



UNHCR

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

DATE: 25/04/2016

REQUEST FOR PROPOSAL: No. CAI/SUP/RFP/019/2016

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF
TECHNICAL TRANSLATION SERVICES

CLOSING DATE AND TIME: 24/05/2016 – 23:59 hrs

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), invites qualified service providers to make a firm proposal for the establishment of Frame Agreement for the provision of the following TECHNICAL TRANSLATION SERVICES (referred to hereinafter as "Services"):

IMPORTANT:

Terms of Reference (TORs), Sample text to be translated into Arabic and into English are detailed in Annex A of this document.

The Service provider should have:

- Proven experience in technical translation work for Ministries, development and/ or Humanitarian International and National Organizations;
- Proven ability and capacity to deliver translations to meet tight deadlines;
- Ensured electronic communication mechanism to include facility for downloading large reports;
- Samples of previous work will be requested.

The office will require an average of 40 pages per month

UNHCR may award Frame Agreement(s) with initial duration of TWO (2) years, potentially extendable for a further period of one (1) 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 proposal 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 D).

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

- Annex A: Terms of References TORs,
Sample text to be translated into Arabic and into English
- Annex B: Financial Proposal Matrix
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to:

arecasup@unhcr.org & abdrabbo@unhcr.org

as to:

- Write in the subject of the e-mail: CAI/SUP/RFP/019/2016
- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a Proposal

IMPORTANT:

Failure to send the above requested information may result in disqualification of your proposal 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:

arecasup@unhcr.org & abdrabbo@unhcr.org

The deadline for receipt of questions is 23:59 hrs CET on 10/05/2015. 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 and/or posting the response to the questions on the website: <http://supply.unhcregypt.org/category/open-bids/>

2.4 YOUR OFFER

Your proposal preferred to be prepared in English.

Please submit your proposal 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 proposal. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your proposal shall comprise the following two sets of documents:

- Technical Proposal
- Financial Proposal

2.4.1 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.

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

- **Description of the company and the company's qualifications**
A description of your company with the following documents: company profile, registration certificate and last audit reports:
 - Year founded;
 - If multi location company, specify headquarters location;
 - Total number of clients;
 - A description of your organization's capacity to provide the service;
 - A description of your organization's experience in these services;
 - Reference details (client name, contact details, topic/ project details).
 - Previous Experience with UN organization or NGOs
 - Any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- **Proposed personnel to carry out the assignment**
The composition of the team you propose to provide for translation service requests.
 - Reference details (client name, contact details, topic/ project details).
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**).
- **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 D**.

2.4.2 Content of the FINANCIAL Proposal

Your separate **Financial Proposal** must contain an overall proposal in EGP.

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

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

UNHCR is NOT exempted from all direct taxes and customs duties. With this regards, price has to be given with VAT.

You are requested to hold your proposal 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.
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2.5.2 **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 criteria shown on next page and percentage distribution: **70%** from the total score.

Remark: The Technical proposal score will be calculated according to the percentage distribution for the technical and financial proposals.

Criteria for Technical Proposal	Points obtainable
1. <u>Company Expertise / Translation qualifications:</u> a) General Company profile and relevant experience b) samples of work and clients c) Proposed company personnel to carry out the assignment (CVs, professional Experience) d) Certified Translators	25
2. <u>Approach in responding to the TORs</u> a) Capacity per day b) Quality Assurance procedures c) Evaluation of technical and specific terminology	15
3. <u>Evaluation of the test</u> a) Accuracy b) consistency c) Spelling D) Grammar e) Style.	30
Total:	70

The **Financial proposal** will use the following percentage distribution: **30%** from the total score.

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

2.6 SUBMISSION OF BID:

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

The Technical and Financial offers shall be clearly separated.

Bid must be sent in sealed envelopes ONLY to the following address:

UNHCR Office
 Emaret El-Yamany street beside 5 Michel Lotf-Allah behind Marriott hotel – Zamalek – Cairo
 CAI/SUP/RFP/019/2016
 NOT TO BE OPEN BEFORE 24/05/2016 23:59 hrs.

IMPORTANT:

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

Deadline: 24/05/2016, 23:59 hrs.

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 indicate on the sealed envelopes:

- Proposal CAI/SUP/RFP/019/2016
- Name of your firm with the title of the attachment.
- Number of papers that are sent (example: 1/3, 2/3, 3/4).
- Technical or Financial proposal.

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 PROPOSAL 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 the currency of the winning offer(s). 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 D**) 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.

Francis Ngarambe, Supply Officer
Supply Section
UNHCR Cairo

