

DATE: 12/06/2018

REQUEST FOR PROPOSAL: No. HCR/IRQER/2018/RFP-022

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
INTERNET SERVICES FOR UNHCR Premises Erbil, Sulaymaniyah and Duhok, KRI,
IRAQ.**

CLOSING DATE AND TIME: 11/07/2018 – 23:59 HRS IRAQ TIME

INTRODUCTION TO UNHCR

The United Nations General Assembly established office of the United Nations High Commissioner for Refugees on December 14, 1950. 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 to restart their lives. Currently UNHCR has more than 9,600 staff operating in more than 110 countries continues to help more than 34 million person of concern. 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, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the Provision of Internet 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 initial duration of 2 (two) years, potentially extendable for a further period of one year. 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 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 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 (TOR) /**to be acknowledged**
- Annex B: Technical Form / **to be submitted**
- Annex C: Financial Offer Form / **to be submitted**
- Annex D: Vendor Registration Form / **to be submitted**
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2010 / **(must be signed and stamped to confirm acceptance)**
- Annex F: UN Supplier's Code of Conduct / **(must be signed and stamped to confirm acceptance)**

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to sdeeq@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 technical clarification or any question in respect of this RFP by e-mail to Shamal Sdeeq, Supply Associate, sdeeq@unhcr.org **The deadline for receipt of questions is 23:59 HRS IRAQ TIME on 30/06/2018.** 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.

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.

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 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:

- ✓ **A description of your company and the company's qualifications (contract capacity): A description of your company with the following information:**
 - Year founded and type of company.
 - If multi location company, specify locations of presence in the Country
 - A description of your organization's capacity to provide the requested Internet Services
 - Number of similar providing internet services either completed or underway contracts with other UN agencies or NGOs
 - Registration Certificate / work permission certificate
 - Registration Certificate from Ministry of Communication (MOC) and have authorization to provide the internet service
 - Offer validity; (120) days from the RFP closing date
- ✓ **Corporate social responsibility (CSR)**
 - Any strategies that your company adopts that recognizes and contributes to the welfare of staff both within the organization and the broader community;
 - 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 Company's capacity to provide the service [maximum 2 pages];
 - A description of your Company's experience in these services [maximum 2 pages].
- ✓ **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 there is no need to do this again for this case.
- ✓ **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**.

2.4.2 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 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 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:

To award this project, UNHCR has established evaluation criteria, which governs the selection of offers received. Evaluation is based on technical and financial offers. 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

Details of technical selection criteria is found under **Annex - B**.

The bidder must receive **minimum 60%** from the total **60 points (i.e. 36 points)** of the technical percentage distribution in order to be considered for Financial Evaluation.

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 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.

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.

2.6 SUBMISSION OF BID:

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

Bids should be submitted by e-mail and 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.).

The Technical and Financial offers shall be clearly separated.

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

IMPORTANT:

The Technical Offer and financial offer are to be sent in separate documents and in separate e-mails. Failure to do so would result in disqualification.

Deadline: 11/07/2018, 23:59 hrs. IRAQ 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 **[8 Mbyte]**.

Please indicate in e-mail subject field:

- Bid. **HCR/IRQER/2018/RFP-022 (Technical Offer)**
- Bid. **HCR/IRQER/2018/RFP-022 (Financial Offer)**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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.

If the Bids are sent through courier or by hand, they must be addressed 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-022

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 (Envelope1 or email 1-
Subject: Technical Offer)**

1. Annex B (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)
3. Annex E (Signed General Conditions for Provision of Services);
4. Annex F UN Supplier Code of Conduct

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

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

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 USD. 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 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

Name: Gerard Moya,

Title: Senior Supply Officer

Supply Section

UNHCR Erbil, Iraq

