2023\_RFP\_001

Annex B: Technical Proposal

Reply Form

UNHCR Digital Service: Salesforce Implementation Partners

Request for proposal

*Your company name*

*Date:*

# Content of Technical Offer and Evaluation

*This is the reply form for submitting your technical offer.*

The numbering per response section below corresponds to the tables in the “Technical Evaluation” details under Section 4.1 of Annex A: ToR. Please keep the numbering and the order in your proposal.

The subsections for each lot under Annex A Section 4.1 on Technical Evaluation detail the scoring and what technical scoring board will evaluate (sections 4.1.1 to 4.1.6).

You are welcome to expand the space to answer in this reply form. If you see fit, use of slide deck such as Power Point or Google Slides instead of this reply form are allowed as long as the header of each slide clearly states which evaluation point you are addressing. Please use the section name (e.g. Company Qualification) and numbering (e.g. (1) The year founded) in the title of the slide.

# Company Qualifications – ALL LOTS

* Please firstly confirm year the company was founded and list any company office locations from which you would provide these services.
* **[1]** Number of clients: Please let us know the total number and list of clients you have (current and previous in total)
* **[2]** Service provision experience in the non-profit sector: please summarise any service provision experience you have in the non-profit sector
* **[3]** Number of similar projects: Please let us know the total number of relevant, similar projects successfully completed and/or currently underway

Additionally, please include three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted in case of selection

# Account Management – ALL LOTS

* **[4]** Experience of core people who will be assigned to work on UNHCR projects: Please provide information of core staff who will be working on the account.

Account management is crucial for running a successful program. This section is dedicated to measure the proposed customer service towards UNHCR. During the technical evaluation, in this section, the panel will score the experience of the core people who will work on UNHCR project (based on the number of years and demonstration expertise in the area)

# Proposed Services – LOT specific

* **[5]** Proposed Services for the LOT(s) you are submitting your proposal for

Please specify which LOT you are submitting the proposal for. Outline your proposal for the technical or functional challenges detailed in Annex A: ToR. Please read Annex A: ToR Section 2 carefully, detailing the service requirements per LOT, to identify the nature of the required activities in the context of UNHCR and propose the services specific to the LOT you are submitting.

# Regional presence – LOT specific (lots 1, 3 and 4 only)

* **[6]** Company has local presence one or more of UNHCR priority regions (Americas, Asia, MENA, Africa, Europe): please provide your relevant office locations.