



# UNHCR

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

**DATE: 25/10/2021**

**REQUEST FOR PROPOSAL: No. RFP/BEL/2021/003**

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY  
OF TRAVEL MANAGEMENT SERVICES**

**CLOSING DATE AND TIME: 26/11/2021 – 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 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people continues to provide protection and assistance to forcibly displaced people in more than 135 countries. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

Since 1951, UNHCR has been present in Brussels, which is now the base for its UNHCR's Representation in Brussels. This office is responsible for UNHCR's relations with the European Union Institutions and European countries including Belgium, Ireland, Luxembourg and the Netherlands.

## 1. REQUIREMENTS

The UNHCR office in Brussels hereby invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Travel Management Services (referred to hereinafter as services).

### IMPORTANT:

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

UNHCR may award Frame Agreement(s) with an 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(s).

Please note that figures 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.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days 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 will not be considered to be a “cause” for 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 E).

**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 Request for Proposal.

- Annex A: Terms of Reference (ToR)
- Annex B: Technical Evaluation Form
- Annex C: Financial Evaluation Form
- Annex D: Vendor Registration Form (signed, stamped and e-document labelled with your company name)
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services - July 2018 (signed, stamped and e-document labelled with your company name)
- Annex F: UN Supplier Code of Conduct (signed, stamped and e-document labelled with your company name)

### 2.2 ACKNOWLEDGMENT of receipt of our RFP

We would appreciate it if you could confirm receipt of this RFP by return e-mail and latest **by date 23:59 hrs CET on Monday 26 November 2021** to [beloffer@unhcr.org](mailto:beloffer@unhcr.org) with :

- With the following reference as title: No. RFP/BEL/2021/003 - CONFIRMATION
- 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 may submit any requests for clarification or any questions in respect of this RFP by e-mail to Remy Bashengezi, Admin Officer at [beloffer@unhcr.org](mailto:beloffer@unhcr.org); with the following reference as title: **RFP/BEL/2021/003 – QUESTION**

**The deadline for receipt of questions is 23:59 hrs CET on Friday 12 November 2021.**  
Bidders are requested to keep all questions concise.

UNHCR will compile the questions received. UNHCR will, at its discretion, publish replies to questions at once, by 19 November 2021 on: <https://www.unhcr.org/be/fournisseurs-2>.

## 2.4 YOUR OFFER

Your offer shall be prepared in French or English.

Please submit your offer using the Annexes and tables provided. Offers not conforming to the requested formats may be not taken into consideration.

### IMPORTANT

Annexes B, C, D, E and F must be completed, signed and show your company's name, and returned as explained under Point 2.6 below. Failure to send in this information may result in disqualification of your offer from further evaluation.

### 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 email address [beloffer@unhcr.org](mailto:beloffer@unhcr.org)

Your offer shall comprise the following two sets of documents as well as a signed copy of the Annexes:

- Annex B: Technical offer
  - Annex C: Financial offer
- and
- Annex D: Vendor Registration Form (e-document labelled with your company name)
  - Annex E: UNHCR General Conditions of Contracts for the Provision of Services -July 2018 (signed, stamped and e-document labelled with your company name)
  - Annex F: UN Supplier Code of Conduct (signed, stamped and e-document labelled with your company name)
- and
- any other substantiating documents

### 2.4.1 Content of the Technical offer

Your technical offer, comprising **70%** of the total score will be evaluated as follows:

- |    |                          |           |
|----|--------------------------|-----------|
| 1. | Company's Description    | 35 points |
| 2. | Proposed Services        | 21 points |
| 3. | Personnel Qualifications | 14 points |
| 4. | Total                    | 70 points |

**IMPORTANT:**

The technical offer must **NOT** include pricing information. Failure to do so may disqualify your offer.

The Terms of Reference (TORs) describing the services requested by UNHCR can be found in **Annex A**.

Please submit your technical offer by filling in the **Technical Offer Information Form (Annex B)**, keeping the same structure and order.

The questions in this technical offer form require information in the following categories:

1. Company's description
2. Proposed services
3. Company's qualifications

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

**Vendor Registration Form:** If your company is not already registered with UNHCR Brussels, please complete, sign and submit the Vendor registration form (Annex D).

**UNHCR General Conditions for provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services (Annex E) by including a signed copy of Annex E.

#### **2.4.2 Content of the Financial Offer (Annex C):**

Your **separate** Financial Offer must contain an overall offer in **Euro** and must be submitted as per the **Financial Offer form (Annex C)**. Bids that have a different price structure may not be accepted.

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

UNHCR is exempt from all direct taxes and customs duties. In this regard, the price must be indicated without VAT.

You are requested to hold your offer valid for 90 days from the deadline of submission. UNHCR will make its best effort to select a company within this period.

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.

Applications will be evaluated based on the cumulative analysis:

- Technical Qualification (70 points) weight; **70%** – based on your response in Annex B
- Financial Proposal (30 points) weight; **30%** – based on your response in Annex C

Summary of Technical Proposal Evaluation Forms		Coefficient	Max. Score	Companies				
				A	B	C	D	E
1.	Company Qualifications	50%	35					
2.	Proposed Services	30%	21					
3.	Personnel Qualifications	20%	14					
<b>Total</b>			<b>70</b>					

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

The cut-off point for submissions to be considered technically-compliant will be **42%** out of the **70%**.

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.  $[\text{total Price Component}] \times [\text{Euro € lowest}] \setminus [\text{Euro € other}] = \text{points for other supplier's Price Component.}$

## 2.6 SUBMISSION OF BID

**Bids must be sent by email to:** [beloffer@unhcr.org](mailto:beloffer@unhcr.org)

**Please indicate in the email subject:**

**Bid for RFP/2021/BEL/003 – name of your firm - Bid Travel Management Services - Brussels**

**Please attach inside this email:**

One attachment named "Technical Offer"

One attachment named "Financial Offer",

**Deadline: Friday 26 November 2021 – 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 the Bidders' responsibility to verify that all documents have been properly sent 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 provide, 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 signature and company stamp or logo, 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, 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 with 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.



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