



**UNHCR**

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

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**DATE: 16/10/2017**

**REQUEST FOR QUOTATION: No. RFQ/RSA/SU/10.01/2017**

**FOR THE SUPPLY OF: UNHCR Social Assistance/Information Booklets**

**QUOTATION TO BE RECEIVED BY: 27/10/2017 COB**

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The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly<sup>1</sup>, requests your price quotation for the creation of a social assistance/information booklet for services available to refugees and asylum-seekers in South Africa by UNHCR and its partner organisations, as specified in this Request for Quotation (RFQ).

## **1. REQUIREMENTS**

- Scope of work: UNHCR requires a service provider to 1) design and create content and visuals for its social assistance/information booklet, 2) translate the booklet into three different refugee languages (e.g. Kiswahili / French / Somali, etc) and 3) printing of the booklets. The booklet will aim to provide information on the different services provided by UNHCR and all its partners in different provinces and also serve as an information resource for UNHCR's persons of concern (PoCs). To that effect, the booklet should include information such as how to access the asylum system, education, health/HIV, social welfare, counselling, child protection, security/police/justice, rights etc. and also tips on social cohesion, responding to child protection or SGBV matters, etc. Some pictures may be provided by UNHCR for the design of the booklet, but the selected service provider will be required to provide most of the designs and visuals.

**For Services:**

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- Type of services and deliverables:
  - 1) Graphic designing and content creation of the UNHCR social assistance/information booklet for refugees and asylum-seekers. The designer will need to ensure that the booklet is user friendly, visually appealing and readable to cater for semi-literate PoCs.
  - 2) Translation of the booklet into at least two (3) different refugee languages (e.g. French/Somali/Kiswahili/Amharic).
  - 3) Printing and delivery of the final copies of the booklets to UNHCR.
  
- Specifications for the social assistance booklets:
  - 1) Social Assistance Booklets 40pg Self cover, Full colour
  - 2) Language: English and three refugee languages
  - 3) Size: 150 x 105mm
  - 4) 40 Pager: Paper – Triple Green Print (Gloss), 135 g/m2, White. Printing – Full Colour both sides
  - 5) Finishing: Saddle stitched & Trimmed to size
  - 6) Number of copies to be delivered: 10,000 booklets in English and 24,000 booklets in three refugee languages (8,000 copies each)
  - 7) Packing/Delivery: Packed in strong boxes to withstand rough handling & delivered to UNHCR Pretoria.
  
- Delivery Address:

UNHCR Pretoria, 351 Francis Baard Street,  
4<sup>th</sup> Floor Metro Park Building,  
Pretoria
  
- Duration and/or Frequency of Services: 1 November 2017 – 31 December 2017

Please include the following price information in your quote (without VAT):

- Currency:
- Fees for the period requested:
- Additional fees, if any (please specify):
- Total Cost for services (all inclusive).

Quotations to be accompanied by the following documents:

- An itemized budget for design and content creation, translation services and printing and delivery:
  - Required timeframes for the three work functions:
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- Sample of similar work done, portfolio and/or CVs which detail previous experience and/or work completed by the individuals who will be assigned to the task.

Please note that UNHCR has tax and duty exemption status.

## 2. RFQ Submission

We would appreciate receiving your quotation on or before **27/10/2017 – 17:00 hrs.** by e-mail in PDF format to Augustine Masikati at [masikati@unhcr.org](mailto:masikati@unhcr.org) and copy Vongaishe Mujuru ([mujuru@unhcr.org](mailto:mujuru@unhcr.org)).

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **8 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ/RSA/SU/10.01.2017
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR. Suppliers must ensure that the material listed below is submitted to UNHCR before final payment is processed:

- Final text (word version) of the booklet,
- Final PDF version,
- Final high and low resolution proofs,
- Editable electronic version for UNHCR's use.
- Printed copies of the booklet as indicated above.

Please find attached in ANNEX B the UNHCR's General Conditions of Contracts for the Provision of Goods and/or Services-2010. You must clearly indicate in your quotation if you accept them.

Thank you for your kind attention.

Simon Tesfaye

Supply Officer

Regional Office for Southern Africa

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