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

DATE: 26 March 2024

REQUEST FOR PROPOSAL: RFP/24/007/RBAP/PSP

REQUEST FOR PROPOSAL FOR THE PROVISION OF FRAME AGREEMENT FOR GLOBAL CROWDFUNDING PLATFORM SERVICES FOR UNHCR PRIVATE SECTOR PARTNERSHIPS IN ASIA

CLOSING DATE AND TIME: 19 April 2024 by 23:59 UTC +7hrs. (Bangkok time zone)

INTRODUCTION TO UNHCR

The office of the United Nations High Commissioner for Refugees (UNHCR) was created in 1950, after the Second World War, to help millions of Europeans who had fled or lost their homes.
We had three years to complete our work and then disband.

Since then, the 1951 Refugee Convention has been strengthened by additional regional legal instruments. Today, 70 years later, our organization is still hard at work, protecting and assisting refugees and internally displaced (IDPs) worldwide. In almost seven decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian Agencies. As of 31 December 2021, we employ 18,879 people (about the seating capacity of Madison Square Garden), of whom nearly 91 per cent are based in the field.

We work in 137 countries and territories, with personnel in a mixture of regional and branch offices and sub and field offices. Staff members work in a diversity of locations and conditions, including in our Geneva-based Headquarters (HQ) and over 100 field locations. For more information, please see http://www.unhcr.org

Our teams work hard to help the displaced, specializing in a wide range of disciplines, including legal protection, administration, community services, public affairs, and health.

1. REQUIREMENTS

The primary purpose of the UNHCR Private Sector Partnership Service (PSP) in Asia is to generate income from individual donors, corporates, and foundations, to support UNHCR activities worldwide. PSP activities in Asia include two different main programs: Individual Giving (IG), raising money from individuals, both regular and one-off, and Private Partnerships and Philanthropy (PPH), seeking support from companies, foundations, and High Net-Worth individuals.

UNHCR PSP Asia seeks a frame agreement with qualified service provider(s) for global crowdfunding platform services to support UNHCR PSP Asia to acquire and retain quality donors via various campaigns. The proposed time frame is 24 months (about 2 years) with potential extension for another period of a 12-month period subject to satisfactory performance.

The global crowdfunding platform will specifically be specifically targeting Muslim communities for the Ramadan, Zakat, Eid Al Adha, regional campaigns focused on Asia Regional which includes Singapore, India, Pakistan, and Brunei, as well as Malaysia and Indonesia. UNHCR also has a National Fundraising Partner in Australia.

UNHCR PSP Asia is looking for a risk free, high potential crowdfunding platform that will garner more online donations and support from the public especially during the Ramadan month.

PSP Asia would like to appoint multiple vendors, the first three rank as per consolidated result, and appoint the right provider to specific fundraising campaigns via secondary bidding process.

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

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 the provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

Annex A: Terms of Reference (TORs)
Annex B: Financial Offer Form
Annex C: Vendor Registration Form
Annex D: UNHCR Special Data Protection Conditions (only English)
Annex E: UNHCR General Conditions of Contracts for the Provision of Services
Annex F: eTenderBox Supplier User Manual
Annex G: Registration Guide for eTenderBox

Please kindly note that this RFP is also posted on the UNHCR global site and the United Nations Global Marketplace (UNGM) site.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail Rachel Bagnall at bagnall@unhcr.org and Yun Ling at ling@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting your proposal

IMPORTANT:
Failure to send the above requested information may result in the 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 Rachel Bagnall at bagnall@unhcr.org and Yun Ling at ling@unhcr.org **the deadline for receipt of questions is the 09 April 2024 23:59 UTC +7 hrs. (Bangkok time zone).** 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. This may lead to disqualification.

UNHCR will compile the questions received and plans to publish them on UNHCR's website at the below link shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

http://www.unhcr.or.kr/unhcr/program/board/list.jsp?menuID=001006001002&boardTypeID=8

The consolidated Q&A file will be also posted on UNHCR Global website and UNGM.

2.4 YOUR OFFER

Your offer should be prepared in English. Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be 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. of this Cover Letter

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.5.1 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.

Please refer to Annex A section 2 requirements.

No pricing information can be added to the technical proposal.
.

Your technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information. There is no set format for the technical offer, it can be pdf, word, ppt etc. Please make sure you include all requested information to ease the technical scoring process.

2.5.2 CONTENT OF THE FINANCIAL OFFER

You are requested to hold your offer valid for ninety (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 thirty (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.

2.6 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. 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.

2.6.1 TECHNICAL EVALUATION:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** of the total score on a 100 points scale (i.e., 70 points are allocated for the technical component).

The following section lists all selection criteria as part of the first yes/no cut. In this regard, your company must be compliant with all the below requirements to considered as eligible for the technical evaluation.	
Company registration documents and general terms and conditions	**Documents & information to be provided to establish compliance with the evaluation criteria**
Eligibility to do business	Provide (1) ***your company registration certificate*** and (2) the dully fill out ***vendor registration form*** (Annex C) to prove that your company is eligible to provide services. *Note: in case your company is an approved service provider to UNHCR, i.e., have valid vendor profile and has received purchase orders before, there is no need to submit the certificate and vendor registration form, unless there is any change to process. Please clearly indicate this information.*
Acceptance of UNHCR General Conditions of Contracts for the Provision of Services	Please sign all page of Annex E and send it along with your technical proposal.
Acceptance of UNHCR Special Data Protection Conditions	Please sign all page of Annex D and send it along with your technical proposal.
Payment security and processing	**Documents & information to be provided to establish compliance with the evaluation criteria**
PCI - DSS compliance to protect cardholder data	Provide the ***PCI DSS – PCI Security Standards Council*** accreditation.
Security certification	Provide ISO 27001 certification OR any other relevant security certifications, including the scope of the certification and the certifying body; to implement end-to-end encryptions for all financial transactions to safeguard donor information during transmission.
The following section lists all requirements for technical scoring; only bidders that will score equal or above 42 points (of the 70 points) will be considered for financial evaluation.	
Campaign services (max 35 points to be obtained) as per section 2.1	Provide details and evidence on how your company will provide the services listed under section 2.1. Your proposal must be tailored as per service need listed under section 2.1 to prove compliance. General company profile will not be accepted. The scores will be allocated based on the clarity and evidence provided as best value for money service for UNHCR PSP.
Transaction Security Measures (max 10 points to be obtained)	Please provide documentation/information of your company cybersecurity measures, including but not limited to firewalls, intrusion detection systems, and regular security audits; confirm that your proposed platform has implemented measures for detecting and responding to fraud or any other unauthorized transactions.

	The scores will be allocated based on the clarity and evidence provided as best security for UNHCR PSP.
Reporting and analysis (max 15 points to be obtained) as per section 2.2	Provide evidence on reporting and analysis capabilities as per section 2.2. Your proposal must be tailored as per service need listed under section 2.2 to prove compliance. General company profile will not be accepted. Please submit at least one (1) weekly campaign result report. The scores will be allocated based on the clarity and evidence provided as best value for money service for UNHCR PSP.
Account management (max 10 points to be obtained) as per section 2.3	Please provide information on the experience of the dedicated account manager assigned to UHCR to ensure the best possible customer support service. Please described your account management support, emphasizing security practices, for immediate response to any security concerns or breaches. The scores will be allocated based on the clarity and evidence provided as best value for money service for UNHCR PSP.

2.6.2 FINANCIAL EVALUATION:

The Financial offer will use the following percentage distribution: 30% of the total score. Only technically compliant offers will be evaluated financially.
The maximum number of points (30) will be allotted to the lowest total price calculated based on the prices offered on Annex B. All other offers will receive points in inverse proportion to the lowest price.

The financial proposal is to be submitted ONLY by filling in Annex B. No other format will be accepted. UNHCR is exempt from all direct taxes, with this regard the price must be given without any local taxes.

2.7 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

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 to this RFP.

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

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.

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.

DEADLINE: 19 April 2024 by 23:59 UTC +7 hrs. (Bangkok 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 the supplier's responsibility to verify that documents and correspondence have been submitted 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.

2.8 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.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS:

Any Purchase Order (PO) issued because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Provision of Goods

and Services **(Annex E)** and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND 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.

Yours faithfully,

Goran Stojanovski
Senior Supply Coordinator
Regional Bureau for Asia and the Pacific
United Nations High Commissioner for Refugees (UNHCR)