TERM OF REFERENCE

PAYMENT SERVICES FOR ASIA REGION

RFP/2019/UNHCR/PSP/ASIA /003

Bidders are required to submit any request for clarification or any question in respect of this ToR by e-mail to **galer@unhcr.org**. The deadline for receipt of questions is **11th of December 2019 23:59 PM Bangkok time**.

1. INTRODUCTION

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies. Its staff of more than 7,190 personnel is helping more than 36.4 million people in more than 127 countries. Staff members work in a diversity of locations and conditions including in our Geneva-based Headquarters (HQ) and more than 100 field locations. For more information, please see http://www.unhcr.org.

UNHCR's Private Sector Partnerships (PSP) Unit in Asia raises over USD 100 million annually using different channels for donor acquisition and retention, channels like face-to-face, Telemarketing, DRTV, and digital. Donations are sought every year for UNHCR's Annual Program Budget, which includes the support of regular humanitarian assistance operations for refugees and internally displaced people around the world. UNHCR also launches supplementary appeals throughout the year, seeking extra donations for unforeseen emergencies.

UNHCR currently uses iRaiser (https://www.iraiser.eu/), as the digital fundraising platform for its programs in the Asia markets, through the global domain https://donate.unhcr.org/, supporting several markets in the region, such as:

- India https://donate.unhcr.org/in/general/
- Singapore https://donate.unhcr.org/sg/general/
- Hong Kong https://donate.unhcr.org/hk/general/

iRaiser supports multiple languages, currencies, payment methods and location redirection based on IP address.

2. STATEMENT OF PURPOSE & OBJECTIVES

PSP Asia invites service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of a regional payment service provider(s). PSP Asia would like to establish Frame Agreement(s) with one or more selected agency vendor's areas for three (3) years extendable for another two periods of up to one (1) year each. The successful bidder(s) will be requested to maintain their quoted pricing model for the duration of the Frame Agreement(s).

This payment service provider is intended to bring significant benefits to the UNHCR fundraising programs, streamline the giving process, to accept, process, acquire and settle locally in multiple Asian countries outlined below, and make it quick, easy and secure for supporters to make an online or offline donation via a PCI compliant third party vendor from anywhere in Asia, primarily countries outlined below. It is also intended that this system will be a 'best of breed' system that is flexible enough and is supported by a long term development roadmap for new features and investments.

The payment gateway(s) will need to be integrated with UNHCR's existing digital fundraising platform iRaiser and, or any 3rd party income processing platform and CRM databases.

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PSP Asia would like to identify qualified service providers for the following countries:

LOT 1, service provision in all countries listed:
- Malaysia
- Philippines
- Thailand
- Hong Kong and Mainland China
- Singapore

LOT 2, service provision in:
- Indonesia

LOT 3, service provision in:
- India

Service providers can submit a proposal to LOT 1, LOT 2 and LOT 3 separately. It is not a mandatory to send an offer for all lots. For LOT 1, please note that service provision is mandatory in all the 5 countries. The evaluation of the different lots will be carried out separately on technical and financial level. Please make sure the all requirements per lots are included into your proposal. Please also indicate clearly the services/lots you are bidding for to ease the evaluation process

Service providers will be requested to maintain their quoted price structure for the duration of the contract.

PRE-SELECTION CRITERIA:

1. The service provider must be based in Asia. Please submit a company certificate/company registration to establish compliance with this criteria.
2. ISO 270 27001 – International standard for Information Security Management Systems. ISO certificate to be submitted to establish compliance with the criteria.
3. PCI DSS Level 1 – PCI Security Standards Council – https://www.pcisecuritystandards.org/ certificate to be submitted to establish compliance with the criteria.

Failure to submit any of the requested documents will result in disqualification.

JOINT VENTURE

Please be informed that joint venture, or contractor/subcontractor relationship are allowed. In either case, bidder needs to confirm which company is the project lead to take responsibility of the commercial relationship. The bid is to be submitted under one company, as leader. The winner bidder will be the contracted party, responsible for performance. UNHCR will deal with only one party (as single legal entity) for the administration of the contract, in case of selection. Please read carefully UNHCR General Terms and Conditions (Annex D, page 3, clause 5) about subcontracting.

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3. CORE REQUIREMENTS

3.1 PAYMENT RELATED SERVICES

3.1.1 MERCHANT ACCOUNTS BANK SETTLEMENT, ACCEPTED PAYMENTS

- UNHCR has local bank accounts in the countries in Asia that will be used for the purpose of settling the donations raised in each country respectively.
- UNHCR envisions to have different Merchant Accounts to settle the income generated in different bank accounts in their respective local currencies, and to easily monitor the performance on country level.
- All available Merchant Accounts should be available through one admin access, with capability to create a user access limited to a specific merchant account, or per specific functions, i.e.: reporting, donation management, developer, etc.
- The payment service provider will be expected to process donations through local acquirers and settle the income generated into a local bank account in the local currency, at a specific frequency: weekly, bi-weekly, monthly, etc.
- They system should provide ability to add customizable attributes to each payment such as a descriptor, type, etc.
- The statement descriptor appearing on donor's bank account should be customizable to reflect the purpose of the donation.

3.1.2 ACCEPTANCE AND SETTLEMENT CURRENCIES

The payment system will need to have the ability to accept and settle payments in the following currencies in their respective countries:

Lot 1:
- Malaysian Ringgit (MYR)
- Philippine Peso (PHP)
- Baht (TBH)
- Hong Kong Dollar (HKD)
- Singapore Dollar (SGD)

Lot 2:
- Indonesia (IDR)

Lot 3:
- Indian Rupees (INR)

3.1.3 ACCEPTED PAYMENT METHODS

Bidders are required to submit any request for clarification or any question in respect of this ToR by e-mail to **galer@unhcr.org**. The deadline for receipt of questions is **11th of December 2019 23:59 PM Bangkok time**.

Please check the below requirements carefully and make sure you elaborate on the potential payment methods on your technical proposal as relevant to Lot (Lot 1, 2 and 3) you are bidding for:

- Card payments for One-Time and Recurring payments (Visa, MasterCard, UnionPay, American Express, Diners Club, JCB, Maestro, Discover)
    - Credit Cards
    - Debit and Prepaid Cards
    - Commercial
- Mobile Payments: LinePay, GCash, Alipay (HK), Alipay (Mainland China), WeChat, GoPay, PayPal, Faster Payment System (FPS), PPS, UnionPay (web), and UnionPay (mobile application), Grabpay, Touch, Go, Boost.
- Digital Wallet Payments: Apple Pay, Google Pay, Samsung Pay
- Net Bank / Bank account: local banks per market
- Direct Debit

Please check Annex B to have the breakdown for different payment methods.

3.1.4 ACCEPTED PAYMENT AMOUNTS AND TYPES

The payment system should be able to process one-time payments and recurring payments for e-commerce, mail order telephone order (MOTO) and face-to-face collections. The system should be able to process high value payments, up-to 10,000 USD per transaction.

3.1.5 PAYMENT CAPTURE AND GATEWAY INTEGRATION

We expect the payment service provider to have an API to enable easy integration with multiple third-party systems and enable direct processing and capturing of payments from a third-party platform, including (but not limited to) digital donation forms, payment management platforms and Face-to-Face agency tools.

The payment service provider should have available different types of payment gateway integration for secure payment capture:

- Hosted Payment Pages: a web-based solution with minimal technical implementation efforts required.
- XML API integration (direct and/or hosted)

3.1.6 SYSTEM SUPPORTED LANGUAGES

The payment system will need to be compatible with the following languages:

Lot 1:

- English,
- Chinese (Traditional and Simplified)
- Thai
- Bahasa Malaysia

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Lot 2:

- Bahasa Indonesia
- English

Lot 3:

- Indian
- English

3.1.7 PAYMENT MANAGEMENT

The payment system should allow the following functionalities:

- Ability to partially or fully refund payments
- Flexible ability to 'search' for donors i.e. names, amount, date, email address, etc.

3.1.8 HOSTING

The provider is expected to provide as a minimum requirement:

- Robust hosting capacity able to process the high volume of payments (up to 100 transactions per minute for large appeals)
- A strong service provision in relation to downtimes/response times
- A full and robust disaster recovery process and procedure (documented)
- Regular and thorough load testing

3.1.9 RECURRING PAYMENT MANAGEMENT

The payment service provider to offer a payment scheduling to manage subscriptions/recurring donations on behalf of UNHCR.

- Ability to tokenize card data
- Store card tokens for recurring payment
- Ability to create subscriptions/recurring capture with a specific frequency (weekly, bi-weekly, monthly, quarterly)
- Ability to change payment amount for any subscription
- Ability to setup capture date for each subscription
- Ability to cancel subscriptions
- Ability to refund one or all payments linked to a subscription
- Ability to partially or fully refund donations
- Ability to pause subscriptions
- Ability to setup multiple attempts for failed donations at different time intervals.
- The ability for external PCI Compliant suppliers to directly upload/input payment details' taken over a virtual terminal/MOTO transaction for telemarketing, face-to-face and from direct mail.
- Allow the donors to update their card details in case of card expired or any other reason

3.1.10 TRANSACTIONAL EMAILS AND SMS

The following types of transactional emails should be available for one-time payments:

- Donation Confirmation
- Donation Refused
- Donation Not Completed
- Recurring agreement created

- For subscriptions/recurring payments, the system should be able to send the following email and/or SMS notifications:
  - Subscription details with access details for donors to manage their subscriptions, update card details
  - Payment failed [FAILED REASON TO BE PROVIDED]
    - Insufficient funds
    - Card Expired
    - Card Stolen
  - Card due to expire in 2 months/update card details
  - Confirmation for refunds
  - Confirmation for subscription cancellation
- All transactional emails (if provided) should be fully customizable (including email template, content, subject line, and sender).
- Ability to personalize transactional emails with donor and payment information
- SMS integration, confirmation of donation (a receipt of payment, payment failure…etc.) to be sent instantly to mobile numbers and emails provided by donors.

3.2 SECURITY, FRAUD PREVENTION AND RISK MANAGEMENT

Donation platforms are often targeted by fraudsters who trial transactions on stolen card details to check if the cards are working. As a result, the following fraud prevention methods are important to ensure the reliability and integrity of the service is upheld. The basic requirement is a secure data collection and ensures that sensitive data is handled securely. The security is to be achieved by implementing some (if not all) of the following:

- Tokenized card data
- Standard card validation services CVN and CVV2
- 3D secure authentication when applicable
- Conditional rules for filtering out fraudulent transactions should be in place and applied to every transaction to prevent fraudulent transactions/duplicate payments. These include (but not limited to):
  - Blacklist IP addresses
  - Backlist email addresses
  - Blacklist IP from high risk countries
  - Blacklist card/IBAN
  - Velocity checks based on specific criteria
  - Session checks based on specific criteria
  - Email domain validity

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The bidder will assume direct responsibility for risk management to the extent that project deliverables should not be imperiled. To this end, the bidder will work with UNHCR project management to ensure that risk is always identified in a timely manner and managed to ensure that the project is not adversely impacted. Appropriate documentation will be maintained for UNHCR project management.

In case of Hosted Payment Pages, the payments provider should have the following requirements as standard:

- The hosted pages should have SSL Certification (https & padlock)
- logos from third-party verification services (Visa Secure, MasterCard SecureCode)

The third-party payment service provider will secure the payment data on behalf of UNHCR. All companies must detail:

- How they ensure that the donor's financial details are secure and PCI compliant
- What measures they take to ensure donor details are held according to international data protection laws
- Standard card validation services CVN and CVV2
- Conditional rules for filtering out fraudulent transactions (based for example on the email address and IP) should be in place.

3.3 REPORTING AND RECONCILIATION

The payment system should allow for data exporting for reporting and reconciliation purposes. Reporting on payment should be enabled by:

- Merchant Account
- Status of donation: accepted, refused, refunded, disputed, etc.
- Donation type: one-time, recurring, MOTO, Face-to-Face
- Decline reasons per donation type
- Payment type: card, mobile, wallets
- Payment provider batch details for payments - auditing purposes
- Date filter to define start/end of report

Reports should be available for:

- Exporting in different file format: CSV, Excel, etc.
- Exporting based on batch reports of bank transfers
- Exporting via Secure FTP servers
- Scheduling based on a specified interval: daily, weekly, bi-weekly, monthly

3.4 SERVICE LEVELS AND SUPPORT

Full specifications will be required on the appointment of supplier – the following is a basic guide only.

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- Dedicated account manager to act as a focal point offering ongoing support to PSP Asia
- Agile and expert technical support locally based and full prioritization processes for bug fixes and technical queries
- Automated and fully documented process/procedure for error monitoring and logging
- Training for UNHCR staff on the products
- Regular reporting and support on optimizing the overall acceptance rates
- Fully documented user specifications – updated regularly
- Keep the merchant fully informed of latest industry trends and best practices to ensure that UNHCR adheres to latest regulations in the payment industry
- 24-hour support desk on request (for larger appeals and campaigns)

4. CUSTOMER RESPONSIBILITIES

UNHCR is responsible for providing the following:

- Liaising with the Contractor(s) attends regular project management calls and meetings
- Reconciling reports submitted by the Contractor(s)
- UNHCR will designate a focal point for account management
- Ensure that all 3rd party implementers are PCI compliant
- Commits to implement the recommended technology to ensure the safe handling of donors' sensitive data

The bidder is requested to clearly state any assumptions of deliverables, facilities or resources they expect UNHCR to provide.

5. CONTENT OF THE TECHNICAL OFFER

Pre-selection criteria:

1. The service provider must be based in Asia. Please submit a company certificate/company registration to establish compliance with this criteria.
2. ISO 270 27001 – International standard for Information Security Management Systems. ISO certificate to be submitted to establish compliance with the criteria.
3. PCI DSS Level 1 – PCI Security Standards Council – https://www.pcisecuritystandards.org/ certificate to be submitted to establish compliance with the criteria.

Failure to submit any of the requested documents will result in disqualification.

Important: No pricing information should be included in the Technical offer. Failure to comply may risk disqualification.

Bidders are required to submit any request for clarification or any question in respect of this ToR by e-mail to **galer@unhcr.org**. The deadline for receipt of questions is **11th of December 2019 23:59 PM Bangkok time**.

5.1 COMPANY QUALIFICATIONS

It is considered essential for the agency to comply with the following requirements to participate in this RFP (Request for Proposal). During the technical evaluation, in this section, the panel will score your company`s *(1) financial soundness and stability*, (2) *relevant experience in integration with third-party country-specific systems and databases* and *(3) relevant experience of e-commerce and online payments legislations*:

(1) Financial soundness and stability:

- Last balance sheet, last year audit reports or any financial statement, public audit, risk scores given by qualified companies to enable UNHCR to assess your company`s financial soundness and stability.
- Year founded
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates;
- Total number of clients, please provide a list;

(2) Relevant experience in integration with third-party country-specific systems and databases:

- Proven track record on the number of clients (previous and/or current).

(3) Relevant experience of e-commerce and online payments legislations:

- Proven track record on the number of clients (previous and/or current).

Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted *in case of selection*.

5.2 PROPOSED SERVICES

During the technical evaluation, in this section, the panel will score *(1) the comprehensiveness of the proposal*, *(2) the proposed strategy* and *(3) the compliance with the required services listed under point 3*.

- Your proposal is to be tailored as per requirements and information requested under different points of section 3, to ease the evaluation process. General company profile will not be accepted.
- Compliance with services listed under 3.1 payment related services.
- Compliance with services listed under 3.2 security, fraud prevention and risk management.
- Compliance with services listed under 3.3 reporting and reconciliation.

5.3 PERSONNEL QUALIFICATIONS AND ACCOUNT MANAGEMENT

This section is dedicated to measure the proposed customer service towards PSP. The bidder will be asked to assist the UNHCR team with the transfer of applicable functional and technical knowledge to UNHCR resources. During the technical evaluation, in this section, the panel will

score the experience of the core people who will work o UNHCR project (based on the number of years and demonstration expertise in the area):

- A list of the core staff including short resumes to be assigned to this project for any technical support/set up, ongoing account management, and payment authorization optimization support.

Please make sure you establish compliance with services listed under section 3.4 (service levels and support) to understand the level of support proposed for managing our account.

5.4 VENDOR REGISTRATION FORM

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex C).

5.5 APPLICABLE GENERAL CONDITIONS

Please indicate your acknowledgment of the UNHCR General Conditions of Contract (Annex D) and submit with your technical proposal.

5.6 APPLICABLE DATA PROTECTION CONDITIONS

Please indicate your acknowledgment of the UNHCR Data Protection Conditions (Annex E) and submit with your technical proposal.

6. EVALUATION

Pre-selection criteria:

1. The service provider must be based in Asia with local offices. Please submit a company certificate/company registration to establish compliance with this criteria.
2. ISO 270 27001 – International standard for Information Security Management Systems. ISO certificate to be submitted to establish compliance with the criteria.
3. PCI DSS Level 1 – PCI Security Standards Council – https://www.pcisecuritystandards.org/ certificate to be submitted to establish compliance with the criteria.

Failure to submit any of the requested documents will result in disqualification**.** Only proposals passing the pass or fail pre-selection criteria will be technically evaluated.

The overall evaluation is based on a 100 points scale. The Technical offer will be evaluated using inter alia the following criteria and percentage distribution; 70% (i.e. max 70 points) from the total score.

6.1 TECHNICAL SCORING FOR LOT 1 (MALAYSIA; PHILIPPINES; THAILAND; HONG KONG AND MAINLAND CHINA; SINGAPORE)

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Company Qualifications (max 20 points)	**Documents, information to be provided to establish compliance with the set criteria**
Financial soundness and stability (5 points)	Please submit last balance sheet, last year audit reports OR any financial statement, public audit, risk scores given by qualified companies are provided to enable UNHCR to assess financial soundness and stability.
Relevant experience in integration with third-party country-specific systems and databases (7.5 points)	The scores will be allocated for the number clients (previous and current in total) you have been working with in this area. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection.
Relevant experience of e-commerce and online payments legislations (7.5 points)	The scores will be allocated for the number clients (previous and current in total) you have been working with in this area. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection.
Proposed Services (max 40 points)	**Documents, information to be provided to establish compliance with the set criteria**
Comprehensiveness of proposal (5 points)	Please follow the structure of requirements listed under point 2 to ease the scoring. General company profile will not be accepted as technical proposal. Please tailor your offer to demonstrate compliance with the listed requirements.
Compliance with services listed under 3.1 payment related services (15 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.1 for LOT 1.
Compliance with services listed under 3.2 security, fraud prevention and risk management (10 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.2 for LOT 1.
Compliance with services listed under 3.3 reporting and reconciliation (10 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.3 for LOT 1.

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Personnel Qualifications and Account Management (max 10 points)	**Documents, information to be provided to establish compliance with the set criteria**
Experience of core people who will work on UNHCR project. (Including experience with similar projects) (2.5 points)	The scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account.
Compliance with services listed under 3.4 service levels and support (7.5 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.4 for LOT 1.

Bidders might be requested to deliver a presentation (via WebEx) about their proposed services. In case of need for this presentation, bidders will be contacted in due time.

If a minimum score of 42 out of 70 is not reached cumulatively after the presentation stage, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

6.2 TECHNICAL SCORING FOR LOT 2 (INDONESIA)

Company Qualifications (max 20 points)	**Documents, information to be provided to establish compliance with the set criteria**
Financial soundness and stability (10 points)	Please submit last balance sheet, last year audit reports OR any financial statement, public audit, risk scores given by qualified companies are provided to enable UNHCR to assess financial soundness and stability.
Relevant experience in integration with third-party country-specific systems and databases (5 points)	The scores will be allocated for the number clients (previous and current in total) you have been working with in this area. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection.
Relevant experience of e-commerce and online payments legislations (5 points)	The scores will be allocated for the number clients (previous and current in total) you have been working with in this area. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection.

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Proposed Services (max 40 points)	**Documents, information to be provided to establish compliance with the set criteria**
Comprehensiveness of proposal (5 points)	Please follow the structure of requirements listed under point 2 to ease the scoring. General company profile will not be accepted as technical proposal. Please tailor your offer to demonstrate compliance with the listed requirements.
Compliance with services listed under 3.1 payment related services (15 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.1 for LOT 2.
Compliance with services listed under 3.2 security, fraud prevention and risk management (10 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.2 for LOT 2.
Compliance with services listed under 3.3 reporting and reconciliation (10 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.3 for LOT 2.
Personnel Qualifications and Account Management (10 points)	**Documents, information to be provided to establish compliance with the set criteria**
Experience of core people who will work on UNHCR project. (Including experience with similar projects) (2.5 points)	The scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account.
Compliance with services listed under 3.4 service levels and support (7.5 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.4 for LOT 2.

Bidders might be requested to deliver a presentation (via WebEx) about their proposed services. In case of need for this presentation, bidders will be contacted in due time.

If a minimum score of 35 out of 70 is not reached cumulatively after the presentation stage, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

6.3 TECHNICAL SCORING FOR LOT 3 (INDIA)

Company Qualifications (max 20 points)	**Documents, information to be provided to establish compliance with the set criteria**
Financial soundness and stability (10 points)	Please submit last balance sheet, last year audit reports OR any financial statement, public audit, risk scores given by qualified companies are

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	provided to enable UNHCR to assess financial soundness and stability.
Relevant experience in integration with third-party country-specific systems and databases (5 points)	The scores will be allocated for the number clients (previous and current in total) you have been working with in this area. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection.
Relevant experience of e-commerce and online payments legislations (5 points)	The scores will be allocated for the number clients (previous and current in total) you have been working with in this area. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection.
Proposed Services (max 40 points)	**Documents, information to be provided to establish compliance with the set criteria**
Comprehensiveness of proposal (5 points)	Please follow the structure of requirements listed under point 2 to ease the scoring. General company profile will not be accepted as technical proposal. Please tailor your offer to demonstrate compliance with the listed requirements.
Compliance with services listed under 3.1 payment related services (15 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.1 for LOT 3.
Compliance with services listed under 3.2 security, fraud prevention and risk management (10 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.2 for LOT 3.
Compliance with services listed under 3.3 reporting and reconciliation (10 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.3 for LOT 3.
Personnel Qualifications and Account Management (10 points)	**Documents, information to be provided to establish compliance with the set criteria**
Experience of core people who will work on UNHCR project. (Including experience with similar projects) (2.5 points)	The scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account.

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Compliance with services listed under 3.4 service levels and support (7.5 points)	A detailed section on the technical proposal to prove your company`s compliance with requirements listed under for 3.4 for LOT 3.

Bidders might be requested to deliver a presentation (via WebEx) about their proposed services. In case of need for this presentation, bidders will be contacted in due time.

If a minimum score of 35 out of 70 is not reached cumulatively after the presentation stage, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

6.4 FINANCIAL SCORING FOR LOT 1,2 AND 3

The max score allocated to the financial components is 30% (of the total scores), i.e. max 30 points. The financial proposal is to be submitted ONLY by filling in Annex B. No other format will be accepted.
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.

7. KEY PERFORMANCE INDICATORS

UNHCR expects to monitor the performance of the selected supplier on a monthly basis according to the following KPIs:

- Acceptance rate for each country respectively
- Response time for critical issues affecting payment capture
- Number of hours/days to resolve critical issues
- Server downtime
- Number of technical incidents
- Enhanced reporting tools for monitoring system

RFP/2018/UNHCR/PSP/MENA/003 Terms of reference

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Bidders are required to submit any request for clarification or any question in respect of this ToR by e-mail to **galer@unhcr.org**. The deadline for receipt of questions is **11th of December 2019 23:59 PM Bangkok time**.

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