



**UNHCR**

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

**DATE: 03 October 2023**

**REQUEST FOR PROPOSAL: No. RFP/UNHCR/SUP/MENA/2023/087**

**FOR THE ESTABLISHMENT  
OF A FRAMEWORK SERVICE AGREEMENT FOR**

**THE PROVISION OF WEB / APP DEVELOPMENT AND MAINTENANCE SERVICES FOR  
UNHCR PRIVATE SECTOR PARTNERSHIPS IN THE MIDDLE EAST AND NORTH AFRICA  
(MENA) REGION**

**CLOSING DATE AND TIME: 01 November 2023 – 23:59 hrs Lebanon Time**

---

## **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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,878 people in more than 132 countries continues to help about 65.6 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) UAE Office, invites qualified service providers to make a firm offer for the establishment of Framework Service Agreement(s) for the provision of web and app development and related maintenance services for UNHCR Private Sector Partnerships (PSP) in the Middle East and North Africa (MENA) region as described in the Terms of Reference.

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

UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable twice, each time for the period of one (1) year based on satisfactory performance. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s). Evaluation and award will be for the full set of services (partial bidding not accepted).

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. Stated figures do not represent a commitment that UNHCR will purchase a minimum quantity

of services. Quantities 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 Programs 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.

It is **strongly recommended** that this RFP document and its annexes **be read thoroughly**. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Please take careful note of article 5 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions (Annex E&E1).

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 (TOR)
- Annex B: Technical Response Form – *to be filled and submitted*
- Annex C: Financial Proposal Form – *to be filled and submitted*
- Annex D: Vendor Registration Form (NEW) - *to be filled and submitted*
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services 2018 – *acknowledgement to be submitted*
- Annex F: Special Data Protection Conditions – *to be signed and submitted*
- Annex G: UN Supplier Code of Conduct – *acknowledgement to be submitted*
- Annex H: eTenderBox Registration Guide
- Annex I: eTenderBox Supplier User Manual
- Annex J: UNHCR Cloud ERP Supplier Portal Guidelines

### **2.2. ACKNOWLEDGMENT**

We would appreciate you informing us of the receipt of this RFP by return e-mail to [BAURIEDL@unhcr.org](mailto:BAURIEDL@unhcr.org), with copy to as to [GALER@unhcr.org](mailto:GALER@unhcr.org):

- Your confirmation of receipt of this request for proposal
- Whether or not 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 [BAURIEDL@unhcr.org](mailto:BAURIEDL@unhcr.org) and [GALER@unhcr.org](mailto:GALER@unhcr.org).

**The deadline for receipt of questions is 13 October 2023 at 23:59 hrs Lebanon time.**

|  |
|--|
| <b>IMPORTANT:</b> Please note that Bid Submissions are <b>NOT</b> to be sent to the e-mail address above they will only be accepted when sent to the address provided in the "Submission of Bid" section 2.6) of this RFP. |
|--|

In addition, UNHCR invites all interested bidders to participate to a **bidder's conference** (participation is recommended). The conference will be held via TEAMS, on **12 October 2023 at 13:30 hrs** (Lebanon time).

Full names and contact details, including email, of the company's representatives must be provided, at least two (2) working days in advance, by e-mail to [BAURIEDL@unhcr.org](mailto:BAURIEDL@unhcr.org) and [GALER@unhcr.org](mailto:GALER@unhcr.org). Changes in the lists of nominated participants need to be shared in advance; otherwise the company representatives will not be able to partake in the event.

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM website and by email to all bidders participating in the tender competition.

## **2.4. YOUR PROPOSAL:**

Your offer should 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 (2) sets of documents (to be submitted in separately):

- Technical offer (refer to point 2.4.1 below)
- Financial offer (refer to point 2.4.2 below)

### **2.4.1. Content of the TECHNICAL PROPOSAL**

**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 (TOR) of the services requested by UNHCR can be found in **Annex A**. Your technical proposal should use **Annex B**, be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

#### **1. Company's profile and qualifications:**

- a. The bidder must confirm that, regardless the physical location, their proposed account management team is available during working hours in GMT+1, +2 or +3 time zone to support UNHCR.
- b. The bidder must provide a copy of a **valid business registration certificate/trade licence** showing minimum seven (7) years in business in the relevant business sector.
- c. Your technical offer must contain the a proposed **Service Level Agreement**, which must contain emergency response times and support outside working hours and on holidays.
- d. The technical offer must contain either **certificate of website security** OR **list of website development and handling projects** where all aspects of website security were applied.
- e. The bidder should provide **a list of Mobile Applications / website development and handling projects** (current or previous) in the past 5 years.
- f. The bidder has to submit a list of latest visual design projects (in the past 3 years) following the latest UX/UI trends and rules.
- g. The technical offer should lay out a comprehensive proposal demonstrating experience in use different Content Management Systems (CMS).
- h. The bidder should prepare a comprehensive proposal presenting knowledge of current Mobile Apps and web development technologies.
- i. The technical proposal should show the ability to create innovative and visually appealing design including knowledge of recent trends in graphic design, web sites, including online video publishing, and social media networking.

- j. The bidder is requested to provide a **PCI Security Standards Council certificate** (Level 4, 3, 2 or 1) or self-declaration confirming adherence to PCI compliance.

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

## **2. Proposed account management**

- a. Provide a short CV (max half page) of the seven (7) professional skill profiles listed in **Annex A**, demonstrating seniority and expertise of the key staff assigned to the account.
- b. Describe the the composition of the QA team to perform continuous testing on the platform to ensure they are fully functional, showing the relevant experience of the QA team members assigned to UNHCR account.

The bidders have to show that they can provide qualified skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. The Company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

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

3. **Vendor Registration Form - NEW:** All companies should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**). This should be supported by Tax statement /Tax proof showing tax registration number and Bank statement issued by the bank, showing bank account number and name, swift and IBAN code.
4. **UNHCR General Conditions of Contract** (Dqqh{#H#} #Dqqh{#H4}): By signing **Annex D** (Vendor Registration Form) your company confirms their acknowledgement of the UNHCR General Conditions for Provision of Services.
5. Vshfbc#Gdw#Surwfwlrq#F rggwlrqv#Dqqh{#H ;: Your submission in **Annex B** should contain the acknowledgment of UNHCR Special Data Protection Conditions or the acknowledgment can be confirmed by including a signed copy of **Annex F** in your submitted Technical Proposal.
6. XQ #Wxsschu#F rgh#i#F rggxfw(**Annex G**): In **Annex D** (Vendor Registration Form) your company should confirm your acknowledgement of the UN Supplier Code of Conduct.
7. **United Nations Security Council Sanctions List:** Your submission in **Annex B** should contain your confirmation that your company is not on the United Nations Security Council Sanctions List.

**Please see related evaluation criteria in section 2.5. of this document.**

### **2.4.2. Content of the FINANCIAL PROPOSAL**

Your separate **Financial Offer** must contain an overall offer in a single currency.

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

The Financial Offer must cover all the services to be provided (price "all inclusive").

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

Prices must remain the same in case of partial or complete award is received by the bidder

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.

**The financial offer should be submitted in both PDF version (stamped, dated and signed) and EXCEL version.**

**Please Note:** UNHCR strongly encourages to have a Commercial Bank Account carrying the name of the registered business. Bids with only a personal bank account may not be accepted.

**2.5. BID EVALUATION:**

For the award of this contract, UNHCR has established evaluation criteria, which govern the selection of offers received. Evaluation is made in three (3) parts (1. Registration Eligibility Check, 2. Technical (Incl. Pre-Selection Criterion), 3. Financial) described in the following sections.

**2.5.1. Registration Eligibility Check:**

A prerequisite for any supplier to be deemed eligible for an award of the 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 (**Annex D**) and supporting documents. This includes:

- Tax statement /Tax proof showing clearly the taxpayer ID/ tax registration number
- Bank account statement from the bank, including bank account number and name, swift and IBAN code. Letters issued by the company with the bank account details are not acceptable.

The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

| <b>Documentation for Registration and Eligibility Check</b>  |
|--|
| 1. Filled Vendor Registration Form – NEW TEMPLATE this includes:<br><ul style="list-style-type: none"> <li>✓ Bank statement issued by the bank, showing bank account number and name, swift and IBAN code.</li> <li>✓ By signing the form UNHCR General Conditions of Contract are acknowledged</li> <li>✓ UN Supplier Code of Conduct acknowledged</li> </ul> |
| 2. UNHCR Special Data Protection Conditions acknowledged   |
| 3. Company not on the United Nations Security Council Sanctions List   |

**IMPORTANT:** The above listed documents should be submitted with your proposal which are required to assess the legal status and eligibility of your company. Companies which won't submit the above listed documents with their technical proposal will be contacted by UNHCR and given one more opportunity to submit them. In case the documents are still not submitted at the time of contract award, the company will then be disqualified.

**2.5.2 Technical evaluation:**

The technical review will first assess the following pre-selection criteria:

| Pass/Fail Evaluation Criteria   |
|---|
| 1. Confirmed that the account management team is available during working hours in GMT+1, +2 or +3 time zone to support UNHCR (regardless physical location).                                       |
| 2. Provided a copy of a valid business registration certificate/trade licence, showing registration for min. seven (7) years as of the date of the RFP closing date in the relevant business sector |
| 3. Provided proposed Service Level Agreement, containing emergency response times and support outside working hours and on holidays   |
| 4. Submitted either certificate of website security OR list of website development and handling projects  |

If your company passes the above verification of the mandatory pass/fail criteria, it will be recommended for further evaluation using the following technical criteria as also detailed in **Annex A**, overview is provided here below:

| Evaluation Criteria  | Obtainable Percentage |
|--|-----------------------|
| <b>1. Company's profile and expertise in proposed services:</b>  |                       |
| Number of Mobile Applications / website development and handling projects (current or previous) in the past 5 years  | 45%                   |
| Demonstrated experience in designing visually appealing and navigation friendly web sites and applications (list visual design projects (in the past 3 years) following the latest UX/UI trends and rules) |                       |
| Demonstrated experience in use different Content Management Systems (CMS) provided   |                       |
| Presented knowledge of current Mobile Apps and web development technologies  |                       |
| Showed the ability to create innovative and visually appealing design including knowledge of recent trends in graphic design, web sites, including online video publishing, and social media networking.   |                       |
| Demonstrated commitment to payment card industry compliance  |                       |
| <b>2. Proposed personnel qualifications</b>  |                       |
| Number of years of relevant work experience key professional staff assigned to UNHCR   | 25%                   |
| Average years` of relevant experience of the QA team members assigned to UNHCR account   |                       |
| <b>TOTAL MAX. TECHNICAL SCORE</b>  | <b>70%</b>            |

The Minimum Score to be considered technically compliant 42 points out of max. 70 technical points. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

### 2.5.3 Financial evaluation:

In the **Financial proposal** a maximum score of **30 points** can be reached by the lowest proposal submitted.

The maximum number of 30 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, if offers are received in various currencies, the offers submitted in currency other than US Dollars may be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

The current UN exchange rate can be accessed on <https://treasury.un.org/operationalrates/OperationalRates.php>

**Note:** Should there be founded reason to believe that bidders paying salaries below the legally applicable minimum, the company will be disqualified.

## 2.6. **SUBMISSION OF BID:**

**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 H and I** 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: 01 November 2023 – 23:59 hrs Lebanon 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.

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.

## **2.7. 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 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.

## **2.10. UNHCR NEW CLOUD ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM**

Please note that UNHCR has migrated to a new cloud based ERP system and future tenders will require bidders to use the new supplier portal, for which guidelines are attached as Annex J.

**Guadalupe Perez Casares**  
Senior Supply Coordinator  
UNHCR Regional Bureau MENA