



DATE: August 30, 2023

REQUEST FOR PROPOSAL: No.*RFP/UNHCR/2023/MEX/167 R1*

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT(s) 1+1 FOR THE PROVISION OF
**EVALUATION SERVICES FOR THE CASH BASED INTERVENTIONS BY UNHCR
IN MEXICO**

CLOSING DATE AND TIME: ~~September 24, 2023 – 23:59 hrs CET~~

R1- Extended closing date: October 06, 2023 – 23:59 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 coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees to guarantee that they have the right of asylum in another country as well as to identify durable solution for them, like voluntary repatriation in safe and dignified conditions, local integration in the country of asylum or resettlement in another country. It also has a mandate to help stateless people and is also involved in helping internally displaced persons. Internally displaced persons face similar problems to refugees, yet they are on the run in their country of origin. The United Nations High Commissioner for Refugees therefore also seeks to ensure the protection of displaced persons as well as mitigate the reasons for their displacement.

Central Americans continue to cross Mexico's southern border in significant numbers to seek protection and asylum in Mexico, while others seek a safe passage to the USA. According to the Mexican Commission for Refugee Assistance (COMAR), during January to September 2018 a total of 12,381 application for asylum from North Central America (NCA): Honduras, El Salvador, Guatemala, and Nicaragua were received and approved: 4,852 women, 7,529 men and 2,988 children 0 – 14 years. During 2019, COMAR estimates that approx. 47,000 applications for asylum will be processed and expects this figure to double by 2020. This mass movement can be attributed to the alarming levels of violence in NCA countries, where most of the Persons of Concerns (PoC) entering Mexico are fleeing from persecution and violence and are in need of international protection. Many are extremely vulnerable and require humanitarian assistance to meet their most urgent and basic needs, such as: food, water, shelter, and Non-Food Items, including cooking utensils and hygiene items. Since 2016, UNHCR has been supporting these populations with life-saving assistance, including Cash-Based Interventions (CBI).

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Mexico, invites qualified suppliers and service providers to make a firm proposal for the establishment of Frame Agreement(s) for the provision of **evaluation services for the cash-based interventions by UNHCR in Mexico.**

IMPORTANT:

The Terms of Reference (TORS) are detailed in **Annex A** of this document. **Spanish and English version included.**



2. DURATION

UNHCR may award Frame Agreement(s) with initial duration of **one (1) year, 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 agreement.

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 the UNHCR General Conditions of Contracts for provision of Goods and 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.

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

3. BIDDING INFORMATION:

3.1 RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

- Annex A: Terms of Reference (TORs) ***Spanish and English.***
- Annex B: Technical Proposal Form
- Annex C: Financial Proposal Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services
- Annex F: Data Protection Agreement
- Annex G: Supplier Code of Conduct
- Annex H: eTenderbox registration guide
- Annex I: eTenderbox user guide

Please kindly note that this RFP is posted on UNHCR Global and UNGM websites too.

The documents comprising this RFP include figures and descriptions of target populations that are provided as estimates only and solely for informational purposes to assist bidders in the preparation of proposals. These figures and descriptions should not be construed to represent a commitment, whether express or implied, that UNHCR will order the delivery of CBIs in any amounts. Quantities may vary and will depend on the actual requirements and funds available.

3.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to **Laura Garza** (garzasil@unhcr.org) and **Pablo Larrosa** (larrosa@unhcr.org), as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting your proposal

IMPORTANT:

Failure to send the above requested information may result in disqualification of your proposal from further evaluation.

3.3 REQUESTS FOR CLARIFICATION and BID CONFERENCE

UNHCR strongly recommends the bidders to participate in a *Bid conference* on **September 11, 2023** which will be carried out via Teams, at **10 am** Mexico City time.

Please send your confirmation on **September 08, 2023** by email to Laura Garza garzasil@unhcr.org and Pablo Larrosa (larrosa@unhcr.org). UNHCR will send the link only to confirmed bidders.

After the *Bid Conference*, bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Laura Garza (garzasil@unhcr.org) and Pablo Larrosa (larrosa@unhcr.org).

The deadline for receipt of questions is the 14 of September 23:59 hrs. (Mexico City time zone). 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 proposal.

UNHCR will reply to the questions received as soon as possible by means of publication on its website.

A Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited and interested suppliers.

3.4 YOUR PROPOSAL

Your proposal shall be prepared in Spanish or English.

Please note that this RFP requires advanced English from the bidders.

Please submit your proposal using the forms provided in the Annexes. Proposals not conforming to the requested formats may 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 proposal. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP which requires the submission of bids in two separate envelopes or e-mails.

Your proposal shall comprise the following two sets of documents:

- Technical proposal **60%**
- Financial proposal **40%**



3.4.1 Content of the TECHNICAL PROPOSAL

IMPORTANT:

No pricing information should be included in the Technical proposal. Failure to comply may risk disqualification. The technical proposal 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 proposal** should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Company description, Understanding of the requirements for the services, related goods, proposed approach, solutions, methodology and outputs**
Any comments or suggestions on the TORs, as well as your detailed description of the manner in which your company would respond to the TORs:
 - Technical Proposal Form, **Annex B**
- **UNHCR General Conditions for Provision of Services:** Your technical proposal 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 F**.

3.4.2 Content of the FINANCIAL PROPOSAL

Your separate **Financial Proposal** must contain an overall proposal in a single currency, Mexican pesos, or USD.

The financial proposal must be comprehensive and cover all fees for the services to be provided (price “all inclusive”).

The max score allocated to the financial components **is 40% (of the total scores)**. The financial proposal is to be submitted **ONLY** by filling in **Annex B**. No other format will be accepted.

You are requested to hold your proposal valid for **120** days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

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:

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.

3.5.1 **Supplier Registration:**

The awarded 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.

3.5.2 Technical and Financial evaluation:

For the award of this Frame Agreement, UNHCR has established evaluation criteria which govern the selection of proposals received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The Technical proposal will be evaluated using inter alia the following criteria and percentage distribution: **60%** (i.e. max 600 points) from the total score. (On a 100 points scale, i.e. **max 600 points** obtainable for the technical offer). Please find hereunder the detailed scoring breakdown.

S/N	Technical Evaluation Criteria Points Kindly note that this information is mandatory (Pass/Fail criteria)	
PASS/FAIL CRITERIA		
A	<u>Experience in the humanitarian sector</u> Reference letter/proof of project completion for preferably similar evaluation processes in the humanitarian sector with UN/NGO/INGO/Government company in the last three years	Pass/Fail Criteria
B	<u>Company Registration Documentation</u> - Audited financial statements of the company for the past three (3) years - Certified copy of the certificate of registration with a foundation year min 3 years before the tender deadline - Document(s) for registration of the company with the national tax services	Pass/Fail Criteria
C	Vendor Registration Form (filled entirely, signed with company stamp) (Annex D)	Pass/Fail Criteria
D	General Conditions of Contract - Contracts for the Provision of Goods and Services (signed with stamp on each page) (Annex E)	Pass/Fail Criteria
E	Data Protection Agreement (signed / Specify in the comments section if your company will need to share confidential data with any subcontractors) (Annex F)	Pass/Fail Criteria
F	Supplier Code of Conduct - signed with stamp on each page (Annex G)	Pass/Fail Criteria
G	Vendor certifies its particular commitment to paragraph 11 of the Supplier Code of Conduct (Annex G) not to engage in ' Harassment, Harsh or Inhumane Treatment ', of its staff members nor of Persons of Concern approaching the vendors as customers/recipients of their services.	Pass/Fail Criteria
H	Nationwide coverage (Mexico) for the all services required and described in the Terms of Reference Annex A	Pass/Fail Criteria

Technical Evaluation Criteria Points	Max. Points obtainable
CRITERIA AGAINST SCORING	
1. Company overview, experience, and capacity	
a) Overview of the company and its years of experience (40 points) b) List of the services that can be provided by the company and capacity to ensure that the services can be delivered in the requested as specified in ToR) (40 points) c) Quality of the proposed personnel (supported with CVs) (40 points)	120
2. Proposed project implementation	
a) Resources proposed for desk research (70 points) b) Interventions proposed for the requested services (70 points) c) Capacity to conduct required services (detail if sub-contractors would be used) (100 points)	240
3. Project launch and implementation: more than >4 months for implementation will not be scored zero points	
a) Details on the time required for preparation and launch of the project, detailed timeline of implementation milestones, listing the responsibilities for all involved parties (90 points) b) Any risks foreseen with the implementation of this project and potential mitigating measures (30 points)	120
4. Monitoring and Reporting	
a) Availability of work plan, monitoring scheme and reporting mechanism (60 points total) b) Reporting template for each of the service lots/items requested (60 points)	120
TOTAL	600 (60%)



The cut-off point for submissions to be considered technically-compliant will be **360 points of the 600 total available technical score.**

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.

Financial proposal will be evaluated using inter-alia the following criteria and percentage distribution: **40% from a total score of 1000.**

IMPORTANT: The Financial proposal will only be opened for evaluation if the supplier's technical part of the proposal has scored the min obtainable marks by UNHCR's technical evaluation team and has complied with all pass/fail requirements.

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposals will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the proposals 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.

3.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten, that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

IMPORTANT: The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit is 10MB.



Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

DEADLINE: ~~September 24, 2023 – 23:59 Mexico City, Time Zone~~

R1- Extended closing date: October 06, 2023 – 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 supplier's responsibility to verify that documents and correspondence have been submitted properly 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 enough 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.

3.7 BID ACCEPTANCE:

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

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 proposing 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.

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process.

3.8 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 proposal(s). Payment will be made in accordance to the General Conditions for the Provision of Goods and 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.

3.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION 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.

A handwritten signature in blue ink, appearing to read 'Pablo Verdu Larrosa'.

Mr. Pablo Verdu Larrosa,
UNHCR Supply Officer
UNHCR, Mexico