



UNHCR

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

DATE: 21 JUNE 2021

REQUEST FOR PROPOSAL: No.

RFP/HCR/ROK/20202021/010

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF PRINTING, LAYOUT AND PROOFREADING
SERVICES FOR UNHCR SUDAN OPERATIONS.**

CLOSING DATE AND TIME: 20 JULY 2021– 23:59 HRS SUDAN LOCAL 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 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 Sudan, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Printing, Layout and Proofreading Services for UNHCR Sudan operations.

IMPORTANT:

The Terms of Reference (TORS) are detailed in Annex A of this document and they are captured in Lots (1-3)

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, 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.

Please note that the tender is **divided into Three lots**; the bidders are allowed to make an offer for all the THREE lots or any ONE or a combination of different lots in accordance with their specialization and area of expertise.

NAME OF ACTIVITY	LOT NO:
Printing	1
Layout	2
Proof-Reading	3

Please note that the above requirements have been stated in order to enable bidders to have an indication of the projected activities. It doesn't represent a commitment that UNHCR will require all the services. The activities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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.

ABU

IMPORTANT:

When a Frame Agreement 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 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 (Annex G).

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) (Lot 1,2 & 3)

Annex B: Technical Specifications (Lot 1,2 & 3)

Annex C: Technical Evaluation criteria (Lot 1,2 & 3)

Annex D: Financial Offer Form (Lot 1,2 & 3)

Annex E: Bio Data Sheet

Annex F: Vendor Registration Form

Annex G: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018

Annex H: Supplier's Code of conduct

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP
- 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 clarification or any question in respect of this RFP by e-mail to SUDKH-SU@unhcr.org. **The deadline for receipt of questions is 04 JULY 2021 - 23:59 HRS.** 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.

All the emails sent requesting clarification **MUST** have the following subject otherwise UNHCR reserves the right **NOT TO REPLY**.

EMAIL SUBJECT: RFP/HCR/ROK/2021/010 – QUERY

UNHCR will compile the questions received and will respond to all qualified companies and contactors participating in the tender competition.

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2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UHCR 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 submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will not be taken into consideration for evaluation.

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

Annex A: Terms of Reference (TORs) (Lot1,2 & 3)

Annex B: Technical Specifications (Lot 1,2 & 3)

Annex C: Technical Evaluation criteria (Lot 1,2 & 3)

Annex D: Financial Offer Form-(Lot 1,2 & 3)

Annex E: Bio Data Sheet

Annex F: Vendor Registration Form

Annex G: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2010

Annex H: Supplier's Code of conduct

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 (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 offer 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;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

Include 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 goods, 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 goods /services
- A description of your organization's experience in undertaking the

requirements which are explicitly defined in Annex A(TOR).

- 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.

- **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 F**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex G**.

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

2.4.2 Content of the FINANCIAL OFFER

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

The financial offer must cover all the services to be provided (price "all inclusive") as stated in terms of Reference Annex A.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex D). Bids 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 [180] 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 technical evaluation criteria attached in (**Annex C**) -in the different Lots provided and the percentage distribution is 70% from the total score:

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically compliant will be **(35% out of the 70%)**

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

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

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.

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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

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.

IMPORTANT TO NOTE: COMPANIES ARE ALLOWED TO QUOTE ON LOT BASIS.

2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-mail:

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.

The Technical and Financial offers shall be clearly separated.

The Technical offer should be sent by E-mail ONLY to: SUDKHTO@unhcr.org

The Financial offer should be sent by E-mail ONLY to: SUDKHFO@unhcr.org

It is your responsibility to verify that all e-mails/documents 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 [20] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid No. **RFP/HCR/ROK/2021/010**

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: ITB/HCR/ROK/2021/007 Company ABC (email 1 of 3)

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:**Attention:**

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS
REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2021/010 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF PRINTING, LAYOUT AND PROOF-READING SERVICES FOR UNHCR SUDAN OPERATION.

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission of based on two envelop system separating the technical and financial offer;

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. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY**

Deadline: 20 JULY 2021 23:59 HRS Sudan Standard 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.

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.

ABC

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE

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

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.

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 Goods 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 GOODS AND SERVICES - 2018

Please note that the General Conditions of Contracts for the provision of Goods and Services -2018 (**Annex G**) 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.


Alexander Woart 21/06/2021
Supply Officer
UNHCR Representation Office in Sudan



ANNEX A (LOT 1)- TERMS OF REFERENCE FOR PRINTING SERVICES

Background

UNHCR, the UN Refugee Agency, is a global organisation dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless individuals. UNHCR has been operating in Sudan for more than 50 years in partnership with the Government of Sudan, the UN, NGOs and others.

UNHCR is seeking the services of a company to provide printing services for a range of products in Sudan. The service provider will produce high quality documents in English, Arabic and possibly other languages

Description of required services

Each year, UNHCR in Sudan designs and publishes external reports in both a hardcopy and online formats, with the objective of lending its voice to refugees and/or showcasing its work for the realization of their rights and their well-being.

UNHCR in Sudan also designs different visibility products ranging from t-shirts to posters, from coffee mugs to flags, stickers signboards, display panels, banners and plaques.

UNHCR in Sudan also has the need to produce stationery ranging from business cards to envelopes or folders.

For the above products and similar printing services, the UNHCR operation in Sudan is seeking a company to provide the following deliverables:

- Printing and delivery of printed products
- User-friendly online versions of all the publications that are compatible with UNHCR's online environment.
- Visibility signboard and plaque for the offices and project site

Target Audience

The diverse range of external relationships/interactions includes:

- Partners – UN agencies, NGOs, innovation collaborations, etc.
- Government authorities
- Influencers
- Donors
- Suppliers
- Media
- UNHCR staff
- The interested public.

Requirements

The Contractor will be responsible for effectively and efficiently managing the printing, binding and delivery of the products, and ensuring the quality of the print version. The Contractor will have experience in managing similar print projects and will either have in-house printing capabilities or will outsource it to a quality printer for completion. The Contractor will be responsible for ensuring quality and delivery deadlines are met.

Structure of the Technical Proposal

The Technical Proposal should include, but not be limited to, the following:

- Detailed company profile
 - The nature of business and field of expertise
- Detailed Project Methodology
 - Describe how you will address/deliver the demands of the project
 - Providing a description of the essential performance characteristics
- Track Record
 - Identify clients for whom you have done similar work
 - Outline of similar projects
- Quality assurance mechanism and risk mitigation measures across the project

- Printing capabilities (in-house or outsourced)
 - Provide qualifications and experience of printer
 - Describe how the printing will be effectively managed
 - Provide details of machines/equipment owned by the company or used through outsourcing

- Work samples
 - 3 samples incl. a multipage booklet/brochure, a cloth and a different visibility item, such as a sticker

ANNEX B (LOT 1)- PRINTING SERVICES TECHNICAL SPECIFICATIONS

S/No:	Type of item / Service	Tech specification	Minimum requirements
1	Booklets/Catalogues/Handbooks	Printing	4+4 digital or offset
		Size	A3-A7
		Paper quality	inner pages min. 100 gsm, cover pages 300 gsm matte coated
		Binding	PUR perfect binding, coil binding, saddle stitching
2	Certificates	Printing	4+4 offset
		Size	A4
		Paper quality	Embossed, minimum 145 gsm
3	Leaflets / Trifold Brochure	Colour	4+4 offset
		Size	LA4 to A3
		Paper quality	min. 200 gsm, matte coated
4	Notebook	Colour	4+4 colour
		Size	A5
		Paper quality	250 g/m ² cover page matte coated and 90 g/m ² inner page
		Binding	Spiral binding
5	Roll-up banners	Printing	4+0
		Size	85cmx200cm
		Paper quality	roll up film, 185 mic roll up banner
		Finishing	together with roll-up mechanism and complete implementation with carry bag
8	Lamination	Colour	Transparent
		Size	A4, A3
9	Posters	Printing	4+0 digital
		Size	A0-A7
		Paper quality	180 gsm matte poster paper
10	Business cards	Printing	4+4 colours
		Size	Standard business card size (85x55 mm)
		Paper quality	250 g/m ² matt, dual sided
11	Self-adhesive labels	Printing	4+0
		Size	50x415mm, 200x50mm, 40x10mm
		Paper quality	matte/glossy white vinyl: high quality, highly resistant to UV, humidity and water. Strongly adhesive
		Finishing	foiling, cutting, packaging
12	Envelopes	Printing	White
		Size	various sizes including C6, C5, C4
		Paper quality	min. 90 gsm with adhesive seal
		Printing	UNHCR logo and address in top right corner
13	Banner	Printing	4+0 digital
		Size	300x1600
		Paper quality	frontlet PVC banner 440 gsm
		Finishing	metal eyelets on every 50 cm
14	Signboards / plaques	Printing	Metal or plastic
		Size	100x150, 150x200, 200x300
		Quality	High quality, highly resistant to UV, humidity and water. Strongly adhesive
		Finishing	
15	UNHCR folders	Paper quality	Document holder, folded, for A4 inside (i.e. bigger),
		Size	250mg/m ² or stronger
16	Cloth - T-shirts, flags	Material	Cotton, different colors and sizes
		Size	XS, S, M, L, XL, XXL and XXXL
17	Merchandise products such as branded pens, bags, Cofee Cups etc.	Various	Plastic, cloth or synthetics

ANNEX C (LOT 1) – TECHNICAL EVALUATION CRITERIA - PRINTING SERVICES

Detailed Technical Evaluation Matrix	
Evaluation Factors	Max Scores Allocated
Mandatory	
Company profile: Demonstrated capacity to perform necessary services by providing detailed company profile information and documentation, including below but not limited to the listed items:	
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL
Company Age Not less than 3 years from the date of registration / incorporation	<i>(failing to meet a single mandatory criterion will result in disqualification of the contractor from further technical evaluation)</i>
Minimum 2 years of experience in printing business	
3 or more positive client references provided	
3 samples delivered* incl. a multipage booklet/brochure, a cloth and a different visibility item, such as a sticker and signboards (*photos can replace delivery if physical delivery impossible due to COVID-19)	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed Farme Agreement. General Conditions of Contracts for the provision of Goods and Services -2018 (Annex E)	
Scoring Criteria	
Responsiveness (0 - 15) Marks	
Responsiveness to RFP (0-15) marks	<p>Required Parameters:</p> <ol style="list-style-type: none"> 1. Understanding of scope, and responsiveness to, UNHCR requirements. 2. Understanding of scope, objectives and completeness of response. 3. Overall concord between UNHCR requirements and the proposals. <p>a. Full understanding of UNHCR requirements: the proposal made by the bidder is complete and is fully responsive based on above parameters = 15</p> <p>b. To a larger extent understands UNHCR requirements and the proposal made by the bidder is complete and is mostly responsive based on above parameters = 9</p> <p>c. Does not understand UNHCR requirements and the proposal made by the bidder is not complete and is not responsive based on above parameters = 0</p> <p style="background-color: yellow;">Total= 15 Marks</p>
Experience of Company (0-30) marks	
Range and depth of innovative design experience, quality of portfolio:	<ol style="list-style-type: none"> 1. The company demonstrates ability in provision of innovative design and has the experience in offering quality products in printing portfolio = 15 Marks 2. The company demonstrates ability in provision of innovative design and has the experience in offering some of products in printing portfolio which largely meets the expected quality = 9Marks 3. The company neither has the ability in provision of innovative design nor has the experience in offering products in accordance with the expectations = 0 Marks <p style="background-color: yellow;">Total= 15 Marks</p>

Evaluation Factors	Max Scores Allocated
Experience working on similar projects, client references	<p>1. The company has demonstrated experience in the provision of similar requirements to clients for which 3 references are provided in satisfactorily delivering the services = 15 Marks</p> <p>2. The company has demonstrated some experience in the provision of similar requirements to clients for which a minimum of 2 references are provided in satisfactorily delivering the services = 9Marks</p> <p>3. The company is unable to demonstrate its experience of working on similar projects and has not provided a minimum of 2 references = 0 Marks</p>
Total= 15 Marks	
Quality (0-20) Marks	
Infographics and illustrations, quality and creativity of samples	<p>1. The profile and samples provided by the company demonstrates its ability to provide all the requested items in the quality and standard expected by UNHCR in-line with its requirements = 20 Marks</p> <p>2. The profile and samples provided by the company demonstrates its ability to provide all the requested items in a largely similar quality and standard expected by UNHCR in-line with its requirements = 12 Marks</p> <p>3. The profile and samples provided by the company does not demonstrates its ability to provide all the requested items in a quality and standard expected by UNHCR in-line with its requirements = 0 Marks</p>
Total= 20 Marks	
Quality insurance	<p>1. Return and cancellation policy provided, including free re-work in case of justifiable quality problems, especially non-compliance with UNHCR brand book or colour palette = 5 Marks</p> <p>2. Return and cancellation not policy provided and in-case of a re-work the company applies additional charges = 0Marks</p>
Total= 5 Marks	
Client Services (0-15) Marks	
Client Services	<p>1. The company proposes to offer a dedicated key account manager (English speaking) to UNHCR during business hours (9 am – 5 pm) during the period of frame agreement = 15 Marks</p> <p>2. The company proposes to offer a shared account manager (English speaking) to UNHCR during business hours (9 am – 5 pm) during the period of frame agreement = 9 Marks</p> <p>3. The company does not have the means to offer an account manager to UNHCR = 0 Marks</p>
Total= 15 Marks	
Annual Turn over- (0-15) (within pervious five year)	<p>Annual turnover up to USD 25,000 = 5 marks</p> <p>Annual turnover up to USD 50,000 = 10 marks</p> <p>Annual turnover up to USD 100,000 or above= 15 marks</p>
Total=15 Marks	
Total Marks (100)	

ANNEX D: FINANCIAL OFFER FORM (LOT 1)

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

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THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION
 PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

 YES NO
(PART – 1)

Booklets/Catalogues/Handbooks type 1					
Printing	4+4				
Size	A4				
Paper quality	inner pages min. 100 gsm, cover pages 300 gsm				
Binding	coil binding (spiral)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201< (per page price)					
Booklets/Catalogues/Handbooks type 2					
Printing	4+4				
Size	A4				
Paper quality	inner pages min. 100 gsm, cover pages 300 gsm				
Binding	perfect binding (glued)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201< (per page price)					
Booklets/Catalogues/Handbooks type 3					
Printing	4+4				
Size	A4				
Paper quality	inner pages min. 100 gsm, cover pages 300 gsm				
Binding	saddle stitching (stapled)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201< (per page price)					
Booklets/Catalogues/Handbooks type 4					
Printing	4+4				
Size	A5				
Paper quality	inner pages min. 100 gsm, cover pages 300 gsm				
Binding	coil binding (spiral)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201< (per page price)					

Booklets/Catalogues/Handbooks type 5					
Printing	4+4				
Size	A5				
Paper quality	inner pages min. 100 gsm, cover pages 300 gsm				
Binding	perfect binding (glued)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201 < (per page price)					
Booklets/Catalogues/Handbooks type 6					
Printing	4+4				
Size	A5				
Paper quality	inner pages min. 100 gsm, cover pages 300 gsm				
Binding	saddle stitching (stapled)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201 < (per page price)					

Annex D: Financial Offer Form (PART – 2)

Certificates						
Printing	4+0					
Size	A4					
Paper quality	Embossed, min. 145 gsm					
Personalized	Branded					
/ Order quantity	0-10	11-50	51-100	101-200	201-500	501 <
per piece price						

Annex D: Financial Offer Form (PART – 3)

Leaflets / Trifold Brochure						
Printing	4+4					
Size	A4					
Paper quality	Embossed, glossy, folded, min. 145 gsm					
/ Order quantity	0-10	11-50	51-100	101-200	201-500	501 <
per piece price						

Annex D: Financial Offer Form (PART – 4)

Notebook					
Printing	4+4 dual sided				
Size	A5				
Paper quality	250 g/m2 cover page matte coated and 90 g/m2 inner page				
Binding	coil binding (spiral)				
Pages / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
0-10 (per page price)					
11-50 (per page price)					
51-100 (per page price)					
101-200 (per page price)					
201 < (per page price)					

Annex D: Financial Offer Form (PART – 5)

Roll-up banner					
Printing	4+0				
Size	85cmx200cm				
Paper quality	roll up film, min. 185 mic roll up banner				
/ Order quantity	1	2-3	4-5	6-10	11<
per piece price					

Annex D: Financial Offer Form (PART – 6)

Calendar					
Printing	4+4				
Size	30*30 cm				
Paper quality	180 gsm				
Binding	Stapled				
/ Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
per piece price					

Annex D: Financial Offer Form (PART – 7)

Wall calendar and planner type 1					
Printing	4+0 digital				
Size	200x72 cm				
Paper quality	180 gsm				
/ Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
per piece price					

Wall calendar and planner type 2					
Printing	4+0 digital				
Size	118x44 cm				
Paper quality	180 gsm				
/ Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
per piece price					

Annex D: Financial Offer Form (PART – 8)

Lamination						
Per piece price / Order quantity	0-10	11-50	51-100	101-500	501-1000	1001<
A4						
A5						
Poster size A3						
Poster size A1						
Poster size A0						
70*100 cm						
Business card size						

Annex D: Financial Offer Form (PART – 9)

Posters type 1						
Printing	4+0 colour					
Paper quality	matt poster paper, 180 gsm					
/ Order quantity	0-10	11-50	51-100	101-200	201-500	501-1000
A4						
A3						
A1						
A0						
70*100 cm						

Posters type 2						
Printing	4+0 colour					
Paper quality	semi glossy coated, 150 gsm					
/ Order quantity	0-10	11-50	51-100	101-200	201-500	501-1000
A4						
A3						
A1						
A0						
70*100 cm						

Annex D: Financial Offer Form (PART – 10)

Business Card					
Printing	4+4 colour				
Size	Standard business card size (CCA. 85x55 mm)				
Paper quality	250 g/m2				
/ Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
per piece price					

Annex D: Financial Offer Form (PART – 11)

Self-adhesive labels (stickers)					
Printing	4+0 colour				
Paper quality	vinyl: high quality, highly resistant to UV, humidity and water. Strongly adhesive				
Per piece price / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
50x415mm					
200x50mm					
40x10mm					

Annex D: Financial Offer Form (PART – 12)

Envelopes					
Printing	colored, branded				
Paper quality	min. 90 gsm with adhesive seal				
Per piece price / Order quantity	0-100	101-500	501-1000	1001-2000	2001 <
C4					
C5					
C6					

Annex D: Financial Offer Form (PART – 13)

Banners						
Printing	4+0 digital					
Paper quality	PVC banner 440 gsm					
/ Order quantity	1	2-3	4-5	6-10	11<	
per piece price						

Annex D: Financial Offer Form (PART – 14)

UNHCR Folder						
Printing	4+0					
Size	(9x12")					
Paper quality	Embossed, min. 145 gsm					
Personalized	Branded					
/ Order quantity	0-10	11-50	51-100	101-200	201-500	501<
per piece price						

Annex D: Financial Offer Form (PART – 15)

T-Shirt				
Printing	4+4			
Quality	100 % Cotton			
Colors	Several			
Size	0-100	101-500	501-1000	1001 <
XS				
S				
L				
XL				
XXL				
XXL				

Annex D: Financial Offer Form (PART – 16)

Flags		
Printing	Fabric	
Colour	Several	
Martial	Cotton & Polyester mix	
Size	0-10	10-50
10 cm x 15 cm		
28 cm x 38 cm		
30 cm x 45 cm		
60 cm x 90 cm		
90 cm x 150 cm		
120 cm x 180 cm		
150 cm x 240 cm		
180 cm x 300 cm		

Annex D: Financial Offer Form (PART – 17)

Printing on Merchandise such as branded pens, bags, Coffee Cups etc. (Inclusive of Price of Product)				
Printing	4+4			
Colour	Several			
Size	0-100	101-500	501-1000	1001 <
Pens				
Bags Cotton				
Coffee Cups (Chinaware)				

BIDDERS NAME: _____

DATE: _____

NAME: _____

SIGNATURE: _____

IN THE CAPACITY OF: _____

 DULY AUTHORIZED TO _____
 SIGN BID FOR AND ON BEHALF OF:

Official Stamp of The Company:

ANNEX A (LOT2) – TERMS OF REFERENCE FOR LAYOUT.

Background

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless individuals. UNHCR has been operating in Sudan for more than 50 years in partnership with the Government of Sudan, the UN, NGOs and others.

UNHCR is seeking the services of a company or individual to provide layout and graphic design services for a range of products in Sudan. The service provider will produce high quality products. Where language is featured, it will be in English, Arabic and possibly other languages.

Description of required services

Each year, UNHCR in Sudan publishes external reports in both a hardcopy and online formats, with the objective of lending its voice to refugees and/or showcasing its work for the realization of their rights and their well-being.

UNHCR in Sudan also produces different visibility products ranging from t-shirts to posters, from coffee mugs to flags and stickers.

UNHCR in Sudan also has the need to produce stationery ranging from business cards to envelopes or folders.

For the above products and similar graphic design and layout services, the UNHCR operation in Sudan is seeking a company or individual to provide the following deliverables:

- Layout and/or graphic design and delivery of different print-ready files, including in Design, as per the needs of the printer or use of the products
- User-friendly online versions of all publications layout which will have to be in a format that is compatible with UNHCR's online environment.

Target Audience

The diverse range of external relationships/interactions includes:

- Partners – UN agencies, NGOs, innovation collaborations, etc.
- Government authorities
- Influencers
- Donors
- Suppliers
- Media
- UNHCR staff
- The interested public.

Requirements

Collaboration

We are seeking a layout or graphic design company or individual who is experienced in creating multi-page layouts incorporating text, photographs and illustrations/infographics. The ability to interpret (with guidance from UNHCR) and present data as clear, yet innovative,

We are seeking someone experienced in producing infographics.

The contractor must have experience working on similar projects for UN Agencies, NGOs or corporations.

The nature of the projects requires much interaction between the contractor and UNHCR which is why the contractor is ideally located in Khartoum State,

Branding and Style

The UNHCR Brand Book and Style Companion will be provided to the selected contractor.

Charts and infographics

- Working from data provided in Microsoft Word or Excel, the Contractor will create infographics. UNHCR will provide data and information on the objectives of each infographic and work closely with the contractor to develop and refine them.
- The contractor is to provide all figures, charts and infographics in editable vector (AI or EPS) format as well as Web-friendly raster versions.

ANNEX B (LOT 2)- LAYOUT SERVICES TECHNICAL SPECIFICATIONS

Category A- Print Materials				
S/No:	Type of item / Service	Tech specification	Minimum requirements	Design concept and Layout
1	Booklets/Catalogues/Handbooks	Printing	4+4 digital or offset	Per Report/Handbook/per page/per booklet
		Size	A3-A7	
		Paper quality	inner pages min. 100 gsm, cover pages 300 gsm matte coated	
		Binding	PUR perfect binding, coil binding, saddle stitching	
Category B- Promotional materials				
S/No:	Type of item / Service	Tech specification	Minimum requirements	Design concept and Layout
2	Certificates	Printing	4+4 offset	Per certificate
		Size	A4	
		Paper quality	Embossed, minimum 145 gsm	
3	Leaflets / Trifold Brochure	Colour	4+4 offset	Per leaflet
		Size	LA4 to A3	
		Paper quality	min. 200 gsm, matte coated	
4	Notebook	Colour	4+4 colour	Per Notebook
		Size	A5	
		Paper quality	250 g/m2 cover page matte coated and 90 g/m2 inner page	
		Binding	Spiral binding	
5	Roll-up banners	Printing	4+0	Per Banner
		Size	85cmx200cm	
		Paper quality	roll up film, 185 mic roll up banner	
		Finishing	together with roll-up mechanism and complete implementation with carry bag	
8	Lamination	Colour	Transparent	Per page
		Size	A4, A3	
9	Posters	Printing	4+0 digital	Per set
		Size	A0-A7	
		Paper quality	180 gsm matte poster paper	
10	Business cards	Printing	4+4 colours	Per card
		Size	Standard business card size (85x55 mm)	
		Paper quality	250 g/m2 matt, dual sided	
11	Self-adhesive labels	Printing	4+0	Per label
		Size	50x415mm, 200x50mm, 40x10mm	
		Paper quality	matte/glossy white vinyl: high quality, highlt resistant to UV, humidity and water. Strongly adhesive	
		Finishing	foiling, cutting, packaging	
12	Envelopes	Printing	White	Per Envelope
		Size	various sizes including C6, C5, C4	
		Paper quality	min. 90 gsm with adhesive seal	
		Printing	UNHCR logo and address in top right corner	
13	Banner	Printing	4+0 digital	Per Banner
		Size	300x1600	
		Paper quality	frontlet PVC banner 440 gsm	
		Finishing	metal eyelets on every 50 cm	

ANNEX B (LOT 2)- LAYOUT SERVICES TECHNICAL SPECIFICATIONS

14	Signboards / plaques	Printing	Metal or plastic	Per Signboards
		Size	100x150, 150x200, 200x300	
		Quality	High quality, highly resistant to UV, humidity and water. Strongly adhesive	
		Finishing		
15	UNHCR folders	Paper quality	Document holder, folded, for A4 inside (i.e. bigger),	Per folder
		Size	250mg/m2 or stronger	
16	Cloth - T-shirts, flags	Material	Cotton, different colors and sizes	Per T-shirt/Per Flag
		Size	XS, S, M, L, XL, XXL and XXXL	
17	Merchandise products such as branded pens, bags, Coffee Cups etc.	Various	Plastic, cloth or synthetics	Per any merchandise product

ANNEX C (LOT 2) – TECHNICAL EVALUATION CRITERIA

Detailed Technical Evaluation Matrix	
Evaluation Factors	Max Scores Allocated
Mandatory	
Company profile:	
Demonstrated capacity to perform necessary services by providing detailed company profile information and documentation, including below but not limited to the listed items:	
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL <i>(failing to meet a single mandatory criterion will result in disqualification of the contractor from further technical evaluation)</i>
Company Age Not less than 3 years from the date of registration / incorporation	
Minimum 2 years of experience in graphic design and layout for business	
3 or more positive client references provided	
3 samples delivered* incl. a multipage booklet/brochure, a cloth and a different visibility item, such as a sticker (*photos can replace delivery if physical delivery impossible due to COVID-19)	
The contractor shall have in its current office all the necessary equipment and facilities to handle layout, design and graphics works for UNHCR	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed Frame Agreement.	
General Conditions of Contracts for the provision of Goods and Services -2018 (Annex E)	
Scoring Criteria	
Responsiveness (0 - 15) Marks	
Responsiveness to RFP (0-15) marks	Required Parameters:
	1. Understanding of scope, and responsiveness to, UNHCR requirements.
	2. Understanding of scope, objectives and completeness of response.
	3. Overall concord between UNHCR requirements and the proposals.
	a. Full understanding of UNHCR requirements: the proposal made by the bidder is complete and is fully responsive based on above parameters = 15
	b. To a larger extent understands UNHCR requirements and the proposal made by the bidder is complete and is mostly responsive based on above parameters = 9
	c. Does not understand UNHCR requirements and the proposal made by the bidder is not complete and is not responsive based on above parameters = 0
Total= 15 Marks	
Experience of Company (0-30) marks	
Range and depth of innovative design experience, quality of portfolio:	1. The company demonstrates ability in provision of innovative design and has the experience in offering quality products in Graphic design/layout portfolio = 15 Marks
	2. The company demonstrates ability in provision of innovative design and has the experience in offering some of products in Graphic design/layout portfolio which largely meets the expected quality = 9 Marks
	3. The company neither has the ability in provision of innovative design nor has the experience in offering products in accordance with the expectations = 0 Marks
	Total= 15 Marks

ANNEX C (LOT 2) – TECHNICAL EVALUATION CRITERIA FOR LAYOUT

Evaluation Factors	Max Scores Allocated
Experience working on similar projects, client references	1. The company has demonstrated experience in the provision of similar requirements to clients for which 3 references are provided in satisfactorily delivering the services = 15 Marks 2. The company has demonstrated some experience in the provision of similar requirements to clients for which a minimum of 2 references are provided in satisfactorily delivering the services = 9 Marks 3. The company is unable to demonstrate its experience of working on similar projects and has not provided a minimum of 2 references = 0 Marks
Total= 15 Marks	
Quality (0-20) Marks	
Infographics and illustrations, quality and creativity of samples	1. The profile and samples provided by the company demonstrates its ability to provide all the requested items in the quality and standard expected by UNHCR in-line with its requirements = 20 Marks 2. The profile and samples provided by the company demonstrates its ability to provide all the requested items in a largely similar quality and standard expected by UNHCR in-line with its requirements = 12 Marks 3. The profile and samples provided by the company does not demonstrates its ability to provide all the requested items in a quality and standard expected by UNHCR in-line with its requirements = 0 Marks
Total= 20 Marks	
Quality insurance	1. Return and cancellation policy provided, including free re-work in case of justifiable quality problems, especially non-compliance with UNHCR brand book or colour palette = 5 Marks 2. Return and cancellation not policy provided and in-case of a re-work the company applies additional charges = 0 Marks
Total= 5 Marks	
Client Services (0-15) Marks	
Client Services	1. The company proposes to offer a dedicated key account manager (English speaking) to UNHCR during business hours (9 am – 5 pm) during the period of frame agreement = 15 Marks 2. The company proposes to offer a shared account manager (English speaking) to UNHCR during business hours (9 am – 5 pm) during the period of frame agreement = 9 Marks 3. The company does not have the means to offer an account manager to UNHCR = 0 Marks
Total= 15 Marks	
Annual Turn over- (0-15) (within pervious five year)	Annual turnover up to USD 25,000 = 5 marks Annual turnover up to USD 50,000 = 10 marks Annual turnover up to USD 100,000 or above= 15 marks
Total=15 Marks	
Total Marks (100)	

ANNEX D: FINANCIAL OFFER FORM (LOT 2)

 QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

 YES NO

S/NO:	SERVICE TO BE PROVIDED	UOM	COST PER (LAYOUT) A4 PAGE
1	Adaption of a text from a word 2013 document using UNHCR style template for the following items : Booklets/Catalogues/Handbooks,Certificates,Leaflets / Trifold Brochure, Notebook, Roll-up banners,Lamination,Posters,Business cards, Self-adhesive labels, Envelopes, Banner ,UNHCR folders , Cloth - T-shirts, flags and Merchandise products such as branded pens, bags, Coffee Cups.	E. A	
2	Adaption of a text, graphics and dramatic content into the appropriate professional format for Booklets/Catalogues/Handbooks,Certificates,Leaflets / Trifold Brochure, Notebook ,Roll-up banners,Lamination,Posters,Business cards, Self-adhesive labels, Envelopes, Banner, UNHCR folders, Cloth - T-shirts, flags and Merchandise products such as branded pens, bags, Coffee Cups.	E. A	
3	Cover page	E. A	
4	Overall concept including capture of UNHCR requirements (if required)	E. A	
5	Indicative turnaround time for a typical work order of 50 pages.	E. A	
TOTAL COST			

BIDDERS NAME: _____

DATE: _____

NAME: _____

SIGNATURE: _____

IN THE CAPACITY OF: _____

DULY AUTHORIZED TO _____

SIGN BID FOR AND ON BEHALF OF:

Official Stamp of The Company:

ANNEX A (LOT 3) - TERMS OF REFERENCE FOR PROOFREADING SERVICES

1. Background

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless individuals. UNHCR has been operating in Sudan for more than 50 years in partnership with the Government of Sudan, the UN, NGOs and others.

UNHCR is seeking the services of an individual or company to provide proofreading services for its documents and publications in Sudan. The service provider will produce high quality documents in English.

2. Description of required services

Under the supervision of the Senior External Relations Officer in UNHCR's Sudan Operation, the service provider is required to:

Proofread

- Work with the communications/reporting/External Relations Unit which is part of the External Relations Unit or other Units in the Khartoum Office as well as with partners if and when specifically requested.
- Proofread and edit UNHCR documents in line with UNHCR's Style Companion, Brand Book and project-specific guidance on language.

3. Skills, experience and qualifications required

- At least five (5) years professional experience in proofreading and editing in English.
- Mother tongue or proven proficiency in English at C2 level.
- Excellent communication skills in English. Previous experience of working with UNHCR an asset.
- Ability to work in multicultural environment.
- Experience working with humanitarian organizations or rights-based organizations desirable.

4. Deliverables

- Submission of clean, proofread Microsoft Word documents to UNHCR Khartoum Office via email or WeTransfer, formatted according to UNHCR standards regarding fonts, spelling, etc.
- Submission of Microsoft Word document that makes the changes made visible

5. Contractual Arrangements

The service provider will be hired under UNHCR's Terms of Contract and managed solely for the purpose of delivering the above deliverables. UNHCR in Sudan shall provide necessary support in order to execute the assignment during the stipulated period. This support shall include:

- I. Access to relevant documents and information necessary for service delivery; and
- II. Briefings on assignments, if necessary.

All information, content, products (digital or otherwise), project documents, etc., which the service provider may come into contact with or produce during the contracted assignment shall remain the property of UNHCR. UNHCR who shall have exclusive rights over use of these materials. Except for purposes of this assignment, information shall not be disclosed to the public nor used in any form without written permission of UNHCR, in line with applicable national and International Copyright Laws.

ANNEX B (LOT 3)-TECHNICAL SPECIFICATIONS -PROOFREADING SERVICES

- Carry out a final and thorough check for consistency especially in terms of spelling, style and headings;
- Check spelling and grammar, font sizes and fonts, bullet listings and spaces;
- Make sure that no text has disappeared or was cut out accidentally during layout;
- Check all numbering, paragraphs, headings, sub-headings, to make sure they correspond to the table of contents;
- Check the pagination of the publication, to make sure that it corresponds to the Table of Contents and Index (if an Index exists);
- Check footnotes and endnotes;
- Check that the heading structure is clear and logical;
- Check for 'orphans' and 'widows' (that is, when a word or part of a sentence is left on its own on the bottom/top of a page, with the continuation on the next/previous page);
- Check the title pages, the cover and the copyright page carefully, verifying consistency in titles photos/artwork copyright and so on.

ANNEX C (LOT 3) – TECHNICAL EVALUATION CRITERIA -PROOFREADING

Detailed Technical Evaluation Matrix	
Evaluation Factors	Max Scores Allocated
Mandatory	
Company profile:	
Demonstrated capacity to perform necessary services by providing detailed company profile information and documentation, including below but not limited to the listed items:	
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL
Company Age Not less than 3 years from the date of registration / incorporation	<i>(failing to meet a single mandatory criterion will result in disqualification of the contractor from further technical evaluation)</i>
Minimum 2 years of experience in graphic design and layout for business	
3 or more positive client references provided	
3 samples delivered* incl. a multipage booklet/brochure, a cloth and a different visibility item, such as a sticker (*photos can replace delivery if physical delivery impossible due to COVID-19)	
The contractor shall have in its current office all the necessary equipment and facilities to Proofreading for UNHCR	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed Frame Agreement.	
General Conditions of Contracts for the provision of Goods and Services -2018 (Annex E)	
Scoring Criteria	
Responsiveness (0 - 15) Marks	
Responsiveness to RFP (0-15) marks	Required Parameters:
	1. Understanding of scope, and responsiveness to, UNHCR requirements.
	2. Understanding of scope, objectives and completeness of response.
	3. Overall concord between UNHCR requirements and the proposals.
	a. Full understanding of UNHCR requirements: the proposal made by the bidder is complete and is fully responsive based on above parameters = 15
	b. To a larger extent understands UNHCR requirements and the proposal made by the bidder is complete and is mostly responsive based on above parameters = 9
	c. Does not understand UNHCR requirements and the proposal made by the bidder is not complete and is not responsive based on above parameters = 0
	Total= 15 Marks
Experience of Company (0-30) marks	
Range and depth of innovative design experience, quality of portfolio:	1. The company demonstrates ability in provision of innovative design and has the experience in offering professional proofreading service = 15 Marks
	2. The company demonstrates ability in provision of innovative design and has the experience in offering some of the professional proofreading services which largely meets the expected quality = 9 Marks
	3. The company neither has the ability in provision of innovative design nor has the experience in offering products in accordance with the expectations = 0 Marks
	Total= 15 Marks

ANNEX C (LOT 3) – TECHNICAL EVALUATION CRITERIA -PROOFREADING

Evaluation Factors	Max Scores Allocated
Experience working on similar projects, client references	1. The company has demonstrated professional proofreading experience in the provision of similar requirements to clients for which 3 references are provided in satisfactorily delivering the services = 15 Marks 2. The company has demonstrated some professional proofreading experience in the provision of similar requirements to clients for which a minimum of 2 references are provided in satisfactorily delivering the services = 9 Marks 3. The company is unable to demonstrate its experience of working on similar projects and has not provided a minimum of 2 references = 0 Marks
Total= 15 Marks	
Work Plan and Quality (0-20) Marks	
Proposed methodology and work plan	1. The contractor has shared methodology and work plan for the proofreading exercise and demonstrates its ability to proofread and provide all the requested items in the quality and standard expected by UNHCR in-line with its requirements = 20 Marks 2. The contractor has partially shared his methodology and work plan for the proofreading exercise and demonstrates partially its ability to proofread and provide all the requested items in a largely similar quality and standard expected by UNHCR in-line with its requirements = 12 Marks 3. The contractor did not share the methodology and work plan and he does not demonstrates its ability to proofread and provide all the requested items in a quality and standard expected by UNHCR in-line with its requirements = 0 Marks
Total= 20 Marks	
Quality insurance	1. Return and cancellation policy provided, including free proofreading in case of justifiable quality problems, especially non-compliance with UNHCR brand book or colour palette = 5 Marks 2. Return and cancellation not policy provided and in-case of a proofread the company applies additional charges = 0 Marks
Total= 5 Marks	
Client Services (0-15) Marks	
Client Services	1. The company proposes to offer a dedicated key account manager (English speaking) to UNHCR during business hours (9 am – 5 pm) during the period of frame agreement = 15 Marks 2. The company proposes to offer a shared account manager (English speaking) to UNHCR during business hours (9 am – 5 pm) during the period of frame agreement = 9 Marks 3. The company does not have the means to offer an account manager to UNHCR = 0 Marks
Total= 15 Marks	
Annual Turn over- (0-15) (within pervious five year)	Annual turnover up to USD 25,000 = 5 marks Annual turnover up to USD 50,000 = 10 marks Annual turnover up to USD 100,000 or above= 15 marks
Total=15 Marks	
Total Marks (100)	

ANNEX D: FINANCIAL OFFER FORM (LOT 3)-PROOFREADING

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

--

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

 YES NO
(PART - 1)

S/NO:	ITEM DESCRIPTION	UOM	UNIT COST	TOTAL AMOUNT
1	Proofread: Booklets/Catalogues, certificates, Leaflets / Trifold Brochure, calendars, Business cards.	Per Page		
TOTAL COST				

BIDDERS NAME:

DATE: _____

NAME: _____

SIGNATURE: _____

IN THE CAPACITY OF: _____

DULY AUTHORIZED TO _____

SIGN BID FOR AND ON BEHALF OF:

Official Stamp of The Company:

ANNEX E: BID DATA SHEET

THE FOLLOWING SPECIFIC DATA FOR THE GOODS AND SERVICES TO BE PROCURED SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	FOR OF	11 JULY 2021, 1159 Hrs. (Sudan Standard Time) BIDS TO BE MARKED:
		<p>SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p><u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u></p> <p>ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p>REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2021/010 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF PRINTING, LAYOUT AND PROOF-READING SERVICES FOR UNHCR SUDAN OPERATIONS.</p> <p><u>Clearly Marked: NOT TO BE OPENED BY REGISTRY</u></p>
LATE SUBMISSION OF OFFERS:		<p>OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME.</p> <p>IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.</p>
BID VALIDITY PERIOD:		180 DAYS
PRICE VALIDITY PERIOD:		180 DAYS
SPECIFICATIONS:		KINDLY NOTE THAT FOR THE SERVICE THE REQUESTED SPECIFICATIONS MAY BE CONSIDERED IF IT CONFIRMS TO THE PRESCRIBED QUALITY AND STANDARD
DELIVERY SCHEDULE:		DELIVERY TIME: IN DAYS:
LANGUAGE OF THE BID:		ENGLISH
BID SUBMISSION		UNHCR REPRESENTATION OFFICE SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.
REQUESTS FOR ADDITIONAL INFORMATION:	FOR	<p>BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@unhcr.org BEFORE 1159 HRS on 04 JUNE 2021 (CUT-OFF DATE FOR QUERIES).</p> <p>UNHCR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.</p>