



UNHCR

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

DATE: 6 June 2018

REQUEST FOR PROPOSAL: RFP/THA/2018/005

**FOR THE PROVISION OF
FACE-TO-FACE DONOR RECRUITMENT SERVICES
IN THAILAND**

CLOSING DATE AND TIME: – 5 July 2018 by 23.59 (Thailand time zone)

INTRODUCTION

UNHCR, The United Nations Refugee Agency, is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution for issues facing refugees. The number of people forced to flee from home is over 65 million which is the highest number since World War II.

UNHCR's primary purpose is to safeguard the rights and well-being of refugees. In its efforts to achieve this objective, UNHCR strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, and to return home voluntarily. UNHCR assists refugees to return to their own country or to settle permanently in another country.

Since 1975 UNHCR in Thailand has been working continuously with the Royal Thai government and NGOs in order to help and provide protection to refugees who live in refugee camps in Thailand. We have helped the country meet the protection needs of successive migrations of refugees from Cambodia, Laos, Vietnam and Myanmar since the 1970's.

There are currently some 102,000 refugees in Thailand who are mainly ethnic Karen and Karenni forced to flee from conflicts in Myanmar. For over 30 years, they have been living in nine camps in four provinces: Ratchaburi, Kanchanaburi, Mae Hong Son, and Tak. Most of them are children, women and people with disabilities whose voice are seldom heard. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.or.th> and <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Thailand, invites qualified service providers to make a firm offer for the establishment of Frame Agreement (s) for the provision of Face-to-Face Donor Recruitment Service.

The FA will be signed with the successful bidder(s) for an initial period of twelve (12) months (Phase 1) and will be extended at the sole discretion of UNHCR for additional ten (10) months (Phase 2), upon satisfactory evaluation of performance each year:

Phase 1: September 2018 to September 2019 (12 months)

Phase 2: September 2019 to June 2020 (10 months)



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It is strongly recommended that this TOR 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).

IMPORTANT:

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this Invitation to Bid:

- Annex A: Terms of Reference (TOR) / to be acknowledged
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form / to be submitted
- Annex D: UN General Conditions of Contracts for the Provision of Services- 2010 / to be acknowledged
- Annex E: Special Conditions for Fundraising / to be acknowledged
- Annex F: Special Data Protection Conditions / to be acknowledged

Please read this RFP and its annexes carefully. Failure to observe the procedures may result in disqualification from the evaluation process.

2.2 ACKNOWLEDGMENT

Please acknowledge the receipt of this RFP by replying to thabasup@unhcr.org :

- Your confirmation of receipt of the RFP
- Whether 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 by e-mail to pongpani@unhcr.org . **The deadline for receipt of questions is 20 June 2018 by 23.59 (Thailand time zone)**. Bidders are requested to keep all questions concise.

UNHCR will compile and answer all questions received. A consolidated Q&A file will be then shared with all suppliers and posted on UNHCR website and UNGM website. UNHCR may hold a suppliers' conference to answer all questions if it is deemed necessary.

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.



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IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of any other UNHCR staff other than thabasup@unhcr.org will result in disqualification of the offer.

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 (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:

a) Description of the company and the company's qualifications and understanding of the requirements for services

- A description of your company with evidence of your company's capacity to perform the services required, including:
 - Company profile
 - Registration certificate
 - Last one year audit report
 - Year founded
 - Proven eligibility to work in Thailand
- 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;
- Fundraising experience in the business or the number of similar and successfully completed projects to donor acquisition, retention and collection process;
- Number of similar projects currently underway;
- Presence in the country
- 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, including ones from working relationships with UNHCR Thailand or other UN Agencies. If submitting a partnership proposal, please provide references for each firm that is participating in the proposal bid.

b) Proposed personnel to carry out the assignment

Please describe the structure of your team and list the proposed personnel (staff members) to be dedicated to work on the project. A short CV of team members are to be attached.

c) Vendor Registration Form – Annex C

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.



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d) UNHCR General Conditions for Provision of Services – Annex D

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services.

e) Applicable Special Data Protection Conditions – Annex E

Your technical offer should contain your acknowledgement of Annex F.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer (Annex B)** must contain an overall offer in a single currency, which shall be Thai baht. The financial offer must cover all the services to be provided (price “all inclusive”).

Bidders should provide costs for each service as is indicated in TOR **Annex A**.

UNHCR is exempt from all direct taxes and customs duties.

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 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 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:



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The **Technical offer** will be evaluated using the following criteria and percentage distribution: **70%** from the total score

1. Company Qualifications (10 points)
General Liability / Capacity of the Company (max 5 points)
Overall F2F fundraising experience/time in business (max 5 points)
2. Proposed Services (40 points)
Comprehensiveness of proposal (max 5 points)
Quality/clarity of interpreting and presenting F2F fundraising services in order to recruit high quality donors and committed to make long-term monthly contribution (max 25 points)
Experience of completing similar projects (or currently in progress) internationally/Thailand (max 10 points)
3. Personnel Qualifications (20 points)
Experience of core people who will work on UNHCR project. (Including experience with similar projects) (max 20 points)

IMPORTANT:

Bidders must have a **minimum technical threshold of 40 out of 70 points** for the technical proposal in order to be considered further for the financial evaluation.

The **Financial offer** evaluation 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., $[\text{total Price Component}] \times [\text{lowest}] \div [\text{other}] = \text{points for other supplier's Price Component}$.

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.

Bid must be sent by e-mail ONLY to: thabasup@unhcr.org without copying any UNHCR staff member

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. Please **DO NOT** copy any UNHCR staff member on your submission emails. The bids are to be sent **ONLY** to thabasup@unhcr.org

Deadline: 5 July 2018 by 23.59 (Thailand time zone)

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.



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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 **20 MB** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- RFP/THA/2018/005 F2F Donor Recruitment Services
- Name of your firm
- Title of the attachment
- Clearly state if the email contains the financial or technical part of your offer (to be submitted separately)
- Number of e-mails 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 scope 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.



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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.

Yours faithfully,



Imran OMAR
Admin/Finance Officer

