



UNHCR

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

DATE: 21/12/2017

RFP/2017/1022_CORRIGENDUM 2

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

VEHICLE INSURANCE SERVICES

CLOSING DATE AND TIME: 29/01/2018 – 23:59 hrs CET

**PLEASE NOTE THAT THE DEADLINE FOR THIS RFP HAS BEEN EXTENDED
TO:**

29/01/2018 – 23:59 hrs CET.

All other terms and conditions remain unchanged.



M. Israel
Martine ISRAEL

Head of Unit
HQ Procurement
UNHCR Global Service Center Budapest



UNHCR

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

DATE: 01/12/2017

RFP/2017/1022_CORRIGENDUM 1

REQUEST FOR PROPOSAL FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
VEHICLE INSURANCE SERVICES

CLOSING DATE AND TIME: 08/01/2018 – 23:59 hrs CET

PLEASE NOTE THAT THE DEADLINE FOR THIS RFP HAS BEEN EXTENDED TO:

08/01/2018 – 23:59 hrs CET.

All other terms and conditions remain unchanged.




Martine ISRAEL

Head of Unit
HQ Procurement
UNHCR Global Service Center Budapest



UNHCR

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

DATE: 13/10/2017

REQUEST FOR PROPOSAL: No. RFP/2017/1022

FOR THE ESTABLISHMENT

OF A SERVICE CONTRACT FOR THE PROVISION OF

VEHICLE INSURANCE SERVICES

CLOSING DATE AND TIME: 08/12/2017 – 23:59 hrs CET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 9,700 people in 126 countries continues to help about 60 million 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 UNHCR, Global Service Center in Budapest, invites qualified service providers to make a firm offer for the establishment of a service contract for the provision of vehicle insurance services (referred to hereinafter as “services”).

UNHCR may award a service contract with initial duration of three (3) years, potentially extendable for a maximum of two periods of up to one (1) year each. The successful bidders will be requested to maintain their quoted price model for the duration of the service contract.

IMPORTANT:

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

Other United Nations Agencies, Funds and Programs shall be entitled to the same fees 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 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.

IMPORTANT:

Appendices to the TOR will be sent to the bidders upon request, after signature of a “Non-Disclosure and Confidentiality Agreement” (Annex E).

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (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 Proposal:

- Annex A: Terms of Reference (TOR)
- Annex A.1: Technical Evaluation Criteria
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services (Rev.2010)
- Annex E: Non Disclosure and Confidentiality Agreement
- Annex F: Frequently Asked Questions (FAQs)

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a bid
- **Whether or not you would like to receive the Appendices to the TOR (upon signature of the “Non Disclosure And Confidentiality Agreement” contained in Annex E).**

IMPORTANT:

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

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 Maria-Arethousa Kyprouli, Supply Associate at kyprouli@unhcr.org. **The deadline for receipt of questions is 23:59 hrs CET on 03/11/2017.** Bidders are requested to keep all questions concise.

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 shortly after the query closing date. 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:

- Technical offer
- Financial offer

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.

The Terms of Reference (TOR) of the goods and services requested by UNHCR can be found in **Annex A**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

i) Description of the company and the company's qualifications

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

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

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

- Provide a brief overview of the organization including the following : structure, organizational chart, ownership details (include subsidiary and other relationships) and history.
- Provide details of global structure, capabilities and capacity.

ii) Description of your organization's experience in providing these services

- Provide information on similar projects (scope, complexity and geographical coverage) and services provided previously to other clients especially to UN organizations or any humanitarian agencies.
- Provide examples of past performance in providing the specific services listed in this RFP (Global Third Party Excess Liability Insurance, Claims Processing, Management Reporting and Risk Management).

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

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR.

- A description of your organization's capacity to provide the services;
- Compliance to the requirements stated on the TOR (please refer to **Annex A.1**).

- **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**). If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

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

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer **in a single currency**, either in US Dollars, Euros, or in the currency of your company's country.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

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

IMPORTANT:

When submitting the Financial Offer, the attached Excel file as well as a pdf copy of the same should be provided to UNHCR.

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 without VAT.

You are requested to hold your offer valid for 180 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods and/or acceptance by UNHCR of the services.

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 the evaluation criteria presented in **Annex A.1.** ("Technical Evaluation Criteria") and percentage distribution: **70 %** from the total score.

***Companies that do not meet the "Mandatory Requirements" will be eliminated from further evaluation.**

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

UNHCR will draw up a short list of offers from the submissions received based on the minimum mandatory requirements that should be passed.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and 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 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 [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

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.)

Bids should be submitted by e-mail and Annex B should be submitted both in PDF and Excel formats.

The Technical and Financial offers shall be clearly separated.

Bid must be sent by e-mail ONLY to: HQSMSBID@unhcr.org

IMPORTANT:

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

Deadline for submissions: 08/12/2017, 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.

Please indicate in e-mail subject field:

- Bid ref. **RFP/2017/1022**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/2017/1022 Company ABC (email 1 of 3)

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 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 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.

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.



A handwritten signature in black ink, appearing to read "M. Israel", is written over the bottom portion of the UNHCR seal.

Martine ISRAEL
Head of Unit

Procurement Services
HQ Procurement
UNHCR Global Service Center Budapest