**DATE: 25/11/2019**

**REQUEST FOR PROPOSAL: No*.* RFP/2019/BEL/006**

**FOR THE ESTABLISHMENT**

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

**PRODUCTION AND DESIGN OF A UNHCR**

**ON-LINE TEACHER TRAINING COURSE ON REFUGEES, ASYLUM AND MIGRATION**

**CLOSING DATE AND TIME: 6 December 2019 – 23:59 hrs CET**

**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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people in over 130 countries continues to help about 70.8 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**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Regional Representation for EU Affairs, invites qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of services for production and design of digital UNHCR teacher training materials on the topic of refugees, asylum and migration for primary and secondary school teachers and other educators (referred to hereinafter as “the on-line teacher training course”).

**IMPORTANT:**

Terms of Reference (ToR) are detailed in Annex B of this document.

UNHCR may award a Frame Agreement with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.

The estimated requirement of UNHCR is for production of a maximum of three (3) sets of teacher training materials, which include:

**Set 1 - Building Knowledge Module**

* Development or sourcing of an on-line application which will be used to build and implement the on-line teacher training course.
* Production of a Trainer's Guide document in PDF format which contains detailed instructions for moderators organizing and carrying out the on-line teacher training course.
* Production of a short introductory video (maximum 2 minutes in length) which introduces participants to the on-line teacher training course, its purposes, general learning objectives and expected outcomes for trainees.
* Production of a "Words Matter" lesson explaining basic terminology on refugees, asylum and migration to trainees.
* Production of a "Know Your Local Refugee Situation" lesson teaching trainees to build take the knowledge from the “Words Matter” lesson and build a framework which explains their own local dynamics of refugees and asylum-seekers in order to be able to build lessons around this.
* Production of a "With Refugees in the Classroom" lesson containing/sourcing at least three videos of refugee children’s stories and other materials guiding trainees to understand the differing educational and life trajectories of refugee children.
* Production of a "Critical Thinking about Refugees" lesson aimed at teaching trainees to critically evaluate teaching materials and other media on the topic of refugees, asylum and migration for use in their teaching activities and to source high quality teaching materials on the topic themselves.
* Production of a "Teaching About Refugees Resources Catalogue" lesson aimed at teaching trainees to create a catalogue of local assets and resources for refugees, teachers and other school staff to use.
* Production of a simple online testing system which may be used at the start and end of the course to evaluate certain knowledge of trainees.
* A written draft explaining the necessary test and evaluation results to achieve a certification.

The media materials required for the Building Knowledge Module, for which service providers are asked to provide a detailed quote per item, are detailed in Annex A. Service providers should use the Financial Offer (Annex D) form to detail quotes per item mentioned in Annex A, as well as a total quote for production of the Building Knowledge Module. Items detailed in the Annex A are listed in the Annex D so service providers can provide a detailed quote per item.

**Set 2 - Building Community Module**

* Production of a "Communicating With Refugee Children" lesson in which trainees will begin to think critically about how their language, general communication, attitudes and behavior can be portrayed by other cultures and understand how they are perceiving other people’s communication styles.
* Production of a "Working With Refugee Parents" lesson in which trainees will learn to engage deeper with refugee and asylum-seeker parents or guardians to ensure they are included and involved in daily school life.
* Production of a "Building Dialogue" lesson which will instruct trainees on how to take advantage of formal and informal opportunities at school to facilitate positive dialogue on the topic of refugees and asylum-seekers.
* Production of a "Building Relationships" lesson in which trainees will learn how to offer spaces and opportunities for positive relationships to flourish between school staff and refugee or asylum-seeking children, parents and families. Trainees will also be able to provide the same opportunities for host country children and families to engage with refugee and asylum-seeking children and families.
* Production of a "Building Community" lesson in which trainees will learn to plan events which encourage asylum-seeking and refugee families to share their home culture with host children and their families, and vice versa.
* Production of a "Conflict Management" lesson in which trainees will improve their skills at mediating conflict between individual students and between groups of students when xenophobic or political content concerning refugees, asylum and migrants are cited.
* Production of a "Building a Support Network" in which trainees will learn to garner support from a network with other teachers and professionals working with refugee and asylum-seeking children in their local community.
* Production of a “My Communication” lesson where trainees will begin to think critically about how their language, general communication, attitudes and behaviour can be portrayed by other cultures and understand how they are perceiving other people’s communication styles.
* Production of an “Opening up Spaces” lesson where trainees will be skilled in offering spaces and opportunities for positive relationships to flourish between refugee/asylum-seeking and host country students and families and also between school staff and refugee/asylum-seeking students and families.
* Production of a “Mediating Conflict” lesson where trainees will improve their skills at mediating conflict between individual students and between groups of students when xenophobic or political content concerning refugees, asylum and migrants are cited.
* Production of a “Developing my support network” lesson where trainees will learn to garner support from a network with other teachers and professionals working with refugee and asylum-seeking children in their local community.

A detailed list of media materials required for the Building Community Module will be determined by UNHCR at a later stage and, possibly, with external partners.

Service providers are required to use the Financial Offer Form (Annex D) to provide a quote with a daily rate for producing media materials (limited to PDFs, graphics, videos, sound files and educational and training text) in formats compatible with and ready for publication in the on-line application used to build the on-line teacher training course (see first paragraph of Building Knowledge Module above).

Under the envisaged Frame Agreement, UNHCR does not commit to place an order for the Building Community Module. If an order is placed, UNHCR will, in mutual agreement with the service provider, determine the number of working days needed for the project, based on the daily rate agreed with the service provider.

**Set 3 - Building My Teaching Practice Module**

* Production of an "Inclusive Classroom Practices" lesson in which trainees will learn to establish inclusive classroom practices that allow each student to feel safe in their identity in the classroom, including practices that focus on socio-emotional skills.
* Production of a "Socio-Emotional Awareness" lesson in which trainees will learn to develop more personal socio-emotional awareness and learn about how their behavior can impact children and students' socio-emotional wellness.
* Production of a "Diversity" lesson in which trainees willl learn to promote a positive attitude to diversity in the classroom through undertaking activities, encouraging attitudes and rewarding positive behaviours.
* Production of a "Fighting Bias" lesson in which trainees will become more aware of their own biases in choosing and presenting teaching materials.
* Production of a "Motivating Displaced Learners" lesson in which trainees will learn techniques and tools to motivate refugee/asylum seeker student engagement.
* Production of a set of additional sections in which trainees will build basic skills in the following areas:
  + Initial, formative and summative assessment.
  + Differentiation for learners.
  + Improving pedagogical practice
  + Working with host-country language learners.
  + Understanding and building curriculum and lesson-planning.
  + Working with students who have limited or interrupted formal education.
  + Including children who have or are experiencing stress and trauma.
  + Any other pedagogically-focussed module which may be deemed necessary

The detailed list of media materials required for the Building My Teaching Practice Module will be determined by UNHCR at a later stage and, possibly, with external partners.

Service providers are required to use the Financial Offer Form (Annex D) to provide a quote with a daily rate for producing media materials (limited to PDFs, graphics, videos, sound files and educational and training text) in formats compatible with and ready for publication in on-line application used to build the on-line teacher training course (see first paragraph of Building Knowledge Module above).

Under the envisaged Frame Agreement, UNHCR does not commit to place an order for the Building My Teaching Practice Module. If an order is placed, UNHCR will, in mutual agreement with the service provider, determine the number of working days needed for the project based on the daily rate agreed with the service provider.

**General requirement**

Please note that specifications 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.

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 bidders and could form the basis for a Frame Agreement with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) 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.

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 F).

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

**2. BIDDING INFORMATION:**

* 1. **RFP DOCUMENTS**

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

Annex A: Detailed list of media materials required for the Building Knowledge Module

Annex B: Terms of Reference (TORs)

Annex C: Technical Offer Information Form

Annex D: Financial Offer Form

Annex E: Vendor Registration Form

Annex F:UNHCR General Conditions of Contracts for the Provision of Services *– 2018*

**2.2 ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this invitation to bid

- Whether or not you will be submitting a bid

**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 for the attention of Associate Education and Advocacy Officer at[hqbeloffer@unhcr.org](mailto:hqbeloffer@unhcr.org). **The deadline for receipt of questions is 23:59hrsCET on 29/11/2019.** Bidders are requested to keep all questions concise.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once, for example via UNHCR’s websites (e.g. www.unhcr.be).

**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 set of two (2) documents:

* Technical Offer (Annex C)
* Financial Offer (Annex D)

**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 UNHCR can be found in **Annex B.** Your technical offer information form (Annex C) 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**

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.

- **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 service;
* A description of your organization’s experience in these services.
* Please structure this part of your technical offer according to the essential requirements listed in point 2 of the ToR (preferably include a short description of your competences for each separate requirement described in the ToR, see Annex B).

-  **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

* Curriculum Vitae of core staff that will be working on the project.

- **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 E**).

- **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 F.**

**2.4.2** **Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in Euros; the offer should be broken down into individual cost elements, corresponding to the inventory listed in Annex A, and also mention the total cost for all the elements listed in the inventory in Annex A; this structure is reflected in the Financial Offer form.

The financial offer must cover all the services to be provided (price “all inclusive”) as detailed in the table provided in Annex A and in the Financial Offer form.

The Financial Offer is to be submitted as per the Financial Offer Form (**Annex D**). 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 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:

The **Technical** **offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score, as expressed in the maximum attainable scores in table below:

|  |  |
| --- | --- |
|  |  |
| 1. Company Qualifications | 10 points |
| 2. Proposed Services | 40 points |
| 3. Project staff | 10 points |
| **Total:** | **60 points** |

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

The **Financial offer** will use the following percentage distribution: **40%** from the total score*.*

The maximum number of points will be allotted to the lowest price offer that is received and opened by UNHCR 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 [EUR lowest] \ [EUR other] = points for other supplier’s Price Component.

For evaluation purposes only, any offers submitted in currency other than Euro will be converted into Euro using the United Nations Operational Exchange Rate in effect on the date the submissions are due.

**2.6 SUBMISSION OF BID:**

Tender Proposals shall be submitted both by e-mail to [hqbeloffer@unhcr.org](mailto:hqbeloffer@unhcr.org) and by express mail to:

UNHCR

Bid for **RFP/2019/BEL/006**

Avenue Louise 283

1050 Brussels

Belgium

Proposals must include a **Table of Contents**, consisting of a copy of the UNHCR provided list of documents (see Annexes), checked and signed for compliance by a legal representative of the Company, indicating the total number of pages of each document. Any additional documents that may be submitted shall be included in the same list.

In addition to e-mail, proposals shall be submitted in a sealed envelope to UNHCR at the address and time specified.

The Proposal Envelope shall include two separated and independently sealed envelopes as follows:

a.          Envelope 1, including:

                                                               i.      Table of Contents

                                                             ii.      Envelope 2: Technical Proposal

                                                            iii.      Envelope 3: Financial Proposal

Indicate on all envelopes:

a.         Bid for RFP No. **RFP/2019/BEL/006**

b.        Name of the Company with the title of the attachment

c.         **“**DO NOT OPEN – SEALED BID ENCLOSED

UNHCR Brussels

Avenue Louise 283

B-1050 Brussels

Belgium

Deadline for the receipt of proposals is:

**06/12/2019*,* 23:59 hrs CET.**

Any bid received after this date or sent to another UNHCR address and/or e-mail 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 the Bidders’ responsibility to verify that all documents have been properly received before the deadline.

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 proposal.

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

**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 F**) 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.

Teaching About Refugees project team

Regional Representation for EU Affairs

UNHCR Brussels