

DATE: 11/06/2018

REQUEST FOR PROPOSAL: No. HCR/IRQER/2018/RFP-019

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
TRANSLATION AND EDITING SERVICES TO UNHCR IN ERBIL, IRAQ

CLOSING DATE AND TIME: 11 JULY 2018, – 23:59 hrs IRAQ TIME

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 34 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), Erbil, Iraq invites qualified Translators to make a firm offer for the **establishment of a Frame Agreement for the provision of Translation and Editing Services for UNHCR in Kurdistan region of Iraq.**

IMPORTANT:

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

2. Duration:

UNHCR may award Frame Agreement with initial duration of two (2) years, (potentially extendable for a further period of one (1) year for the provision of Translation and Editing Services to its operations in Iraq. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Other United Nations Agencies, Funds, Programmes and authorized humanitarian organizations shall be entitled to the same prices and terms as those contained in the proposals of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of UNHCR General Conditions of Contracts for provision of Goods and Services shall not be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal document 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 General Terms and Conditions (Annex E).

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

3. BIDDING INFORMATION

3.1 RFP Documents:

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

Annex A: Terms of Reference (TOR)

Annex B: Financial Offer Form/ **to be submitted**

Annex C: Technical Requirement Form/ **to be submitted**

Annex D: Vendor Registration Form / **to be submitted if not a vendor already**

Annex E: UNHCR General Conditions of Contracts for the Provision of Services, **to be submitted (must be signed and stamped to confirm acceptance)**

Annex F: Supplier's Code of conduct/ **to be submitted (must be signed and stamped to confirm acceptance)**

Annex G: **UN data protection agreement (must be signed and stamped to confirm acceptance)**

3.2 Acknowledgment:

We would appreciate your informing us of the receipt of this RFP by return e-mail to moulana@unhcr.org as to:

- Your confirmation of receipt of this Request for Proposal
- 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.

3.3 Requests For Clarification:

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to moulana@unhcr.org with the **clear indication of the RFP reference in the subject line**;

The **deadline for receipt of questions is 26th June 2018 – 23.59 Hrs. Iraqi time.**

IMPORTANT:

Please note that Bid Submissions are NOT to be sent to the e-mail address above.

UNHCR will compile the questions received and may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

3.4 Your Proposal:

Your offer should be prepared **in ENGLISH**.

Please submit your proposals using the Annexes provided. Proposals not conforming to the requested formats may be not be taken into consideration.

IMPORTANT:

Inclusion of copies of your proposal 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 3.7) of this RFP.

Your offer shall comprise the following two sets of documents:

- a. Technical offer
- b. Financial offer

3.4.1 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) can be found at **Annex - A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured and must confirm with the specifications given under the technical requirements (Annex C), but not necessarily be limited to, the following information:

- ✓ **Relevant approval from the state authority to perform the services as a Translator**
- ✓ **Curriculum Vitae including the contact details**
- ✓ **Copies professional certificates**
- ✓ **Names and contact details of three institutional customers for whom similar services offered in the past three years**
- ✓ **Translation type offered – regular, technical, legal**
- ✓ **Indicate Translation format – A3, A4, A5, Legal pages**
- ✓ **Sample Translations – English to Arabic, English to Kurdish, Kurdish to Arabic (vice versa)**
- ✓ **Time required to complete translations**

Vendor Registration Form: You should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**). If you had submitted this in the past and no change in your status has happened, there is no need to do this again for this case. If your Company is not registered with UNHCR or has not received a valid Purchase Order for the past two (02) years, you should complete, sign and submit with your technical proposal the Vendor Registration Purposes:

- Audited financial reports of at least three (3) Year
- Company Registration Certificate
- VAT Registration Certificate
- ISO Certificates if applicable
- Environmental Policy if Applicable
- **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**.
- **UNHCR Data Protection Agreement:** Your technical proposal must contain your acknowledgement of the UNHCR Data Protection Agreement by signing **Annex G**.

3.4.2 Content of the Financial Offer

Your separate **Financial Offer** must contain an overall offer in USD.

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**). Offers that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, 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 award the contract within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement(s). UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery and acceptance of the services by UNHCR.

3.5 Bid Evaluation

3.5.1 Supplier Registration

The qualified suppliers 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. Bids Evaluation

For the award of this project, UNHCR has established evaluation criteria, which govern the selection of offers, received. The Mandatory Criteria must be fulfilled by all bidders before consideration is given to other criteria. Further evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **qualifying score for the Technical Proposal is:** Minimum 60% of maximum points (100 points) = 60 points. Only the bidders that score 60 out of 100 for the Technical Offer will be considered for Financial Evaluation.

Evaluation shall be made on a technical and financial score basis.

2.5.2.1. Technical Evaluation

The bidders must satisfy the below Mandatory Criteria before they are considered for other Technical Evaluation. Technical will carry 60% in overall score.

Mandatory Criteria	Yes	No
Registered as a Translator with Ministry of Justice		
Minimum one year experience as a Translator		
Technical evaluation Criteria	Page# or Attachment#	Max point
Presentation : Demonstrate understanding and quality in presentation; Provide CV and Organigram if applicable.		20
Evidence of Professional Qualification as a Translator; Certificates from Institutions etc		20
References from Institutional Customers		20
Variety of Translation offered; The languages and details as to regular, technical and legal		15
Sample evidence of Translation services provided; translations that has been done for institutional customers.		10
Time required for a typical A4 paper Translation.		15

Clarifications

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, proposed or accepted.

2.5.3.2 Financial Evaluation

Financial Proposal will be evaluated following completion of the technical evaluation. The maximum number of points (40) will be allotted to the lowest price offer that is opened and compared amongst those invited firms. All other price offers will receive points in inverse proportion to the lowest bid. eg **[total Price Component] x [US\$ lowest] / [US\$ other] = points for other Supplier's Price Component.**

3.6 UN Global Compact and other factors

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

3.7 Submission Of Bid

The offers must bear your official letter head, clearly identifying the Translator.
Bids should be submitted **by e-mail OR hard copies** in the tender box.

For submission through email, all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

Bid must be sent by e-mail ONLY to: IRQERTENDERS@UNHCR.ORG

IMPORTANT: Submission of your technical and financial offers must be in two separate emails clearly indicating in the subject Financial and Technical

Deadline for submission: 11th July 2018 – 23.59 hrs. Iraq Local Time

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 **8MB** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- **Bid HCR/IRQER/2018/SUP/RFP/19 – Technical**
- **Bid HCR/IRQER/2018/SUP/RFP/19 – Financial**
- Name of your firm with the title of the attachment (example: Technical Proposal /Company Name, Financial Proposal - Company Name)
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

If the Bids are sent through courier or by hand, they must be sent to the following address;

Attention: Bid Opening Committee
UNHCR, UNAMI Compound, Near Erbil International Airport
100 meter road, Erbil.

Clearly indicate in your envelope;

"Tender Documents, DO NOT OPEN"
HCR/IRQER/2018/SUP/RFP/019

One sealed mail envelope; Within the Main Envelope, there should be the two separate sealed envelopes:

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.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has scored the minimum passing score.

YOUR PROPOSAL should be submitted in line with following instructions: (Failure to do so shall result in disqualification)

IMPORTANT: You must send the Bid Submissions *EITHER BY EMAIL or HAND DELIVERY* including courier. *DO NOT* send both in email and hand delivery.

**Technical Proposal (Envelope 1 or email 1-
Subject: Technical)**

1. Annex C (Technical Proposal Form);
2. Annex D (Vendor Registration Form) and its attachments:
 - ✓ Audited financial reports of last three (3) Years also to be submitted as a proof for Pass/Fail requirement set under RFP
 - ✓ Company Registration Certificate
 - ✓ VAT Registration Certificate
 - ✓ ISO Certificates if applicable
 - ✓ Environmental Policy if applicable
3. Annex E -(Signed General Conditions for Provision of Services);
4. Annex F -UN Supplier Code of Conduct
5. Annex G - UN data protection agreement

**Financial Proposal (Envelope 2 or
email 2 – Subject: Financial)**

1. Annex B (Financial Proposal Form – in the financial folder).

3.8 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 Goods.

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.

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.

3.9 Currency And Payment Terms For Purchase Orders

Any Purchase Order (PO) issued as a result of this RFP will be made in USD. Payment will be made in accordance to the General Conditions for the Purchase of Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

3.10 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.


Signature
Gerard Moya,
Senior Supply Officer
Supply Unit, UNHCR Iraq, Erbil Sub-office

[Handwritten Signature]
PD/