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

DATE: 25 November 2019

REQUEST FOR PROPOSAL: RFP/2019/UNHCR/PSP/ASIA /003

FOR THE PROVISION OF

PAYMENT SERVICES IN ASIA REGION

CLOSING DATE AND TIME: 17th OF JANUARY 2020 – 23:59 PM (Thailand time zone)

INTRODUCTION

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,000 people in 138 countries continues to help about 68.5 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 www.unhcr.org/ph.

1. REQUIREMENTS

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.

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.

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.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

Annex **A**: Terms of Reference (TORs) / to prepare your technical proposal
Annex **B**: Financial Offer Form for acquisition / **to be submitted**
Annex **C**: Vendor Registration Form / **to be submitted**
Annex **D**: UNHCR General Conditions of Contracts for the Provision of Goods and Services / to be acknowledged
Annex **E**: UNHCR Special Data Protection Conditions / to be acknowledged

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

Please read this RFP and its annexes carefully. Failure to observe the procedures may result in disqualification from the evaluation process. Please take careful note of Article 5 “Subcontracting” of the attached General Terms and Conditions (Annex D).

2.2 ACKNOWLEDGMENT

Please acknowledge receipt of this RFP by replying to Ms. Erzsebet Gal (galer@unhcr.org):

- Your confirmation of receipt of this RFP
- Whether you will be submitting a bid

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 (Ms. Erzsebet Gal – Ass. PSP Officer) at galer@unhcr.org. **The deadline for receipt of questions is the 11th of December 2019 23:59 (Thailand time zone).** Bidders are requested to keep all questions concise.

UNHCR will compile and answer all questions received. A consolidated Q&A file will be then shared with all suppliers and posted on UNHCR Thailand website, UNHCR Global website, and UNGM.

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 be not taken into consideration.

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.

a) 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:

- 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;

- Relevant experience in integration with third-party country-specific systems and databases:
  - Proven track record on the number of clients (previous and/or current).

- 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.

b) 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.

c) Personnel qualification, 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.

d) **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 C**).

e) 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 (**Annex D**).

f) UNHCR Special Data Protection Conditions: Your technical offer should contain your acknowledgment of the UNHCR Special Data Protection Conditions (**Annex E**).

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer.

The financial offer must cover all the products and services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Forms (**Annex B**). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. Give fixed and all-inclusive prices, exclude any taxes.

You are requested to hold your offer valid for 120 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.

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:

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 following criteria and percentage distribution: **70 %** from the total score.

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

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.
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.

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.
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.

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 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.
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.

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

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., [total Price Component] x [lowest] \ [other] = points for other supplier's Price Component.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids must be sent by e-mail only to: DENCOBID@unhcr.org

IMPORTANT:
The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

CLOSING DATE AND TIME: 17th of January 2020 23:59 (Thailand 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 your responsibility to verify that all e-mails have been received properly before the deadline. Please know the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **5 MB** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field (each of the email sent):
- **RFP/2019/UNHCR/PSP/ASIA /003**
- Name of your firm
- Title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough 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 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 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 (**Annex D**) 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,

Christophe Glenisson
Regional Manager
UNHCR PSP Asia