



UNHCR

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

DATE: 14 of December 2018

REQUEST FOR PROPOSAL: No. CANTO/RFP/PSP/2018/003

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

BUSINESS INTELLIGENCE SERVICES IN CANADA

CLOSING DATE AND TIME: 16TH OF JANUARY 2019 – 23:59 pm EST

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 8,600 people in more than 125 countries continue to help more than 33.9 million globally displaced persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

To learn more about UNHCR's work in Canada, please visit www.unhcr.ca

1. REQUIREMENTS

UNHCR PSP Canada is currently looking to identify a competent external provider for the provision of business intelligence services. The service provision will take place in Canada.

The contract phase is planned from February 1 2019 to January 31 2021 (two-years) and potentially extendable for a further period of one year (three year contract) subject to satisfactory performance. The successful bidder will be requested to maintain their quoted price model for the duration of the contract.

IMPORTANT: Terms of Reference (TORS) are detailed in Annex A of this document.

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).

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 an integral part of this Invitation to Bid:

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

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Lama Alfares, alfares@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 by e-mail to Lama Alfares, alfares@unhcr.org. **The deadline for receipt of questions is on 7th of January 2019 23:59 p.m. EST.** Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and the corresponding Q&A file will be posted and sent to all bidders.

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

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 (TORs) of the 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:

a) **Company qualifications**

- Proven track record with business intelligence activities in the Canadian marketplace, please submit (1) company profile and (2) the last three years audit reports to establish compliance with the criteria. If a multi-location company, please specify headquarters location. Please confirm the year when the company was founded.¹
- Proven track record for eligibility to work in Canada.
- Experience working in Canada and with non-profit organizations. Number of similar projects successfully completed and similar project underway in Canada and within the non-profit sector. Please submit the list of clients and provide three references UNHCR can contact during the technical evaluation.
- Agency capacity (overall services, standards available (business intelligence tools and systems), creativity, actual clients, succeeds campaigns)

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

b) **Quality of the services**

- Your technical proposal should follow the structure of the Terms of References (ToRs). The comprehensiveness of the proposal will be scored during the technical evaluation.
- A description of your organization's capacity to provide the service in the ToRs and achieve the proposed result. The capacity will be scored during the technical evaluation.

Capacity to achieve the UNHCR proposed results, with an importance on pertinence of solutions proposed to build an access to the repository and empower users to interrogate the data

- All bidders should include an initial transition schedule, as well as standard delivery times for services provided.

c) **Proposed personnel to carry out the assignment**

- A description of each team member's role within your firm proposed to be dedicated to UNHCR account, including their relevant experience. Please also provide Curriculum Vitae of the core staff to work on the UNHCR account and quantify the number of years` of direct relevant experience. The number of years` of relevant experience will be scored during the technical evaluation.

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- d) **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**);

- e) Please indicate your acknowledgement of the **UNHCR General Conditions of Contract for the Provision of Services (Annex D)** and include it in your submitted Technical Proposal.

¹ UNHCR handles all bidding documents strictly confidential during the tendering process. Please refer to UNHCR General Conditions of Contracts, clause 13.

- f) Please indicate your acknowledgement of the **UNHCR Special Data Protection Conditions (Annex E)** and include it in your submitted Technical Proposal.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, which shall be Canadian Dollars (CAD).

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.

Bidders should provide costs, as per Annex B, for each service.

The Price Component of your proposal should detail your fee structure for each activity listed above in the Technical Component, as well as other associated costs to deliver the required services.

Kindly note: Travel associated with visits to suppliers, contractors or UNHCR offices are the sole responsibility of the vendor.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without any taxes VAT, GST or HST.

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. The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (on a 100 points scale, i.e. max 70 points obtainable for the technical offer). Please find hereunder the detailed scoring breakdown:

1. Company Qualifications (10)
<ul style="list-style-type: none"> • General Liability/ Capacity of the Company (2.5%)
<ul style="list-style-type: none"> • Overall fundraising experience/data management and analysis experience/time in business (2.5%)
<ul style="list-style-type: none"> • Presence and experience in the Canada market. Including Non-profit knowledge market and conducting projects of a similar nature (2.5%)²
<ul style="list-style-type: none"> • Agency capacity (overall services, standards available (business intelligence tools and systems), creativity, actual clients, succeeds campaigns) (2.5%)
2. Quality of Service (50)
<ul style="list-style-type: none"> • Comprehensive review of presented proposal (10%)
<ul style="list-style-type: none"> • Capacity to provide described services in TORs (20%)
<ul style="list-style-type: none"> • Capacity to achieve the UNHCR proposed results, with an importance on pertinence of solutions proposed to build an access to the repository and empower users to interrogate the data (20%)
3. Project staff (10)
<ul style="list-style-type: none"> • Experience of core people who will work on UNHCR project. (Including experience with similar projects) (5%)
<ul style="list-style-type: none"> • Multiplicity of skills to fulfil the project i.e. expertise in database systems, data management and data analysis (5%)

Agencies will be asked to deliver a presentation on their proposal and to introduce the team members who will work with UNHCR after the bid submission deadline. The presentation will be no longer than 30 minutes via webex.

The minimum passing scores of the evaluation is 49 out of 70; if a bid does not meet these minimums 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 (30) will be allotted to the lowest total price calculated based on the prices offered on Annex B. All other offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{CAD lowest}] / [\text{CAD other}] = \text{points for other supplier's Price Component}$.

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. Please submit the financial offer (Annex B) in both excel and PDF format, for reading and evaluation purposes.

The Technical and Financial offers shall be clearly separated.

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

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

² The scores will be allocated for the number of similar projects successfully completed and underway together, including the feedbacks from previous and/or current clients.

Deadline: 16th of January 2019, 23:59 p.m. EST

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, to send in a compressed file or to send a link to an online file storage modality.

Please indicate in e-mail subject field:

- Bid CANTO/RFP/PSP/2019/003
- Name of your firm with the title of the attachment
- If your email includes the technical or the financial offer (they are to be sent in separate emails)
- 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 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 UN GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts for the Provision of Services (**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,



Anu Surendran
Senior PSP Officer (Americas)