



**UNHCR**

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

**DATE: 14/06/2018**

**REQUEST FOR PROPOSAL: No. RFP/2018/1062**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT  
FOR THE PROVISION OF  
WEB ARCHIVING SOLUTION FOR UNHCR**

**CLOSING DATE AND TIME: 26/07/2018 – 23:59 hrs CET**

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**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 coordinate 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 over 10,000 people in more than 128 countries continues to help about 65.3 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>.

**1. REQUIREMENTS**

UNHCR's Records and Archives Section (RAS) invites qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of web archiving services, (referred to hereinafter as "services").

**IMPORTANT:**

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

UNHCR may award a Frame Agreement with an initial duration of three (3) years, potentially extendable for a further period of one plus one (1 + 1) year. The successful bidder will be requested to maintain their quoted price model for the duration of the Frame Agreement.

Please note that any estimation of the requirements provided in the ToR has been stated in order to enable bidders to have an indication of the projected needs. 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.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidder and could form the basis for a Frame Agreement with other UN Agencies.

It is strongly recommended that this Request for Proposal (RFP) 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).

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 (TORs)
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010

### **2.2 ACKNOWLEDGEMENT**

We would appreciate your informing us of the receipt of this RFP by return email to [perecz@unhcr.org](mailto:perecz@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this RFP only to Andrea Perecz, Sr. Supply Associate at [perecz@unhcr.org](mailto:perecz@unhcr.org)

**The deadline for receipt of questions is 23:59 hrs CET on 10/07/2018. Correspondence with any other UNHCR staff member or contractor in respect of this RFP is not permitted and may constitute grounds for disqualification. Bidders are requested to keep all questions concise.**

**IMPORTANT:**  
Please note that Bid Submissions are **not** to be sent to the email address above.

UNHCR will make its best effort to compile the questions received as soon as possible. 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 email 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** both in Excel and in PDF format. The PDF version is to be duly signed, dated and stamped by the bidder.

**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 services requested by the 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:

**a. Description of the company and the company's qualifications**

- A description of your company with evidence of your company's capacity to perform the services required, including: Company profile, registration certificate, security certificates, and last audit reports
- Year founded
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates;
- Experience in the business or the number of similar and successfully completed projects
- Any relevant experience working with UNHCR, other UN agencies and NGO's should be included, please specify the number of years working with public non for profit organizations;
- Number of similar projects currently underway. Please elaborate on these projects and provide proof;
- Number of research and development projects in the web archiving field;
- Total number of clients, please provide a list;
- You are requested to provide three (3) references that we may contact from your current client list

Provide any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services. The bidders should demonstrate an in-depth understanding of the project, from an operational and strategic point of view.

**b. 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 intends to develop the services as per requirements stated in the TOR.

- **Personnel qualifications:** Please provide CVs of personnel who would be involved in the project. Please note that bidders will not be assessed on this as a criterion, it is required for informative purposes.
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you need to complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**).
- **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**.

## **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.

The Financial Offer must cover all the services to be provided (price "all inclusive").

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 120 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.

## **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 following documents are required for registration:

1. Vendor Registration Form
  - Duly signed
  - Bank name, bank account number with proper bank identifier
  - Listed services/goods (subsection 34)
  - Annual values (subsection 35) provided
  - Section 7, 8, 9 properly completed
2. Copy of Certificate of Company Registration
3. Copy of Audited Financial Statements for – 1 year
4. Copy of Audited Financial Statements for – 2 year
5. Copy of Audited Financial Statements for – 3 year

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:

Criteria	Sub-criteria	Weight
1) Organizational requirements (Please refer to point 1 of the section "2.1 Core requirements" )	1.1. Demonstrated experience working in collaboration with public non for profit organizations	3
	1.2. Research and development projects in the Web Archiving field	4
2) Technical Requirements (Please refer to point 2 of the section "2.1. Core requirements")	2.1. Proposed solution for the capture of data and remote harvesting, including the results of the test crawls.	11
	2.2. Proposed solution for the Quality Assurance process.	9
	2.3. Proposed solution for access and hosting, including the takeover and handover strategy	9
	2.4. Proposed preservation solution	9
3) Support service and reporting (Please refer to point 3 of the section "2.1. Core requirements")	3.1. Proposed solution for technical support and project management	6
	3.2. Proposed solution for the provision of training and guidelines	6
	3.3. Proposed solution for the provision of exhaustive reports	6
4) Additional services (Please refer to point 4 of the section "2.1. Core requirements")	4.1. Proposed solution for archiving social networks and dynamic contents, or demonstrated R&D activities in these fields	6
	4.2 Demonstrated capability of liaising with webmasters and web developers to implement web archiving solutions	2

The minimum passing score is 46 of 70 points; if a bid does not meet this minimum it will be deemed technically non-compliant and will not proceed to the financial evaluation.

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 letterhead, clearly identifying your company.

Your proposal shall comprise the following documents:

- a) Technical Offer
- b) Financial Offer, using the provided form under Annex B

Bids should be submitted by email and all attachments should be in PDF format. In addition, the Excel format of the Financial Offer is also to be included.

**The Technical and Financial Offers shall be clearly separated.**

**Bid must be sent by email ONLY to: [hqsmsbid@unhcr.org](mailto: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: 26/07/2018 – 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 emails have been received properly before the deadline. **Please be aware of the fact that the email policy employed by UNHCR limits the size of attachments to a maximum of 10 Mb** so it may be necessary to send more than one email for the whole submission.

Please indicate in the email subject field:

- Bid number: **RFP/2018/1062**
- **Name of your firm** with the title of the attachment
- Number of emails that are sent (example: 1/3, 2/3, 3/3).

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 efficiency to maximize economies of scale 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, by signing them off and including them in the Technical Offer.

  
Fabrizio Bertora  
Chief of Section, HQ Procurement  
Procurement Service  
The United Nations High Commissioner for Refugees (UNHCR)

