

This special section is dedicated to the innovative suggestions presented by the supplier as new approaches, focus on environmental issues, new products, new communication methods, new communication program, new working procedures, activity follow-up and tests for standard and emergencies activities to be suggested and proposed.

2.5 Scenario

The Startup date is expected to be January 1st 2017.

The Scenario of this document, as per quantities indicated in the financial form (Annex B), has to be used as a reference and can change according to PSFR ITALY needs and budget availability.

Please note that PSFR Italy expects prices to remain constant over the period of the Frame Agreement (2 years) even if quantities ordered will be less than those indicated in the financial form.

TECHNICAL NOTES

The nature of the printing activity is very peculiar and it is quite impossible to identify all materials that PSFR Italia will be printing from January 2017 to December 2018 in such notice.

For this reason, PSFR Italia is requiring a quotation for all the above materials based on its past experience but it has to be noted that according to changing of needs or rising of new ideas and project to be developed, materials and products described may change or vary during the reference period.

SECTION 3. Content of the Technical Offer – IMPORTANT

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. Company description and company's qualifications, including information on:**
 - Company profile and company registration certificate (Iscrizione al registro delle imprese);
 - Year founded;
 - Office presence in Italy (if multi location company, specify headquarters location);
 - Number of similar and successfully completed projects and/ or currently underway, especially with regard to printing services for direct mailing activities;
 - Balance sheet and/or Last Audit Report;
 - Self-certification that contracts are in line with the Italian law;
 - Documento unico di regolarità contributiva (DURC);
 - List of clients;
 - 3 relevant references;
 - Samples of previous relevant works to be sent by 25th July 2016 h. 18:00 to the following address:

**UNHCR RRSE - Administration Unit
RFP PSFRIT0022
Via Caroncini, 19
00197 Roma (RM) – Italy**

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

Please note that experience in the no profit sector is deemed an important technical criteria.

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2. Proposed services:

Please provide documents indicated in section 2.3 Requirements.

3. Proposed personnel:

Please provide Curriculum Vitae of the team/ focal point(s) you propose to carry out the assignment.

4. Vendor Registration Form:

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

5. UNHCR General Conditions for Provision of Goods and Services:

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing ANNEX D.

Important: Please note that proposals should be prepared in English (or in English and Italian) while company's qualifications are accepted in Italian.

For any additional information concerning further documentation to be submitted, offers evaluation, timing and modality to participate to the present tendering process please refer to the RFP document.

Please refer to Annex F for the check list before submitting all documentations.