
DATE: [20/10/2021]

REQUEST FOR QUOTATION: [Korea/RFQ/PSP/2021/04]

FOR THE SUPPLY OF [F2F digital signup system implementation services for UNHCR PSP Korea]

QUOTATION TO BE RECEIVED BY: [3/11/2021] 23:59 KST

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 [F2F digital signup system implementation services for UNHCR PSP Korea] specified in this Request for Quotation (RFQ).

1. Requirements

UNHCR is seeking to enter into an agreement for development and implementation services of digital signup system for Face-to-Face fundraising activity in Korea with a vendor specialized in such service area. The main purposes of the service are as below:

- Improve donor retention, especially reduce pre-debit attrition
- Improve work efficiency of Face-to-Face fundraising campaigns
- Reduce risk of managing personal information by introducing digital pledge system instead of paper pledge form

UNHCR expects the delivery of below services of the vendor:

- The vendor plans and designs digital signup system for UNHCR's Face-to-Face fundraising activity in Korea
- The vendor develops digital signup system for both users (Face-to-Face fundraising campaigners) and administrators
- The vendor conducts QA (Quality Assurance) testing of digital signup system for launching of the system
- The vendor follows up the defects and issues for stabilization of the system and makes modification if needed
- The vendor provides necessary documents such as Service policy, Information Architecture, Guidelines, API specification, Design files, etc.
- The vendor prepared project communication tools

Service Period: starting from November 2021 for approximately 4-months period.

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 (USD) 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:

- Min Joo Han, han@unhcr.org
- Mathieu Mal, mal@unhcr.org

Please read carefully eTender Registration Guide (Annex F) and eTender Supplier User Manual (Annex G). 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>

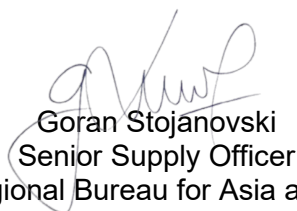
The deadline to receive your quotation is: **3rd of November 2021, 23:59 KST.**

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

Please indicate your acknowledgement of the UNHCR Special Data Protection Conditions (Annex E) 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 C).

Thank you for your kind attention.



Goran Stojanovski
Senior Supply Officer

UNHCR Regional Bureau for Asia and the Pacific