

DATE: 24 April 2024

REQUEST FOR PROPOSAL: RFP/24/010/RBAP/PSP

**REQUEST FOR PROPOSAL  
FRAME AGREEMENT FOR THE PROVISION OF EVENT ORGANIZING SERVICES FOR UNHCR PRIVATE  
SECTOR PARTNERSHIPS IN THAILAND**

**CLOSING DATE AND TIME: 17 May 2024 – 23:59 UTC + 7 hrs. (Bangkok time zone)**

---

**INTRODUCTION**

UNHCR is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution for issues facing refugees. The number of people forced to flee from home is over 103 million which is the highest number since World War II. Today, UNHCR is one of the world's principal humanitarian agencies. Its staff of more than 18,000 personnel in 137 countries. Staff members work in a diversity of locations and conditions including in our Geneva-based Headquarters (HQ) and more than 501 field locations worldwide. UNHCR's primary purpose is to safeguard the rights and well-being of refugees.

Since 1975 UNHCR in Thailand has been working continuously with the Royal Thai government and NGOs to help and provide protection to refugees who live in refugee camps in Thailand. We have helped the country meet the protection needs of successive migrations of refugees from Cambodia, Laos, Vietnam, and Myanmar since the 1970's.

There are currently some 96,224 refugees in Thailand who are mainly ethnic Karen and Karenni forced to flee from conflicts in Myanmar. For over 40 years, they have been living in nine camps in four provinces: Ratchaburi, Kanchanaburi, Mae Hong Son, and Tak. Most of them are children, women, and people with disabilities whose voice are seldom heard.

The primary purpose of the Private Sector Partnership Service (PSP), UNHCR Thailand is to generate income from individual donors, corporates, and foundations, in order to support UNHCR activities worldwide. PSP activities in Thailand include two different main programmes: Individual Giving (IG), raising money from individuals both regular and one-off donation, and Private Philanthropy (PPH) seeking support from companies, foundations, small and medium sized enterprises (SMEs) and High Net-Worth individuals.

UNHCR began diversifying our acquisition activity across a wider range of channels. One of the most effective public engagement channel to raise the awareness and sustain a pipeline of financial support for refugees, forcibly displaced and stateless people is Face-to-Face (F2F) fundraising programme. This programme has been implemented since May 2008 as part of a global UNHCR strategy of awareness raising and increasing private sector funding.

Every year, the F2F programme has acquired thousands of committed donors who are capable of giving for the long term. One of key successes of F2F programme is having eye-catching and creative fundraising booths at high quality locations to allow F2F teams to acquire the committed donors. Therefore, PSP seeks event organizer to support in organizing construction and logistic arrangement to ensure that F2F fundraising booths are well constructed, donor-friendly, and attractive to Thai people.

More information about us can be found on UNHCR globally; [www.unhcr.org](http://www.unhcr.org) and about UNHCR Thailand [www.unhcr.org/th](http://www.unhcr.org/th)

**1. REQUIREMENTS**

The Private Sector Partnerships (PSP) of UNHCR Thailand is looking for suppliers with qualified agency/ies that can design, set up and organize events of varied scales for a Long-Term Agreement (LTA). Each event is aimed to strengthen UNHCR's brand recognition among new audiences, acquire new donors, foster loyalty among its current supporter base, and create a journey that leaves an impact in the minds of all attendees.

- LOT 1: Face-to-Face booth events.
- LOT 2: Awareness raising activities, small-medium fundraising events, and press conferences.
- LOT 3: Networking and large Fundraising Events

The service contract phase is planned tentatively from 1 June 2024 - 31 May 2027, covering the following objectives:

- Planning – Map out target audience centric strategy with full logistic complement.
- Production and Construction – Organize production and construction that align with UNHCR's brand and event objectives.
- Execution – Create a dynamic event and/or brand experience that leaves a lasting positive impression.

The contract is awarded for one year, further extendable for two times one year, subject to satisfactory performance, in total a 3-year agreement.

**Companies can submit a proposal for each lot (Lot 1, Lot 2 and Lot 3), with a separate proposal per lot. It is not mandatory to send an offer for all services. The evaluation of the different lots will be carried out separately. Please make sure that all requirements per lot are included in your proposal. Please also clearly indicate the services/lots you are bidding on to ease the evaluation process.**

Budget allocation cannot be revealed by UNHCR at this point of time but will be disclosed to the chosen supplier after the RFP.

The selected provider will maintain the proposed fees for the duration of the contract. The service providers' performance will be monitored on monthly basis as per agreed KPIs.

**The activity list can be found in this ToR. Please refer to Annex I for detailed description and specifics of all activities.**

**IMPORTANT:**

The Terms of Reference (TOR) and other relevant documentation are detailed in the Annexes of this Request for Proposal (RFP).

**IMPORTANT:**

When a Frame Agreement (FA) is awarded, the successful bidder(s) are requested to maintain their quoted price model for the duration of the FA.

**IMPORTANT:**

When a Frame Agreement (FA) 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 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 Conditions of Contracts for provision of Services.

## 2. **BIDDING INFORMATION:**

### 2.1. **RFP DOCUMENTS**

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

Annex A:	Terms of Reference (TORs)
Annex B:	Technical Response Form
Annex C:	Financial Offer Form
Annex D:	UNHCR Special Data Protection Conditions
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services
Annex F:	Vendor Registration Form
Annex G:	eTenderBox Supplier User Manual
Annex H:	Registration Guide for eTenderBox
Annex I:	PSP event organizer plan 2024-2027

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

### 2.2 **ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to Yun Ling [ling@unhcr.org](mailto:ling@unhcr.org) and Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@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 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 Yun Ling [ling@unhcr.org](mailto:ling@unhcr.org) and Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org). **The deadline for receipt of questions is the 03 May 2024 23:59 UTC + 7 hrs. (Bangkok time zone).** Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Proposal Submissions are **NOT** to be sent to the e-mail addresses above.

UNHCR will compile and answer all questions received. UNHCR may, at its discretion, copy and reply to all or a question(s) to all other invited bidders at once for transparency purposes in line with applicable confidentiality clauses.

The consolidated Q&A file will be also posted on UNHCR Global website and UNGM.

**IMPORTANT:**

UNHCR may invite all bidders who have sent their confirmation of receipt of the RFP and expressed their interest in submitting a proposal to a Supplier Conference to explain ToRs, the RFP process and answer any questions raised by the potential bidders.

## 2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be considered.

### **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 prescribed submission method will result in disqualification of the offer. Please send your bid only in the manner specified 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.

Pre-selection criteria (mandatory to fulfil with this criteria):

**Please take note of the pre-qualification criteria hereunder, failure to comply with the below criteria will result in disqualification:**

Pre-selection criteria	Documents, information to be provided to establish compliance with the set criteria
Your company must be based in Thailand and be eligible to provide service in Thailand	Company registration certificate to be submitted and UNHCR Vendor Registration Form (Annex F) is to be filled out.*
Compliance with UNHCR general terms and conditions	Please acknowledge UNHCR general terms and conditions (Annex E).
Compliance with data protection	Please acknowledge UNHCR data protection clause (Annex D).

## Requirements

### Project Management

- The appointed service providers will be expected to manage end-to-end production needs of events scheduled during the contract period including but not limited to coordination, technical assistance and engaging with sub-contractors.
- Develop a comprehensive event organization plan based on UNHCR Thailand's event calendar for 1 June 2024 - 31 May 2027.
- Remark: UNHCR will be responsible for venue rental cost and guest invitations.
- Please refer to Annex I for further descriptions of the required booths

### Production of event assets

- Work with UNHCR Thailand's project manager to produce relevant assets such as Roll up, standee, backdrop, counter, chair, and stage to support the promotion of activities including videos content if needed.

### Service requirements for each Lot

#### LOT 1: Face-to-Face fundraising booth

Minimum service including:

- Designing and printing of key visual, promotional materials, backdrop, signage, stage, decoration, and other material required.
- Floor plan designing, arrangement and venue decoration.
- Coordinate logistics, transportation arrangements and storage service.

Type of event booth	Description	Size of Location	Amount of event	Duration/ event	Tentative event period
Large F2F Fundraising Booth	To provide organizing services for Architecture Expo, and special activities at extra-large shopping malls or locations.	10m x 10m	7 events	7 days	Jan, Feb, Apr, Jun, Sep, Oct, Dec
Medium F2F Fundraising Booth	To provide organizing services for Motor Expo, Bann Lae Suan Fair, and special activities at large shopping malls.	5m x 5m	10 events	7 days	Feb(2), Jun(2), Sep, Oct, Dec
Small F2F Fundraising Booth	To provide organizing services for F2F special activities at hospitals, open spaces, community and shopping malls.	3m x 3m	3 events	7 days	Mar, Jul, Nov

#### LOT 2: Awareness raising activities, small-medium fundraising events, and press conferences.

Minimum service including:

- Designing and printing of key visual, promotional materials, backdrop, signage, stage, decoration, and other material required.
- Floor plan designing, arrangement and venue decoration.
- Designing and responsible for lighting and sound system.
- Queue running and stage team.
- Live stream service, video interview, video editing and photographer.

Type of event	Description	Amount of event	Duration/ event	Tentative event dates
Press conference events	Provide organizing service for press briefing and conference events	3-5 events/year	1 day	quarterly
Small fundraising activities with influencers or donors	Provide organizing service for small fundraising activities with influencers, high profile supporters and donors	3-5 events/year	1 day	Mar, Jun, Aug

#### LOT 3: Networking and Large Fundraising Events

Minimum service including:

- Conceptualize and design bespoke events tailored to the preferences and expectations of our middle and high net worth individual donors.
- Designing and printing of key visual, promotional materials, backdrop, signage, stage, decoration, and other material required.

- Floor plan designing, arrangement and venue decoration.
- Designing and responsible for lighting and sound system.
- Queue running and stage team.
- Live stream service, video interview, video editing and photographer.

Type of event	Description	Amount of event	Duration/ event	Tentative event dates
<b>Networking and Large Fundraising events</b>	Running or donation matching event	1-2 events/year	1 day	Q3
	Art exhibition, auction and workshop		3-7 days	Q3
	Fundraising concert		1 day	Q2
	Dinner, Luncheon and Gala events	2-3 events/year	1 day	Q2-Q4

#### Standard requirements:

- Bring significant knowledge and experience of developing successful public engagement events and have developed a sector-leading reputation for these initiatives.
- Coordinate logistics, including but not limited to venue inspection, transportation arrangements, catering, entertainment, and accommodations.
- Oversee event timelines and schedules, ensuring all aspects of the event are executed flawlessly and according to plan.
- Collaborate with vendors, venues, and suppliers to ensure seamless execution of events, maintaining the highest standards of quality and service.
- Have a proven track record of delivering successful campaigns and events.
- Have relevant experience of working with non-profit events.
- Have experience in conceiving of and producing offline/online assets to back up a creative idea.
- Be able to work closely with staff of PSP Thailand and with key stakeholders across the UNHCR network in a collaborative and creative working environment.

Additional note: The budget allocated may vary and is subject to UNHCR's confirmation and detail activities. The budget will be confirmed through a specific "Statement of Work" (SOW) of each agency and corresponding purchase order (PO).

#### 2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offers** must contain an overall offer in a single currency, which shall be Thai Baht (THB).

#### **IMPORTANT:**

The Financial Offer is to be submitted as per the Financial Offer Form. Financial offers and bids submitted in different manner and that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given excluding any taxes and/or duties.

You are requested to hold your offer valid for ninety (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 thirty (30) days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

## 2.5 **BID EVALUATION:**

### 2.5.1 **Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

### 2.5.2 **Technical and Financial evaluation:**

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

#### **Technical evaluation**

<b>1. Company Qualifications (30)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Campaign and event management experience (Project based) 20	Proven track record of delivering 10 successful campaigns and events in the past 3 years.  Scores will be given based on the number of relevant projects.
Charity experience (10)	Please provide details of experience working with charities, NGO or non-profit organizations. At least 1 number of clients (current and/or previous) in the non-profit sector.
<b>2. Proposed services (20)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Compliance with the services required under each Lot (2.2) (20)  (Please list details for each LOT that you are submitting for)	Comprehensive proposal presented including all services listed under point 2.2., outlining your company's experience and strategy to fulfil requirements; please outline ability/capacity to provide event organizing services.
<b>3. Personnel qualifications (10)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Experience of core people who will work on UNHCR project.	Experience of core people who will work on UNHCR project, including experience with similar projects. Please also provide a brief Curriculum Vitae (CV) of the core staff to work on the project. Please note two years of relevant experience will be scored during the technical evaluation.

#### **IMPORTANT:**

The minimum passing score of the evaluation is 45 out of 60; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Bidders might be requested to deliver a presentation on their proposal and to introduce the team members who will work with UNHCR via web/teleconference in case PSP deems necessary the agencies will be informed on time.

The **Financial offers** will use the following percentage distribution: **40%** from the total score.

The maximum number of points (40 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.,  $[\text{total Price Component}] \times [\text{THB lowest}] \div [\text{THB other}] = \text{points for other supplier's Price Component}$ .

## **2.6 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 per file 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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**CLOSING DATE AND TIME: 17<sup>th</sup> May 2024 - 23:59 UTC + 7 hrs. (Bangkok time zone)**

### **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 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 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

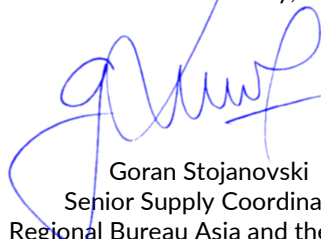
## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued because 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 for Provision of Services 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.

Yours faithfully,



Goran Stojanovski  
Senior Supply Coordinator  
Regional Bureau Asia and the Pacific  
United Nations High Commissioner for Refugees (UNHCR)