



UNHCR

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

DATE: [07/07/2021]

REQUEST FOR PROPOSAL: COLBO/SUP/RFP/2021/008

**FOR THE ESTABLISHMENT
OF A SERVICE CONTRACT THE PROVISION OF**

COLOMBIA IMPACT BOND DESIGN - CONSULTANCY

CLOSING DATE AND TIME: [04/08/2021] – 23:59 hrs COLOMBIAN TIME (UTC -5)

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 16.000 people in more than 130 countries continues to help about 82.4 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), Colombia, invites qualified service providers to make a firm offer for the establishment of a service contract y the Design of an Impact Bond Strategy as referred in Annex A of this document.

IMPORTANT:

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

UNHCR intends to award a service contract with an intended duration of a project composed of two phases of six (06 months) for the first phase and four months for the second phase. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

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 of services. Final services may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Service Contract.

Additional contract services may be granted depending on the situation and the evolution of needs during the period covered by the contract service.

Please note that the Request for Proposal is divided into Technical and Financial Proposal and that these must be uploaded separately on the eTenderBox platform.

The selected supplier must have the operational capacity to deliver the required services when needed. Purchase orders made by UNHCR will only cover the services listed in Annex A - Terms of Reference.

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 Service Contract with other UN Agencies.

IMPORTANT:

When a Contract Service is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 15** "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.

IMPORTANT: The initiation of arbitration or conciliation proceedings in accordance with **Article 18** "Settlement of Disputes" of the UNHCR General Conditions of Contract for the Supply of Services (Annex E) shall not be considered a "cause" for termination nor shall it in itself constitute any kind of termination provision.

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 integral part of this Request for Proposal:

- Annex A: Terms of Reference (TORs)
- Annex B: Technical Evaluation Criteria Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – *July 2018*
- Annex F: Supplier Code of Conduct
- Annex G: eTenderBox Registration Guide
- Annex H: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to colbosup@unhcr.org; with CC: to herreriao@unhcr.org; rojas@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid
- Source from which you have obtained this tender document (e.g. email, Chamber of Commerce, UNGM website, UNHCR website, print media, etc.)

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 to colbosup@unhcr.org; with CC: to herrerao@unhcr.org; rojas@unhcr.org. **The deadline for receipt of questions is 23:59 hrs Colombian time (UTC -5) on [20/07/2021].** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on its website and/or by email to all invited bidders.

UNHCR will organize a supplier pre-bid videoconference, **on 16/07/21 at 1100 hrs Colombian time (UTC -5)**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to rojas@unhcr.org with CC: to herrerao@unhcr.org. Changes in staff need to be shared in advance; otherwise they will not be able to participate.

Participation to the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

Participation to the pre-tender conference is **strongly recommended given the complexity of the requirements**. However, after the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited bidders.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided and following the instructions in the tender document. 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 following the instructions provided in the "Submission of Bid" section 2.6) of this RFP. **Your proposal must be submitted via the eTenderBox platform only.**

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**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Annex B, 'Technical Criteria Form', details the required components and documents to be indicated in a concise and structured manner in the technical proposal. Bidders are requested to please indicate the different components of the technical bid clearly for easy identification.

Please include 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 services;
- A description of your organization's experience in the supply of these services.
- Compliance to the requirements stated on the TOR.

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

The composition of the team you propose to provide.

Bidders have to show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TORs. No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the service provider for the provision of the relevant visa and work permits for the proposed resources. UNHCR can assist by issuing attestation letters for a specified time frame, during the duration of the project. The company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

- **Vendor Registration Form:** In case your company is not registered with UNHCR or has not received a valid purchase order during the last two (2) years, you must complete, sign and submit together with the technical offer the supplier registration form, you must complete, sign and submit the supplier registration form (Annex D) together with your technical proposal.

If your company is already registered as a supplier, submit the empty supplier registration form, clearly indicating your identification as a UNHCR supplier.

- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex E**.

- **UN Supplier Code of Conduct:** As above, acceptance of the Supplier Code of Conduct must be expressed by signing **Annex F** on the last page.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services as well as full acceptance of the UN Supplier Code of Conduct.

- Other documents required to support the declarations or conformity with the requirements set out in Annexes A and B.

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"). Reference to **Annex C** of the tender package.

The financial offer shall include the following information:

- a) All inclusive rates (including honorarium and living expenses). Daily rate per consultant may also be included).
- b) Estimated amount for travel and related expenses, if any. Kindly note that any travel required will be subject to UN travel rules.
- c) Other costs, if any (indicating nature and breakdown).
- d) Any assumption made for the provision of the estimates without compromising the delivery of services.
- e) Please note on the proposed schedule of payments depicted in **Annex B** of this tender package, all of which must be expressed, and will be affected in the currency of the proposal.]

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

Please keep the format of the Financial Proposal Form, do not change its structure. If you need to add comments, please use a separate sheet. The format must be sent in Excel and also in .pdf format, both documents must be signed, dated, stamped and sealed by the company.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT and its value needs to be disaggregated as per the financial offer form.

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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 **BID EVALUATION:**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

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:

- Company profile
- Financial Situation
- Main activity
- Background information
- Ability to enter into a service contract
- Chamber of Commerce Certificate applicable to the country of registration
- TAX number applicable to the country of registration

Failure to provide the abovementioned documentation, might lead to disqualification.

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 minimum standards related to delivery mechanisms are listed in Annex A - ToR and the criteria and qualifications (numerical or pass/fail) are determined in advance and specified in both **Annex A** and **Annex B** - Detailed Requirements and Technical Offer.

The **Technical Bid** shall represent **[70]%** of the total score. As part of the technical evaluation of bidders, UNHCR may carry out background checks, market research and reference checks with organisations with which the supplier is already doing and has done business.

The cut-off point for submissions to be considered technically-compliant will be **[60% out of the 70%, or 42 out of the 70 points]**.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

IMPORTANT: The financial offer will be opened for evaluation only if the technical part of the tenderer's offer has achieved the **minimum qualification** by UNHCR's technical evaluation team and has fulfilled all requirements for approval or rejection.

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.

Financial Proposal Value = [(Lowest offer) / (Total Offer to be evaluated)] x 300 (maximum points)

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.

The total score will be determined by the sum of the technical proposal score plus the financial proposal score. The maximum total points is 1000 points.

Puntaje Total= 70% Puntaje Técnico + 30% Puntaje Financiero.

2.6 SUBMISSION OF BID:

Bids must be submitted only through UNHCR's online bid registration tool called eTenderBox and accessed via the following URL: <http://etenderbox.unhcr.org> . All bids must be on your official letterhead in order to clearly identify your company.

In order to submit a bid for a tender published by UNHCR through the eTenderBox online tool, the Supplier needs to register in the system following the instructions marked in **Annex G**. This registration is exclusively for eTenderBox and does not replace any other registration for other requests to UNHCR.

Please note the registration guide and user manual for suppliers, which corresponds to the documents **Annex G** and **Annex H** of this invitation to tender, and where you will find the indications for registration and submission of your bid.

Please note that the technical and financial proposals must be properly classified. The application to participate in a tender is made by uploading the files on the platform, which are classified as either 'Technical' or 'Financial', depending on the category. Through this platform, Suppliers can update, upload additional documents or remove content from their bids and the technical or financial documents that make up their bids, while the tender is still open. Suppliers are strongly encouraged to read the instructions for the use of eTenderBox UNHCR.

IMPORTANT: Please note that both bids (technical and financial) must be clearly separated according to the corresponding category. Failure to do so may result in disqualification of your proposal.

Please note that only files with the following extensions may be uploaded: .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) cannot be uploaded. The maximum size of each file to be uploaded is 10MB. The system can handle the upload of multiple files. The speed at which files are uploaded will depend on the size of the files. Before clicking the 'Save & Submit' button, there must be at least one file uploaded under either the 'Technical' or 'Financial' category. If no file has been uploaded before 'Submit', or if the selected file has an extension other than those allowed, the system gives a warning message.

Please note that your offer is not submitted if you do not confirm the submission via the "Save & Submit" button. You should receive a confirmation email to the email account your company used to register on the platform.

IMPORTANT: It is the Supplier's responsibility to ensure that all files of the final tender are submitted before the deadline date and time. To ensure secure submission of the complete final bid, the final bid must be uploaded and submitted with all files by the bid deadline date and time.

IMPORTANT:

**Deadline for the tender: 04 August 2021 at 23:59
(Bogotá time UTC -05)**

The reference number of the tender in eTenderBox is: **COLBO/SUP/RFP/2021/008**

Subject: **COLOMBIA IMPACT BOND DESIGN - CONSULTANCY**

IMPORTANT: The date and time of the tender given in eTenderBox always appears in the time zone of the local user Bogotá (UTC -05), therefore, **the bidder is to please make sure to calculate the time difference to define the date and time of expiry of the tender** in the time zone where the bidder is located.

The system will not accept bids that are uploaded and submitted after this date. Bids sent by any other means to UNHCR will be rejected. UNHCR may, at its discretion, extend the deadline for submission of bids by notifying all potential suppliers simultaneously.

UNHCR will not be responsible for locating or obtaining information that is not identified in the tender. Accordingly, to ensure that sufficient information is available, the bidder shall provide, as part of the bid, all descriptive materials such as excerpts, descriptions or other necessary information that it believes will enhance the understanding of its proposal.

It is the responsibility of the Supplier to upload the technical documentation exclusively under the category 'Technical' and the financial documentation under the category 'Financial' in the eTenderBox. The technical and financial proposals must be sent in separate documents, otherwise the offer may be rejected.

In order to send your technical and financial proposal according to the corresponding category, the following documents must be included, thus allowing you to easily identify the requested information:

<u>Files with Technical Offer (Category "Technical documents")</u>	<u>Files with the Financial Offer (Category "Financial documents")</u>
NOTE: The documents provided must be dated, signed and stamped. Digital signature is accepted	
<p>Reference to the documents requested in detail in Annex B, Technical Offer Form.</p> <p>These documents include the mandatory documentation as well as those documents that support the company's technical offer according to the criteria of evaluation.</p>	<p>Annex C (Financial proposal form - in the financial format provided).</p>

Note: Bidders may use their own forms for the technical offer; however, the order of the information provided must correspond to the order of the information required in Annex B .	
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PLEASE NOTE: All tenders received after this date or sent by means other than the eTenderBox may be rejected. UNHCR may, at its discretion, extend the deadline for submission of tenders by notifying all potential suppliers at the same time. The extension of the deadline may entail a modification of the tender documents drawn up by UNHCR on its own initiative or in response to a request for clarification made by a potential supplier.

UNHCR may, at its own discretion, increase or decrease the proposed content at the time of awarding the service contract without significant variation in the submitted fee. Any increase or reduction in the duration of the Agreement will be negotiated with the successful bidder as part of the finalisation of the purchase order for the services.

2.7 BID ACCEPTANCE:

IMPORTANT: Cancellation of the call for proposals: UNHCR reserves the right to cancel the call for proposals at any stage of the procurement process.

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

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.

Please note that UNHCR is not obliged to select any of the bidding companies or in any way select the company offering the lowest price. Furthermore, the service contract will be awarded to the bid considered to be the most responsive and in accordance with UNHCR's general principles, which include economy and efficiency and best value for money.

Some grounds for disqualification

The following are some of the reasons that may lead to the disqualification of your bid:

- The bidder does not send the technical and financial bids in separate envelopes as described in the tender documents;
- The bid documents are received by means other than those specified in the tender documents; and/or

- The bid documents are received at a location or by a person other than those specified in the bidding documents; and/or
- The bid documents are received after the deadline for submission of bids as specified in the bidding documents; and/or
- Bid documents are sent through the correct channels after having been sent incorrectly;
- The bidder's qualifications or data are found to be false; and/or
- The bidder commits a demonstrably unfair or dishonest act to acquire the rights to the award of the service contract.

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 Provision 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 E**) 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.

Supply Unit
UNHCR Colombia Operation