



UNHCR

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

DATE: 5/12/2016

REQUEST FOR PROPOSAL: No. 2016/HCR/HKG/RFP/10041

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF**

**TELEMARKETING SERVICES IN HONG KONG SPECIAL ADMINISTRATIVE REGION
(Hong Kong SAR) OF CHINA**

CLOSING DATE AND TIME: 5/1/2017 –17:00hrs Hong Kong 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.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of more than 9,300 people in 125 countries continues to help and protect millions of refugees, returnees, internally displaced and stateless people. 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), Sub-Office Hong Kong, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of telemarketing services in Hong Kong SAR.

IMPORTANT:

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

UNHCR may award Frame Agreement to a Hong Kong registered company as follows:

Three-year Telemarketing Services: tentatively from March 2017 until February 2020, for a total of a three (3) years frame agreement.

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

The estimated annual requirement of UNHCR is detailed in Terms of Reference (TORs) – Annex A of this document.

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 Frame Agreement.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 60 days 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.

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

2. RFP INFORMATION:**2.1. RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposals:

- Annex A: Terms of Reference (TORs)
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010
- Annex E: RFP Checklist Form
- Annex G: UNHCR Special Data Protection Conditions

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 D).

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this request for proposals
- Whether or not your representative(s) will attend the conference on 15 December 2016
- Whether or not you will submit any proposal

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 the Secretary of the Committee on Contracts at chiho@unhcr.org. **The deadline for receipt of questions is 23:59hrs Hong Kong Time on 12 December 2016.** Bidders are requested to keep all questions concise.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of responsible buyer or any other UNHCR staff other than the submission address will result in disqualification of

the offer. Please send your bid directly to the address provided in the "Submission of Proposals" section 2.6 of this RFP

UNHCR will compile the questions received and will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR and UNGM website.

A conference will be held on 15 December 2016 at 11:00hrs Hong Kong Time in the office of UNHCR Hong Kong (Address: Room 911, Yau Ma Tei Carpark Bldg., 250 Shanghai Street, Kowloon, HK) to familiarize interested parties with the requirements. Representatives of interest parties are encouraged to attend and requested to confirm their presence. It is of outmost importance that **no financial information is disclosed** at this point of the process by either party.

2.4 **YOUR OFFER**

Your offer shall be prepared in English.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer*

* Only offers made in the format of form Annex B will be accepted

2.4.1 **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.

ANNEX A

The Terms of Reference (TORs) of the services requested by UNHCR can be found in Annex A. Please note that no financial elements can be included into the technical offer. 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 in providing these services

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded;
- If a multi-location company, specify headquarters location, as well as location (s) and registration date(s) of your local office(s) in Hong Kong.
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients your company currently services in Hong Kong as well as elsewhere and their identities;
- Relevant sector experience and experience in working with non-profit organizations and/or UN, UNHCR
- Provide minimum of 3 clients reference and include the name of the contact person, title and contact information

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

Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

- Provide any comments or suggestions on the TORs, as well as your detailed description of the manner in which your company would respond to the TORs:
- A description of your organization's capacity to provide the service
- Proposed work approach and deliverables, quality of the technical response to the requirements as stipulated in the TORs Section 2.
- If you are planning to work with subcontractors or consultants to provide the required services, please provide their names and include 3 references for each consultant and/or subcontractor.

Proposed personnel to carry out the assignment

- Provide the composition of the team you propose to provide, including project managers, paid staff, subcontractors, consultants.
- Describe whether and how you can provide adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TORs;
- Describe their experience and expertise including in working with UN and/or not for profit international organizations;
- Indicate availability of resources (number of staff, supervisors, and/or project Manager)

ANNEX C

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**) along with your company certificate of business registration.

ANNEX D

UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

ANNEX E

RFP Checklist Form: Bidder is requested to complete this form, sign it and return it as part of their Proposal submission. No alterations to its format shall be permitted and no substitutions shall be accepted.

ANNEX G

UNHCR Special Data Protection Conditions: Your technical offer should contain your acknowledgement of the UNHCR Special data protection conditions by signing **Annex G**.

2.4.2 Content of the FINANCIAL OFFER

ANNEX B

Your separate **Financial Offer** must contain an overall offer for Telemarketing services in Hong Kong SAR in a single currency, which shall be Hong Kong Dollar (HKD).

The Financial Offer is to be submitted as per the Financial Offer Form (**Annex B**). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given exclusive of all forms of tax.

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 proposals 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 PROPOSAL 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

1. Company Qualifications (15%)	<ul style="list-style-type: none"> • General liability/ capacity of the company (5%) • Relevant sector experience and experience in not for profit and/or UN (5%) • Previous relevant projects executed (5%)
2. Proposed Services (35%)	<ul style="list-style-type: none"> • Comprehensiveness of proposal (7%) • Clarity interpreting and presenting telemarketing management services (7%) • Types of analysis and performance reports (7%) • Quality/ creativity of proposed services (7%) • Quality/ creativity of other services (including third party services if applicable) (7%)
3. Project staff (20%)	<ul style="list-style-type: none"> • Experience of core people who will work on project (including experience with similar projects, and not for profit/UN experience) (20%)
Total:	70%

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

Proposals must have a minimum technical threshold of **49** out of 70 points for the technical proposal in order to be considered further in the financial evaluation process.

The financial component will be taken into account in the following manner and counts for thirty (30) percent of the overall evaluation:



The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited companies. All other price proposals will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{HKD lowest}] \setminus [\text{HKD other}] = \text{points for other supplier's Price Component}$.

2.6 SUBMISSION OF PROPOSALS:

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

Your proposal shall comprise the following documents:

- a. Technical Offer
- b. Financial Offer

Your proposal – original and three copies – should be sealed in an outer and two inner envelopes.

Both inside envelopes shall indicate your company's name and address and the following reference '2016/HCR/HKG/RFP/10041'. The first inner envelope shall be marked "Technical Offer" and contain the technical component of your proposal. The second envelope shall be marked "Financial Offer" and include your price component.

The outer envelope should be sent by post only and addressed as follows:

Proposals must be sent by post ONLY to:

Proposal for Telemarketing Services
Secretary of the Committee on Contracts
UNHCR
P.O.Box 73887
Kowloon Central Post Office
Hong Kong

IMPORTANT:

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

Deadline: 5 January 2017, 17:00hrs Hong Kong Time

IMPORTANT:

Any proposal reached the post office box after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of proposals, by notifying all prospective bidders simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposals. Accordingly, to ensure that sufficient information is available, bidder shall furnish, as part of the proposals, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 PROPOSAL ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your proposals.

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 proposals, 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 firms submitting proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposals considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

UNHCR may, at its discretion, award multiple contracts to several companies if the highest ranking vendor(s) communicates a lack of capacity to provide all the required services OR if UNHCR assesses that awarding multiple contracts ensures the best interest of UNHCR. The assessment involves consideration of several factors such as:

- Risk management
- Territory coverage
- Diversification of fundraising methods, locations, and/or strategies
- Quality enhancement

2.8 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 Hong Kong Dollar. 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**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.



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