

DATE: [14 July 2026]
SIMPLIFIED REQUEST FOR PROPOSAL: SRFP/HCR/RCSEE/2026/008
FOR THE ESTABLISHMENT OF A DATABASE AND SOFTWARE SOLUTION
FOR RECORDING AND MONITORING THE INTEGRATION OF PERSONS
GRANTED ASYLUM IN THE REPUBLIC OF SERBIA

CLOSING DATE AND TIME: [31/07/2026] – 23:59H [CET]

1. INTRODUCTION TO UNHCR

1.1. UNHCR, the United Nations (UN) Refugee Agency, is a global organisation dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution. We lead international action to protect refugees, forcibly displaced communities and stateless people. We deliver life-saving assistance, help safeguard fundamental human rights and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality. We work in over 130 countries, using our expertise to protect and care for millions.

2. SIMPLIFIED REQUEST FOR PROPOSAL (SRFP)

A. SRFP OVERVIEW

2.1. The purpose of this SRFP from the Office of the United Nations High Commissioner for Refugees (UNHCR) is to invite qualified suppliers to submit a proposal (hereafter also referred to as offer/bid) for UNHCR Representation for Central and South-East Europe for the establishment of a database and software solution for recording and monitoring the integration of persons granted asylum in the Republic of Serbia, as fully detailed in the Terms of Reference (TORs) attached as Annex A of this document.

2.2. Other UN Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidder(s) and could form the basis for a Contract with other UN Agencies.

2.3. It is strongly recommended that this SRFP and its Annexes be read thoroughly. Failure to observe the procedures laid out in these documents may result in disqualification.

2.4. UNHCR may award a Contract to one or several successful bidders with initial duration of 16 months, potentially extendable. The successful bidder(s) will be required to maintain their quoted prices for the duration of the Contract.

2.5. This SRFP is an invitation to submit proposals to UNHCR and is not intended and shall not be construed in any way as an offer to contract with your firm or as giving rise to any binding commitments on the part of UNHCR, whether expressed or implied. No binding Contract or other understanding or arrangement, whether expressed or implied, will exist between the bidder and UNHCR and nothing in, or in connection with this SRFP shall give rise to any liability on the part of UNHCR until a Contract is signed by UNHCR and the successful bidder(s).

2.6. Sub-Contracting: Please take careful note of article 5 of the attached General Conditions of Contract for the Provision of Services (Annex D).

2.7. The deadline for submission is: **[31/07/2026], 23:59H [CET]** (see section I. 3.34 below). Any proposal received after the deadline will be rejected. The submission must be made through the procurement dedicated e-mail hunbusupplyunit@unhcr.org. A submission sent to another UNHCR email address or by any other means will be rejected. UNHCR may, at its discretion, extend the deadline for submissions of proposals by notifying all prospective bidders simultaneously in writing. The extension may include modifications of the solicitation documents, either initiated by UNHCR or in response to a prospective supplier's clarification request.

2.8. UNHCR reserves the right to cancel a solicitation at any stage of the procurement process prior to final notice of award of a Contract.

B. SRFP REQUIREMENTS

2.9. The estimated total requirement of UNHCR is specified in [Annex C].

2.10. The categories have been stated to enable bidders to have an indication of the projected requirements. They do not represent a commitment from UNHCR to purchase a minimum quantity of the services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of Purchase Orders against the Contract.

3. REQUEST FOR PROPOSAL

A. SRFP DOCUMENTS

3.1. The following Annexes form an integral part of this Request for Proposal:

<i>Annex A:</i>	Terms of Reference (TORs)
<i>Annex B:</i>	Technical Offer Form
<i>Annex C:</i>	Financial Offer Form
<i>Annex D:</i>	UNHCR Vendor Registration Form for Commercial Suppliers
<i>Annex E:</i>	UNHCR General Conditions of Contracts for the Provision of Services – 2018
<i>Annex F:</i>	UN Supplier Code of Conduct
<i>Annex G:</i>	UNHCR Code of Conduct
<i>Annex H:</i>	Confidentiality undertaking (for services, to be signed by all staff assigned to the project upon signature of the contract)

B. ACKNOWLEDGEMENT

3.2. We would appreciate your informing us of the receipt of this Request for Proposal by return e-mail to procurement dedicated hunbusupplyunit@unhcr.org as to:

- Your confirmation of receipt of this SRFP
- Whether or not you will be submitting an offer for this SRFP

IMPORTANT: *Failure to send the above requested information may result in disqualification of your offer from further evaluation.*

C. REQUESTS FOR CLARIFICATION

3.3. Bidders are required to submit any request for clarification or any question in respect of this SRFP through e-mail to procurement dedicated e-mail hunbusupplyunit@unhcr.org. **The deadline for receipt of questions is [17:00/5p.m.]**

[CET] on [20/07/2026]. Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by sending a notification to all bidders that expressed interest to submit an offer for this SRFP (see section B.3.2 above).

D. YOUR PROPOSAL

3.4. Your proposal must be prepared in English.

3.5. Please submit your proposal using the Annexes listed under section A.3.1. and filling out the forms provided. Proposals not conforming to the requested formats may not be taken into consideration.

3.6. The proposal submitted shall comprise the following two separate sets of documents: **a) Technical offer** and **b) Financial offer**.

E. CONTENT OF THE TECHNICAL OFFER

3.7. The **Terms of Reference (TORs)** of the services requested by UNHCR can be found in **Annex A**. Bidders must clearly state and disclose any discrepancies with the specifications, and the Terms of Reference provided.

IMPORTANT: *No pricing information should be included in the technical offer. Failure to comply with this requirement will result in disqualification. The technical offer should contain all technical information required and be submitted separately from the financial offer.*

3.10. Your **Technical Offer** should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

TECHNICAL OFFER	DESCRIPTION OF CONTENT
1 <i>Description of the company and the company's qualifications</i>	Description of your company including the following documents: company profile, registration certificate, tax certificate And - a description of the company's activities and specializations. Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services - a description of the company's experience in these services, including number of similar projects successfully completed and/or currently ongoing/ similar project currently underway) [1 – 2 pages]
2 <i>Understanding of the requirements for goods, services, works, proposed approach, solutions, methodology and outputs</i>	Any comments or suggestions on the TOR, along with a detailed description of how your company would respond to the TOR: ➤ Proposed methodology to fulfill the requirement as set out in the ToR. ➤ Alignment with ToR ➤ Project Timeline / Workplan / number of days [2 – 3 pages]

3	<i>References</i>	References from previous or current projects.
4	<i>UNHCR Vendor Registration Form_Annex D</i>	➤ 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 supplier ID
5	<i>UNHCR General Conditions for Contract_Annex E</i>	➤ Your technical offer must contain your acknowledgement of the UNHCR General Conditions for Contract by signing Annex E. ➤ However, please note that submitting an offer for this SRFP is deemed as full acceptance of UNHCR's GCC for the Provision of Services – 2018

3.11. The bidders have to show that:

- a) They can provide adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TORs.
- b) No substitutions will be made without prior written consent from UNHCR.
- c) The service provider is responsible for the provision of the relevant visa and work permits for the proposed resources. UNHCR can assist by issuing attestation letters for a specified time frame, during the duration of the project.
- d) The company shall guarantee that the services will be uninterrupted for the duration of the Contract.
- e) 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.

F. CONTENT OF THE FINANCIAL OFFER

3.13. Your separate **Financial Offer** must contain an overall offer in a single currency. The single currency must be in RSD.

3.14. The financial offer must cover all the services to be provided (price “all-inclusive”).

3.15. The financial offer shall include the following information:

- a) Estimated cost per Milestone
- b) Description of cost, including human resources and travel, if relevant, for each milestone .
- c) Other costs, if any (indicating nature and breakdown).
- d) Any assumption made for the provision of the estimates without compromising the delivery of services.

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

3.17. UNHCR is exempt from all direct taxes and customs duties. For this SRFP, the price must be given without VAT.

G. OFFER VALIDITY PERIOD, BID AND CONTRACT PREPARATION COSTS

3.18. Your offer must be valid for **[90]** days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

3.19. The bidder will bear all costs of preparing and submitting a bid, and of preparing and negotiating a Contract, including any travel or any other related costs or expenses, UNHCR will not be responsible for or reimburse any such costs. Such costs cannot be included as a direct cost chargeable to UNHCR under an awarded contract or otherwise.

H. EVALUATION OF PROPOSALS

3.20. Each proposal from a bidder will be considered and evaluated separately and independently. Bidders shall submit a complete proposal for this SRFP. References to previous or on-going proposals or contracts will not be considered. Award of a previous Contract does not guarantee or give preference for the award of a new Contract related to future solicitations on the same subject.

3.21. UNHCR will conduct the evaluation of valid technical and financial offers submitted, undertaking the following steps: i) preliminary examination and evaluation of minimum qualification criteria, ii) evaluation of technical offers, iii) evaluation of financial offers.

i) Supplier qualification and registration

3.22. During the evaluation, the supplier(s) qualification will be determined by UNHCR, after analysis and validation of the Vendor Registration Form, or self-registration in Cloud ERP supplier portal, and supporting documentation required. Such analysis and validation involve consideration of several factors supported by relevant documentation such as: financial standing, core business, track record, contract capacity, verification that the supplier is not part of UN ineligibility lists.

3.23. Bidders who successfully register and have their profiles validated in the UNHCR Cloud ERP supplier portal will be visible to UNHCR in the Cloud ERP supplier database.

3.24. Failure to provide the required documentation may lead to disqualification of your offer.

ii) Technical and Financial evaluation

3.25. UNHCR has established evaluation criteria which govern the selection of proposals received for this SRFP. For the award of a Contract, UNHCR will conduct a combined evaluation, combining the scores of both the technical and the financial offer. The percentage assigned to each component is determined in advance as follows:

Combined Score = (Technical Proposal Rating) x (Weight of Technical Proposal, 60%) + (Financial Proposal Rating) x (Weight of Financial Proposal, 40%)

3.26. The **Technical Offer** will be evaluated using the following criteria and percentage distribution, representing **[60]**% from the total combined score (100%).

Technical Evaluation Criteria		Percentage
1	Previous experience (expertise of firm submitting the proposal)	40%
2	Compliance with ToR, Specifications, Proposed Work Plan, Approach	50%
4	References	10%
Total Technical Score		100%

3.27. The technical offer score will be calculated according to the percentage distribution or weight assigned to the technical and financial offers.

3.28. For this SRFP, the minimum technical score or percentage for submissions to be considered technically compliant will be **35% out of the 60%**.

3.29. A visit by UNHCR to the supplier may be required to complement the narrative of the technical evaluation.

3.30. The **Financial Offer** will use the following percentage distribution: **[40]%** from the total combined score. The financial offer will be analyzed only for those suppliers that pass the technical evaluation.

3.31. For the financial evaluation, the maximum points will be awarded to the technically compliant financial proposal with the lowest cost, applying the pre-defined percentage distribution. The other technically compliant bids will receive points using the lowest cost technically compliant offer as a numerator (i.e. the highest cost technically compliant proposal receives the lowest points, using the formula $[\text{total Price Component}] \times [\text{RSD lowest}] \div [\text{RSD other}] = [\text{points for other supplier's financial proposal}]$).

iii) Clarifications of Proposals:

3.32. 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.

I. SUBMISSION OF BIDS

3.33. The offers must bear your official letterhead, clearly identifying your company. They must be submitted directly through the procurement dedicated hunbusupplyunit@unhcr.org on or before the deadline: **[31/07/2026], 23:59H [CET]**.

3.34. Take note that including copies of your proposal in any correspondence sent directly to the responsible buyer or any other UNHCR staff, other than the procurement dedicated hunbusupplyunit@unhcr.org provided for this SRFP **will result in disqualification**.

IMPORTANT: *The technical offer and financial offer shall be clearly separated and submitted in separate documents. Failure to do so may result in disqualification.*

3.35. Please submit your offer indicating in the subject field in your email:

- SRFP [**SRFP/HCR/RCSEE/2026/008**]
- Name of your firm with the title of the attachment
- Number of documents that are sent (example: 1/3, 2/3, 3/4)
- Example: **SRFP/HCR/RCSEE/2026/008** Company ABC (document 1 of 3)

3.36. UNHCR will not be responsible for locating or securing any information not identified or shared in the bid. Therefore, bidders must ensure that sufficient information is available, and include as part of the bid, any descriptive material, such as extracts and descriptions, that would enhance the understanding of their offer.

J. BID ACCEPTANCE

3.37. UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards for this SRFP.

3.38. UNHCR may at its discretion increase or decrease the proposed content when awarding the Contract and would not expect a variation of the rate submitted in case of decreasing the content. Any such adjustments would be negotiated with the successful bidder during the finalization of the Contract.

3.39. 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, conforming to UNHCR's general procurement principles and procedures.

3.40. A bid acceptance or any advance notice or information of award is not to be considered as a Contract.

K. CURRENCY, PAYMENT TERMS AND GENERAL CONDITIONS OF CONTRACTS

3.41. Any Purchase Order issued as a result of this SRFP will be made in the currency of the winning offer(s). Payment of invoices will be made in accordance with the General Conditions of Contract for the Provision of Services – 2018 and in the currency in which the Purchase Order is issued.

3.42. UNHCR's standard payment terms are by bank transfer, net thirty (30) days after satisfactory implementation and receipt of documents in order. Payments shall only be processed after confirmation by UNHCR business owner of successful completion of the project, or of delivery by UNHCR business owner, and after acceptance of contractor's invoice.

3.43. UNHCR will not provide any advance payments or payments by letter of credit.

3.44. Please note that the UNHCR General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future Contract(s) awarded.



Signature

Name: Muriel Tschopp

Title: Senior Operations Coordinator

UNHCR Representation for Central and South-East Europe