

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

DATE: [16/03/2021]**REQUEST FOR QUOTATION: [Korea/RFQ/PSP/2021/03]****FOR THE SUPPLY OF [Short Messaging Services (SMS)]****QUOTATION TO BE RECEIVED BY: [24/03/2021] 23:59 Korea time**

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly¹, requests your price quotation for the following [Short Messaging Services (SMS)] specified in this Request for Quotation (RFQ).

1. REQUIREMENTS

Description: UNHCR Korea needs to contact donors with various communication methods. Currently we use phone calls, emails, post and SMS, donors prefer SMS as the communication method based on donor survey.

Short Messaging Services (SMS) is a text message service using standard communication devices, which allow the exchange of short text message. We want to use this text message service including MO service (Mobile-Originated Service) to communicate with donors via mobile phone.

The Vendor should be able to provide an independent platform for UNHCR to load data and send SMS in Korean. The platform should be easy to operate and the access should be controlled by UNHCR, in other words, the vendor should not have access to the data.

The SMS platform should:

- Allow user to customize sender name
- Include reports that can capture the delivery status and response rate. We should be allowed to generate reports on monthly and daily basis
- Include MO service that can receive and accumulate donor's response and message for us to follow up each donor's response. We will use 2 MO numbers
- Allow merge function in order for us to have personalize message
- Provide schedule send function

The quantities provided in Annex B are estimated volumes, actual usage may vary.

Project duration: service starting from the appointment of the selected service provider until 31 December 2021.

Find attached in Annex A additional information about the services required (TOR).

¹

For further information on UNHCR, please see <http://www.unhcr.org>

Please fill in and sign with company stamp the Financial Quotation (Annex B) for your price proposal. Your financial proposal must be all-inclusive, meaning that no further cost will be absorbed by UNHCR in case of selection.

UNHCR is exempted from all direct taxes, with this regards the price must be given without any local taxes. Please use a single currency (KRW) to provide your quotation.

UNHCR shall pay the Supplier(s) within thirty (30) days after satisfied completion of deliverable. Payment shall be made against invoice and based on the quotation submitted by the Supplier(s).

2. RFQ Submission

For any questions, regarding the requirements, please contact both:

- Ji Eun Song, songj@unhcr.org
- Mathieu Mal, mal@unhcr.org

Please read carefully eTender Registration Guide (Annex E) and eTender Supplier User Manual (Annex F). All bids are required to be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following hyperlink:

<https://etenderbox.unhcr.org>

The deadline to receive your quotation is: **24th of March 2021, 23:59 (Korea time zone).**

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please indicate your acknowledgement of the UNHCR General Conditions of Contracts for the Provision of Services (Annex C) by signing and company stamping the document.

Please indicate your acknowledgement of the UNHCR Special Data Protection Conditions (Annex D) by signing and company stamping the document.

If your company is not already registered with UNHCR, please complete, sign, company stamp, and submit the Vendor Registration Form (Annex G).

Thank you for your kind attention.

Goran Stojanovski
Snr. Supply Officer
UNHCR Regional Bureau for Asia and the Pacific