



**UNHCR**

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

DATE: **15/12/2023**

**REQUEST FOR PROPOSAL: No. RFP-NIG-ABJ-SUP-03-2023**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT(S) FOR THE PROVISION OF**

**FINANCIAL SERVICES FOR DELIVERING CASH BASED INTERVENTIONS IN NIGERIA**

**CLOSING DATE AND TIME: **17/01/2024 – 23:59 HRS WAT****

---

## **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to provide international protection and humanitarian assistance and to seek permanent solutions for persons within its core mandate responsibilities. Its primary purpose is to safeguard the rights and well-being of refugees to guarantee that they have the right of asylum in another country as well as to identify durable solution for them, like voluntary repatriation in safe and dignified conditions, local integration in the country of asylum or resettlement in another country. Over time UNHCR's mandate has been expanded to encompass returnees and stateless persons. While there is no general mandate for internally displaced persons, UNHCR may provide protection and humanitarian assistance to these populations in certain circumstances. UNHCR therefore also seeks to ensure the protection of internally displaced persons as well as mitigate the reasons for their displacement.

In more than seven decades, UNHCR has helped tens of millions of people restart their lives. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

## **1. REQUIREMENTS**

UNHCR, through its Representation in Nigeria, invites qualified suppliers and service providers to make a firm proposal for the establishment of Frame Agreement(s) for the provision of financial services for delivering cash-based interventions.

### **IMPORTANT:**

The Terms of Reference (TOR) are detailed in Annex A of this document. Additional requirements are specified in Annex B (Detailed Requirements and Technical Proposal Form).

## **2. DURATION**

UNHCR may award Frame Agreement(s) with initial duration of 3 (three) years, potentially extendable for a further period of 1 (one) + 1 (one) years. The successful bidders will be requested to maintain their quoted price model for the entire duration of the Frame Agreement.

Additional Frame Agreement(s) may be awarded, depending on the situation and evolution of needs during the period covered by the Frame Agreement.

The Frame Agreement(s) will be non-exclusive, without any minimum volume or another commitment, and UNHCR will have no obligation (i) to deal with the FSP as a provider of exclusive or unique services or (ii) to order or buy a minimum quantity of services from the FSP.

Other United Nations Agencies, Funds, Programmes and authorized humanitarian organizations shall be entitled to the same prices and terms as those contained in the proposals of the successful bidders and could form the basis for a Frame Agreement with such other entities.

**IMPORTANT:** UNHCR prefers to award financial services providers that can cover all services and geographical areas; however partial bidding is accepted, as follows: Bidders can either bid for individual delivery mechanisms or for a selected combination or for all four (4) delivery mechanisms. Bidders can bid for one (1) geographic area or two (2) or all five (5) geographical areas. Technical and financial evaluation will be carried out separately for each of the delivery mechanisms and per geographical area. UNHCR may award more than one vendor to cover all requirements.

**IMPORTANT:**

The initiation of conciliation or arbitral proceedings in accordance with **article 19** “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.

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

Sub-Contracting: Please take careful note of article 5 of the attached UNHCR General Conditions of Contracts for the Provision of Goods and Services (Annex E).

Note: this document is not construed in any way as a proposal to contract with your firm.

### **3. BIDDING INFORMATION:**

#### **3.1 RFP DOCUMENTS**

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

- Annex A: Terms of Reference (TOR)
- Annex B: Detailed Requirements and Technical Proposal Form
- Annex C: Financial Proposal Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
- Annex F: Supplementary Agreement on Protection Agreement
- Annex G: Supplier Code of Conduct
- Annex H: CBI Payments Format and Data Dictionary for the ERP system
- Annex I: List of Locations

The documents comprising this RFP include figures and descriptions of target populations that are provided as estimates only and solely for informational purposes to assist bidders in the preparation of proposals. These figures and descriptions should not be construed to represent a commitment, whether express or implied, that UNHCR will order the delivery of CBIs in any amounts. Quantities may vary and will depend on the actual requirements and funds available.

### 3.2 **ACKNOWLEDGMENT**

We would appreciate you informing us of the receipt of this RFP by return e-mail to [jibunoh@unhcr.org](mailto:jibunoh@unhcr.org) [oba@unhcr.org](mailto:oba@unhcr.org) [kundevsk@unhcr.org](mailto:kundevsk@unhcr.org) as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your proposal from further evaluation.

### 3.3 **REQUESTS FOR CLARIFICATION**

Interested suppliers are required to submit any request for clarification or any question in respect of this RFP by e-mail to Jibunoh Benjamin, Senior Supply Assistant at [jibunoh@unhcr.org](mailto:jibunoh@unhcr.org) and Siyeofori Cecil Oba Programme Associate [oba@unhcr.org](mailto:oba@unhcr.org) [kundevsk@unhcr.org](mailto:kundevsk@unhcr.org) **The deadline for receipt of questions is 23:59 hrs WAT on 10/01/2024.** Interested suppliers are requested to keep all questions concise.

**IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the proposal.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited/interested suppliers.

UNHCR **might** organize a supplier pre-bid virtual conference meeting via Microsoft teams **before closing date, only bidders who confirm interest to participate will be invited.** A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to [jibunoh@unhcr.org](mailto:jibunoh@unhcr.org) & [oba@unhcr.org](mailto:oba@unhcr.org) [kundevsk@unhcr.org](mailto:kundevsk@unhcr.org) changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation to the pre-bid conference shall be at the suppliers' own expenses. There will be no reimbursement from UNHCR.

Participation to the pre-bid conference is **strongly recommended given the complexity of the requirements.** However, after the pre-bid conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited and interested suppliers.

### 3.4 **YOUR PROPOSAL**

Your proposal shall be prepared in English.

Please submit your proposal using the forms provided in the Annexes. Proposals not conforming to the requested formats may not be taken into consideration.

**IMPORTANT:**

Please submit your bid directly to the address provided in the "Submission of Bid" section 3.6) of this RFP which requires the submission of bids in two separate formats. Inclusion of copies of your proposal with any correspondence sent directly to the attention of the responsible buyer or any other

UNHCR staff other than the submission e-tender address will result in disqualification of the proposal.

Your proposal shall comprise the following two sets of documents:

- Technical proposal
- Financial proposal

### 3.4.1 **a. Content of the TECHNICAL PROPOSAL PART 1 - Documentation & Certifications**

#### **Content of the Commercial/Eligibility criteria Mandatory**

1. **Corporate affairs Commission CAC certificate** of incorporation, year funded minimum three (3) years from submission deadline.
2. **Tax clearance Certificate** for the last three years 2020, 2021, 2022. Issued by FIRS
3. Certified copy of the license to provide money transfer services, issued by the relevant government authority in Nigeria i.e., Central Bank of Nigeria CBN or Nigeria Deposit Insurance Corporation NDIC.
4. **Vendor Registration Form:** Vendor Registration Form: If your company is not already registered with UNHCR or has not receive a valid Purchase Order for the past two (2) years, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (Annex D) and the other required documents for Vendor Registration purposes.
5. **Financial audited Statements:** Audited financial statements of the company for the past 3 years, (2020, 2021, 2022) including Auditor's opinion (unqualified) as a proof for Pass/Fail requirement set under the RFP/Annex B
6. Your technical proposal should contain your acknowledgement of the **UNHCR General Conditions for Provision of Goods and Services** by signing (Annex E)
7. **UNHCR Supplier Code of Conduct:** Your technical proposal must contain your acknowledgement of the UNHCR Supplier Code of Conduct by signing Annex G.

### 3.4.1 **b. Mandatory certifications**

For the mandatory certifications, please also submit any related documents. This Annex must be dated, signed, and stamped on all pages. (Pass/Fail scoring)

1. Vendor certifies compliance with national regulations to know your customers (KYC)
2. In order to provide the required service, Vendor certifies that they are able to accept Person of Concern identification/documentation as detailed in Annex A – TOR
3. Vendor certifies compliance with industry and regulatory standards at all stages of the transfer and disbursement of money.
4. Vendor certifies compliance with industry and regulatory standards regarding the confidentiality and security of financial data.
5. Vendor certifies compliance with industry and regulatory standards with regard to anti-money laundering, anti-terrorism laws and international sanctions regimes.

Vendor certifies its commitment to paragraph 11 of the Supplier Code of Conduct (Annex G) not to engage in 'Harassment, Harsh or Inhumane Treatment', of its staff members nor of forcibly displaced persons approaching the vendors as customers/recipients of their services.

**IMPORTANT:**

No pricing information should be included in the technical proposal. Failure to comply may risk disqualification. The technical proposal should contain all information required.

The TOR for the services requested by UNHCR can be found in **Annex A**. Additional requirements are specified in Annex B (Detailed Requirements and Technical Proposal Form). Bidders should clearly state and disclose any discrepancies with the specifications given.

Your technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Company description, Understanding of the requirements for the services, related goods, proposed approach, solutions, methodology and outputs**  
Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:
  - Detailed Requirements and Technical Proposal Form, Annex B: If your company is proposing more than one type of cash delivery mechanism (i.e., bank accounts plus mobile money), **please fill out Part 2 of Annex B for each delivery mechanism proposed.**
- **UNHCR Data Protection Agreement:** Your technical proposal must contain your acknowledgement of the UNHCR Supplementary Agreement on Data Protection by signing **Annex F**.
- **UNHCR CBI Payments Format and Data Dictionary** for the ERP system: Your technical proposal must contain your acknowledgement of the UNHCR **CBI Payments Format and Data Dictionary** for the ERP system by signing **Annex H**.
- Other documents as required to support statements/compliance with requirements set in Annex A and Annex B.

**PART 2 – Proposal Narrative:** Kindly refer to Annex B for detailed information on this section.

<b>Technical evaluation criteria</b>	<b>Points</b>
1. Company overview, experience, and capacity sub-scoring listed below 1a-1d	100
2. Proposed funds transfer system made up of sub-scoring listed below 2a-2h	150
3. Management of the means of payment sub-scoring listed below 3a-3e	100
4. Integration with UNHCR's Enterprise-Resource-Planning (ERP) system for payment submission 4a-4c	80
5. Customer service sub-scoring listed below 5a-5e	80
6. Project launch and implementation, sub-scoring listed below 6a-6b	60
7. Monitoring and Reporting sub-scoring listed below 7a-7d	80
8. Proposed Key Performance Indicators sub-scoring listed below 8a-8c	50
<b>Total:</b>	<b>700 points</b>

### **3.4.2 Content of the FINANCIAL PROPOSAL**

Your separate **Financial Proposal** must contain an overall proposal in a single currency, which is in Nigeria naira (NGN).

The financial proposal must be comprehensive and cover all fees for the services to be provided (price “all inclusive”).

The Financial Proposal is to be submitted as per the Financial Proposal Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, prices must be given without VAT.

You are requested to hold your proposal valid for at least **180** days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor’s invoice and delivery and acceptance of the services by UNHCR.

### **3.5 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. References to previous or on-going proposals will be not considered. 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.

If a bidder is proposing more than one type of delivery mechanisms, proposal documents must be submitted for each of the delivery mechanism separately for Annex B-Part 2 (see detailed instructions in Annex B) to allow assessment of the mechanisms separately e.g., mobile money proposals; bank account proposals will be assessed in different lots.

In addition, UNHCR has defined the following (5) geographical areas: 1. South – South (Akwa Ibom and Cross River States); 2. North – Central (Taraba and Benue States); 3. North – East (Borno, Yobe and Adamawa States). 4. South – West (Lagos, Ogun States); 5. North – West (Kano States). Bidders can opt to bid for one (1) geographic area or two (2) or all five (5) areas. Submissions that can only cover parts of one defined geographical area might not be considered.

#### **3.5.1 Supplier Registration:**

The awarded supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form, financial statements, and other supporting documents. The investigation involves consideration of several factors such as:

- Financial standing.
- Core business.
- Track record.
- Contract capacity
- Sanctions checks etc.

#### **3.5.2 Technical and Financial evaluation:**

For the award of a Frame Agreement under this RFP, UNHCR has established evaluation criteria which govern the selection of proposals received. Evaluation is made on a technical

and financial basis. The minimum standards related to delivery mechanisms are listed in Annex A – ToR and the criteria and scoring (numerical or Pass/Fail) are determined in advance and specified in Annex B – Detailed Requirements and Technical Proposal.

The **Technical proposal** will be **70 %** of the total score of 700. As part of the technical evaluation of bidding providers, UNCHR may conduct background checks, market research and reference checks with other organizations with which the provider is already conducting/has conducted business.

### **Clarifications**

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, proposed, or accepted.

**Financial proposal** will be **30 %** of the score.

**The cut-off points for submissions to be considered technically compliant will be [43% of the total available technical score of 700 points, i.e., 300 points] A score lower than 300 points (43%) of the available total of 700 points leads to a disqualification of the offer. Only those providers scoring higher than the minimum, along with a "Pass" rating for the documentation review will proceed to the financial evaluation stage.**

**IMPORTANT:** The Financial proposal will only be opened for evaluation if the supplier's technical part of the proposal has scored the minimum obtainable marks by UNHCR's technical evaluation team and has complied with all pass/fail requirements.

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposals 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, the proposals submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

### **3.6 SUBMISSION OF BID:**

The proposals must bear your official letter head, clearly identifying your company. The Technical and Financial proposals shall be clearly separated and uploaded on the e-tender site <https://etenderbox.unhcr.org/> seperately as technical and financial offers.

Bids should be submitted by uploading on the e-tender site and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial proposals shall be clearly separated when uploading.

**Bid must be submitted by uploading ONLY to: <https://etenderbox.unhcr.org/>**

Both technical and financial offer documents shall indicate your firm's name and address. The first upload shall be "Technical Component" and contain the full technical component of your proposal. The second upload shall be marked "Price Component" and include your signed and stamped financial proposal.

**IMPORTANT:**

The technical proposal and financial proposal are to be submitted in separate documents. Failure to do so may result in disqualification.

**Deadline: 17/01/2024, 23:59 HRS WAT.**

**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 your responsibility to submit your offer to the UNHCR published tender via the e-Tender box online tool <https://etenderbox.unhcr.org/> the supplier needs to register in the system. This registration is exclusively for e-Tender Box and does not replace any other registrations for UNHCR applications. Refer to Annex H for the registration and how to submit your offer process in detail.

It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded and submitted well before the tender 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 proposal.

**3.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this tender.

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 proposing 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.

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.

**IMPORTANT:**

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process.

### **Some of the reasons for disqualification**

Some of the reasons which may lead to such disqualification of your proposal are as follows:

- Bidder fails to submit/upload the Technical and Financial Proposals in two separate formats as specified in the tender documents.
- Proposal documents are received by a fax number or email address other than that specified in the tender documents; and/or
- Proposal documents are received at any location, or by any person, other than that specified in the tender documents; and/or.
- Proposal documents are received after the deadline for submission of bids stated in the tender documents; and/or
- Proposal documents are sent via the correct route after having been sent incorrectly.
- The bidder's qualification or data are proven to be false; and/or
- The bidder commits a proven unfair or dishonest act in order to acquire rights for agreement award.

### **3.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued further to this RFP and an award thereunder will be made in the currency of the winning proposal(s). Payment will be made in accordance with the UNHCR General Conditions for the Provision of Goods and 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.

### **3.9 UNHCR GENERAL CONDITIONS OF CONTRACT FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the UNHCR General Conditions of Contract (**Annex E**) will be strictly adhered to for the purpose of any future contract. Bidders must confirm the acceptance of the UNHCR General Conditions of Contract (**Annex E**) in writing.

Thank for your kind consideration.

 Digitally signed  
by David Okumali  
Date: 2023.12.15  
17:18:33 +01'00'

David Oyolo Okumali:  
Supply Officer  
UNHCR Representation Nigeria