



UNHCR

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

DATE: 24/02/2022

REQUEST FOR PROPOSAL: No. RFP/BH/22/002

**FOR PROCUREMENT OF PUBLIC RELATIONS AND DIGITAL MEDIA
COMMUNICATIONS SERVICES FOR UNHCR SARAJEVO**

CLOSING DATE AND TIME: 16/03/2022 11:00 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 6,600 people in more than 110 countries continues to help about 60 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) in Bosnia and Herzegovina invites qualified suppliers, and service providers to make a firm single offer for the establishment of Service Contract for the provision of services for public relations and digital media communications services for UNHCR Sarajevo (referred to hereinafter as "Service")

IMPORTANT:

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

UNHCR may award Service Contract with duration till end of year 2022. Effective date will be specified later after selection process is completed. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

IMPORTANT:

When a Service Contract 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 19** "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 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 Offer 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 – 2018 |

2.2 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to UNHCR Sarajevo at bsnsasupply@unhcr.org. **Verbal requests for any clarification will not be accepted.**

UNHCR will reply to the questions received (if any) as soon as possible by means of publication of Questions & Answers (Q&A) document on the website location where other tendering documents related to this RFP are published. 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.

2.3 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR 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. 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 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 (ToR) 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/documents:

- **Description of the company and the company's qualifications**
 - Company profile, last audit report;
 - Year founded, age/size of the firm, number of employees;
 - VAT registration proof;
 - Company's registration certificate confirming its valid registration for providing services required by this RFP;
 - Reference Letters for providing same or similar services;
 - Proposed approach, case studies and presentation of your company and Proposed team for the project as specified in the ToR under para 6.1 (Annex A);
 - References including prior experience in developing creative content for digital use and media distribution;
 - Any additional 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.
 - Curriculum Vitae of core staff.

The 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. 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 (if necessary). 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:** Please complete, sign and submit with your technical proposal 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 by signing **Annex E**.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

IMPORTANT:

Technical offers will be evaluated and scored based on a **set of pre-defined technical criteria specified in the Annex B**. Therefore, bidders must ensure that their Technical offer contains all information and documents required as per the Annex B to be properly and fully evaluated. Failure to comply may risk to not reaching the minimum required passing score for submissions to be considered technically compliant.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency in BAM.

The financial offer must cover all the goods / services to be provided (price "all inclusive").

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.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given with clearly indicated VAT amount (if any).

You are requested to hold your offer valid for 30 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:

- Financial standing;

- Core business;
- Track record;
- Contract capacity.

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 **Technical offer** will be evaluated using inter alia the **pre-defined technical criteria specified in the Annex B** and with percentage distribution of **60%** from the total score (max. score is 100 points, combining max. technical and financial score).

Technical criteria for evaluation of technical offers (see Annex B)

| | |
|--|------------------|
| 1. Company profile / Company qualification / Case studies assessment | 25 points |
| 2. Proposed approach and quality of response / Suitability and experience of the proposed team | 35 points |
| Total max. technical score: | 60 points |

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. Maximum number of points for the Technical Offer is 60 points, while the minimum required passing score for submissions to be considered technically compliant is 40 points (please refer to the Annex B for detailed instructions about minimum passing threshold per criterion).

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.

The **Financial offer** will use the following percentage distribution: **40%** from the total score, i.e. max. score for the Financial Offer is 40 points.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

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., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

2.6 **SUBMISSION OF BID:**

One bidder can submit one single offer only. The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted in a print format, hand-delivered to UNHCR Sarajevo office or sent by regular mail service. **The Technical and Financial offers shall be clearly separated.**

Therefore, the offer must be submitted as per the “two envelopes” system, i.e. sealed in an outer and two inner sealed envelopes, as follows:

- An outer envelope with clearly indicated the project title (Public Relations and Digital Media Communications Services), project number (**RFP/BH/22/002**) and address below:

UNHCR REPRESENTATION IN BOSNIA AND HERZEGOVINA
Administration Section (Supply Unit)
Fra Anđela Zvizdovića 1, UNITIC Business Center, B/4
71000 Sarajevo

The outer envelope should be containing two inner envelopes as described below:
Both inner envelopes shall indicate your firm’s name and address. The first inner envelope shall be marked “Technical Component” and contain the full technical component of your offer. The second inner envelope shall be marked “Price Component” and include your signed and stamped financial offer.

IMPORTANT:

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

Deadline for submission of bids: 16 March 2022, 17:00 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.

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, 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.

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 BAM currency. 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.

UNHCR Country Office Sarajevo
Bosnia and Herzegovina