



**UNHCR**

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

DATE: 02 October 2017

REQUEST FOR PROPOSAL: No. RFP/AZE/396/2017

FOR

**Social Support for Refugees, Asylum seekers and Other Persons of Concern to UNHCR**

PROPOSALS TO BE RECEIVED BY: **COB- 18 October 2017**

The office of the United Nations High Commissioner for Refugees in Baku, Azerbaijan invites to submit proposals on Social Support for Refugees, Asylum seekers and Other Persons of Concern to UNHCR in Azerbaijan. The tender is open at a country level; social work specialists, expert consultants, social entities, and other interested firms, consultancies, and organizations are encouraged to apply.

Proposal may be submitted for individual projects as well as joint projects.

To enable you to submit a proposal, please find enclosed:

**1. Terms of Reference (TOR)**, which contains:

Annex I: Description of UNHCR requirements for which those services are being sought;

Annex II: General Conditions for Provision of Services (December 2010 version), outlining conditions and terms for UNHCR Purchase Orders for Services;

Annex III: UNHCR Common Supplier Registration Form which should be completed and returned together with your offer (only applicable for vendors not registered with UNHCR Baku, Azerbaijan).

**2. Technical Component**

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

***a) Description of the Entity and qualifications***

A brief description and an outline of recent experience or projects of a similar nature. You must also provide references, and any information that will facilitate our evaluation of your substantive reliability and managerial capacity to provide the services within the proposed timeframe.

***b) Understanding of the Requirements for Services, incl. Assumptions***

Include any assumptions as well as comments on the requirements as indicated in the TOR, or as you may otherwise believe to be necessary.

***c) Proposed Approach, Methodology, Timing and Outputs***

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your entity would respond to the TOR.

***d) Proposed personnel to carry out the assignment***

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The proposed candidate(s), with their qualifications and experience. UNHCR may meet with your personnel prior to making a final decision.

### **3. Price Component**

Your separate price component must contain an overall quotation in Azerbaijani New Manats. In addition, the price component must cover all the services to be provided and must specify any expenses related to the services as requested in the TOR.

**Important note:** UNHCR's payment terms are within 30 days after the receipt of invoice.

### **4. Evaluation of Proposals**

A point system will be used in evaluating the proposals, taking into consideration the technical expertise and experience of the personnel assigned and price proposed. The number of points assigned to each component will be determined based on the following criteria:

Component	Maximum Points	Description
Cost efficiency	30	Highest points attributed to the lowest price
Approach/Methodology	30	Highest points attributed to the implementation methodology proposed.
Qualification of Personnel	20	Highest points attributed to the professional/ experienced personnel.
Prior experience in the project area	20	Highest points attributed to the best performance record and relevant experience

**Disclaimer:** Please note that UNHCR is not bound to select any of the entities submitting proposals and does not bind itself in any way to select the entity offering the lowest price. Furthermore, the contract will be awarded to the proposal which is considered most responsive to the professional project needs, as well as conforming to UNHCR's general principles, including economy, efficiency and effectiveness.

### **5. Validity**

Your quotation should remain valid for 90 days, during which period a purchase order, if placed, will be accepted by you.

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

### **6. Manner of Submission**

Your proposal should be prepared in English.

Your proposal shall comprise the following documents:

- a) Technical Component (TC) proposal; and,
- b) Price Component (PC) proposal.

Each proposal should be placed and sealed in an inner envelope, both of which are then placed in an outer envelope, as detailed below.

Both inside envelopes shall indicate your entity's name and address. The first inner envelope shall be marked "Technical Proposal" and contain the technical component of your proposal.





The second inner envelope shall be marked "Price Proposal" and include your price component.

The outer envelope should be sent by mail and addressed as follows:

**Social Support for Refugees, Asylum seekers and Other Persons of Concern to UNHCR.**

**Attention: Ms. Naila Miraliyeva**  
**United Nations High Commissioner for Refugees (UNHCR)**  
**210 Mirzaagha Aliyev Str, 1014**  
**Baku, Azerbaijan**

- Offers Transmitted in any manner other than as indicated above will not be considered. Offers should be submitted before the closing date/time and late offers will not be considered. Your proposal must be accompanied by a cover memo using the entity's official letter head;
- Proposals received after the deadline will not be accepted;
- Please note that applications will be registered upon receipt, but not acknowledged.
- All applicants will be notified of the outcome of the evaluation process.

**Questions: Answers Session**

Any suggestions or questions related to the Terms of Reference and implementation modalities shall be referred during the meeting **at 11:00 on 06 October 2017**, UNHCR Reception Centre located at 40 Svetlana Mammadova str., near Nasimi metro Station. UNHCR shall not entertain any further queries after the set time.

**8. Currency**

Prices should be all inclusive in Azerbaijani New Manat (AZN).

**9. Closing Date for Receipt of Offers**

Wednesday, 18 October 2017 at 23:59 hours Baku time.

**10. Duration of contract:**

Duration of the contract is 12 months (01 January 2018 – 31 December 2018). Subject to performance the contract can be extended for another year.

**11. Registration/Reference**

Please provide us with the copy of your state registration, and information on your past and present experience, as well as any available references and evaluation of your services.

Sincerely yours,

Migena Tane  
Admin/Programme Officer  
UNHCR Baku, Azerbaijan



## TERMS OF REFERENCE

### Social Support for Refugees, Asylum Seekers and Other Persons of Concern to UNHCR

#### **Background:**

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UNHCR established its presence in Azerbaijan in December 1992 and launched an emergency and relief operation to assist thousands of persons fleeing the conflict over Nagorno Karabakh. Along with the increased capacity of the Government of Azerbaijan, UNHCR has gradually reduced and reoriented its activities in Azerbaijan. While remaining fully engaged with Internally Displaced Persons (IDPs), UNHCR exercises its international mandate to protect and identify durable solutions to the plight of asylum seekers and refugees, and reduce statelessness in Azerbaijan.

The Republic of Azerbaijan hosts some 1415 refugees and asylum seekers from Russian Federation (Chechnya) (457), Afghanistan (696), Iran (61) and other countries. Asylum seekers from the Republic of Chechnya are not admitted to national asylum procedures; however, the Government of Azerbaijan permits them to remain in its territory without formal recognition or legal status. Asylum seekers from other countries have access to national asylum procedures; however very few have been able to obtain formal recognition. In both cases, UNHCR provides them with the Protection Refugee Card recognized by the Ministry of Interior of the Republic of Azerbaijan, the Ministry of Foreign Affairs of the Republic of Azerbaijan and the State Migration Service, and generally respects the non-refoulement principle.

The majority of refugees and asylum seekers currently reside in urban areas of Baku and Sumgayit. About 39 households reside in the regions of Azerbaijan. However due to lack of formal recognition they experience difficulties in accessing the services provided by the Government. UNHCR has been providing assistance to refugees, asylum seekers and persons of concern in Azerbaijan in terms of access to basic health and education services, legal aid, livelihood and financial assistance. UNHCR applies an advanced assessment methodology for the determination of vulnerability, through Household survey. Since end of 2016, based on the outcomes of the assessment, the financial assistance is determined. UNHCR office covers secondary health services for beneficiaries through state owned and private clinics. As result of advocacy efforts, the access of PoCs to state-owned primary health services was facilitated. There is a set mechanism for beneficiaries to bring their particular concerns to the attention of UNHCR office through social counselling.

#### **Scope of work:**

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UNHCR intends to provide social support to all households through assessments and monitoring activities through qualified social workers. The contractor is expected to use existing tools (apps and database) for collecting and compiling data on household surveys and regular monitoring visits. The data should be collected via devices (i.e. smart phones, tablets, etc) based on pre-developed and uploaded questionnaires. Considering that current caseload consists of 455 households, each household should be visited at least once a year. About 20% of the cases will require re-assessment due to the changes in the socio-economic

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situation. In addition to social assessment the contractor will be expected to monitor through the same methodology (devices). Particular findings reflecting the situation among the most vulnerable cases, determination of child's best interest procedure, sexual and gender-based violence, monitoring of health situation for beneficiaries underwent surgery or other serious medical intervention shall be captured and reported according to the instructions of UNHCR.

Upon selection, the contractor will undergo a training in various areas, such as: protection in UNHCR, understanding the assessment and monitoring, use of devices, etc.

If and when required, the social worker may be required by the Office to accompany the beneficiaries to Notary office and facilitate the payment procedure.

In order to increase efficiency, the number of teams expected to work in the field is 4 (four) (each team consisting of 2 people). The communication language is Azeri or Russian; often translator of Farsi language is required.

The proposal should cover the description and detailed budget for the below listed services:

- 1) Existence of qualified team of social workers (CVs with distribution of the roles to be attached);
- 2) Plan and carry out regular, ad-hoc and re-assessments through home visits on a condition that each household shall be visited **at least** once a year, including the ones in the regions;
- 3) Plan and carry out monitoring of PoC households receiving regular financial assistance from UNHCR;
- 4) Enter quantitative & qualitative data in the system (system to be provided by UNHCR)
- 5) Submit regular monthly reports in English to UNHCR;
- 6) Manage logistics for the team of social workers within Baku and to the regions.

All the above shall be carried out upon familiarization with UNHCR Standard Operating Procedures (SOP) on cash based intervention, Best Interest Determination, UNHCR Sex and Gender Based Violence policy to be able to conduct respective social assessments

#### **Duration or contract:**

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The duration of the contract is 12 months (01 January – 31 December 2018). Subject to satisfactory services, the contract may be extended for another year.

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