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

DATE: 14/09/2021

REQUEST FOR PROPOSAL: No. RFP/OD-MENA-BA/ADMIN/2021/047

FOR THE PROVISION OF APPLICATION DEVELOPMENT AND SUPPORT SERVICES TO KNOWLEDGEHUB AND MYUNHCR PLATFORMS

CLOSING DATE AND TIME: 14/10/2021 – 23:59 hrs. Amman, Jordan time

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INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 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 http://www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), MENA Bureau, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the **provision of application development and support services to KnowledgeHub and MyUNHCR platforms**.

IMPORTANT:
The Terms of Reference (TORS) are detailed in **Annex A** of this document.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) year, potentially extendable for a further period of 2 (two) years. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified in the scenario on Annex B. Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the services. Scope of work may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:
When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' 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 in itself 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 Terms and Conditions for the Provision of Services (Annex E).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

Annex A: Terms of Reference (TORs)
Annex B: Technical Offer Form– *to be filled, signed and submitted*
Annex C: Financial Offer Form – *to be filled, signed and submitted*
Annex D: Vendor Registration Form – *to be filled and submitted*
Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018 – *to be signed for acknowledgement and submitted*
Annex F: UN Supplier Code of Conduct – *to be signed for acknowledgement and submitted*
Annex G: Summary of Contract Provisions - *to be signed for acknowledgement and submitted*
Annex H: Confirmation on Sanctions Lists – *to be filled and submitted*
Annex I: eTenderBox Registration Guide
Annex J: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to jarbous@unhcr.org as to:
- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

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 Shadi Jarbou, Senior Supply Assistant at jarbous@unhcr.org. **The deadline for receipt of questions is 23:59 hrs. Amman, Jordan on 27/09/2021.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bids should be sent ONLY via the eTenderBox tool.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

UNHCR will organize a supplier virtual pre-bid conference **on MS TEAMS, on 26/09/2021 at 14:00 PM**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to jarbous@unhcr.org. Changes in staff need to be shared in advance; otherwise they will not be able to participate.

Participation to the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

Participation to the pre-tender conference is **strongly recommended given the complexity of the requirements.** However, after the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited bidders.

Interested bidders can join the conference by following the below link:

Pre-Bid Conference Link

2.4 YOUR OFFER

IMPORTANT:
Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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.

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 submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided 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.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A.** Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. **Description of the company and the company's qualifications**

A description of your **company profile** with the following information and documentation:

- Core business, year founded, qualifications, company management structure. If multi location company, specify headquarters location;

Note: the company shall have **at least 5 years of experience in software services and development field**. **Bidders that have less experience will not be considered**.

Submission of a copy of the valid business commercial company registration certificate/license.

Offers without the above-mentioned license/certificate might not be further assessed;

- Total number of clients.
- Number and relevance of similar projects currently underway and successfully completed in the past ten (10) years. Please provide minimum three (3) projects (with proof of contracts).
- Number and relevance of references;
- Please submit financial statements and audit reports of the last there (3) years;

Add any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

2. **Understanding of the requirements for services, company's capacity, proposed approach, solutions, methodology and outputs**

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

- A description of your organization's understanding of the requirement – i.e. description of method and approach to address the published TORs;

3. **Proposed personnel to carry out the assignment**

- List and relevant CV (maximum 1 page each, containing both a short bio and the list of publication) of the proposed team that will be dedicated to the project/contract.

- **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 D**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E.**

- **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Code of Conduct by signing **Annex F**.

- **Summary of Contract Provisions:** Your technical offer should contain your acknowledgement of the summary of contract provisions by signing **Annex G**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, Jordanian Dinars or in the currency of your company's country.

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

BANK ACCOUNT: UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (Annex D):

a) Commercial bank account
b) Name of the company should match with the bank account.

لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي

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

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for **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 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Eligibility and Registration:

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities.

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.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

The Technical proposal will be evaluated as follows:

PASS/FAIL CRITERIA
Valid business commercial company registration certificate/license
Valid company business bank account (as per para 2.4.2)
At least 5 years of experience in software services and development field

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 Evaluation Criteria	**Max. Points**
	1. General company profile and qualifications	
A	Relevance of company profile and reliability (core business, years in business, number of clients)	**20**
	Number and relevance of references (incl. experience with UN/NGO agencies)	
	Number and relevance of similar projects currently underway and successfully completed in the past ten (10) years. Please provide minimum three (3) projects (with proof of contracts).	
	2. Proposed services, approach and company's capacity	
B	A description of your organization's understanding of the requirement – i.e. description of method and approach to address the published TORs	**25**
	3. Proposed personnel to carry out the services	
C	Experience and qualifications of the proposed Project Management dedicated to the project/contract	**25**
	Experience and qualifications of the proposed Business Analyst dedicated to the project/contract	
	Experience and qualifications of the proposed Developer/Database Administrator dedicated to the project/contract	
	Experience and qualifications of the proposed Quality Assurance personnel dedicated to the project/contract	
	Experience and qualifications of the proposed staff for the DevOps staging and production deployment	
	TOTAL MAX. TECHNICAL SCORE	**70**

The minimum threshold to be considered technically compliant is **42 points out of 70 points**. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

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

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

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 [US$ lowest] \ [US$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

2.6 SUBMISSION OF BID:

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

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

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.
Bids submitted by other means or sent to any UNHCR address at the same time may be rejected.

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 I and J** to this RFP.

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.

SUBMISSION Deadline: 14/10/2021, 23:59 hrs. Amman, Jordan time.

IMPORTANT: 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.
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 your documents have been uploaded 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.

IMPORTANT: The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.6 BID ACCEPTANCE:

Bidders can submit an offer for the provision of development and support services for either KnowledgeHub platform only, of for MyUNHCR platform only, or both platforms. This should be clearly specified in both the technical and financial offer.

UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.

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 Provision 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 for the Provision of Services (**Annex E**) 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.

Arnaud Blazy

Senior Supply Coordinator
UNHCR
Office of the Director MENA in Amman

Digitally signed by Arnaud Blazy
DN: cn=Arnaud Blazy, o=UNHCR, ou=MENA Bureau, email=blazy@unhcr.org, c=JO
Date: 2021.09.14 16:09:01 +03'00'