



UNHCR

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

DATE: 12/11/2018

REQUEST FOR PROPOSAL: RFP/2018/1178

**FOR ESTABLISHING FRAME AGREEMENT(S) FOR THE PROVISION OF
BLOCKCHAIN OR OTHER APPROPRIATE TECHNOLOGY OPTIONS IN
SUPPORT OF A TRUST SCHEME FOR REFUGEES**

CLOSING DATE AND TIME: 18/01/2019 – 23:59 hrs CET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people. In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 11,500 people in more than 128 countries continues to help about 68.5 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) to implement Blockchain or other appropriate Technology Options in Support of a Trust Scheme for Refugees (hereinafter referred to as "the System") that will enable a) Self-managed Digital Wallet for Individual Refugees and b) Document Verification Registers (e-Registry and e-Apostille) of Persons of Concern (hereinafter referred to as PoCs) in UNHCR operations globally.

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

IMPORTANT: The detailed list of the items required can be found in Annex A and the applicable Terms of Reference (TORs) under Annex A of this document.
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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 General Terms and Conditions (**Annex D**).

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

- Annex A: Terms of Reference (TORs)
- Annex B: Financial Response Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services
- Annex E: UN Supplier Code of Conduct (September 2013)

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to OMARYT@unhcr.org with a copy to ISRAEL@unhcr.org as to:

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

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 offer.

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 HQQuery@unhcr.org with a copy to Tawab Omary, Senior Supply Associate at OMARYT@unhcr.org. **The deadline for receipt of questions is on 22/11/2018 - 23:59 hrs CET.** 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. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will compile the questions received. UNHCR may, at its discretion, at once copy any particular question and its reply to all other invited bidders AND/OR post these on the UNHCR website OR will respond to the questions at a Supplier Conference (Pitching Event). After such Supplier Conference, a Questions & Answers document will be prepared and posted on the UNHCR website.

The Supplier Conference is tentatively scheduled for **27 November 2018** and to be held in Copenhagen, Denmark. A respective invitation will be sent to bidders having confirmed to UNHCR their intention to submit a bid.

2.4 YOUR OFFER

Your offer shall 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 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 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.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**
A description of your company with the following documents: company profile, registration certificate and last audit reports:
 - Year founded;
 - A description of your company's capacity to provide the service;
 - If multi location company, specify headquarters location;
 - Number of similar and successfully completed projects;
 - Number of similar ongoing projects;
 - Total number of clients;
 - Provide minimum 3 client references and include the name of the Contact person, title and contact information.

Provide any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services. The bidders should demonstrate an in-depth understanding of the project, from an operational and strategic point of view.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**
Proposed methodology, approach and implementation plan – the response should demonstrate the Proposer's response to the Terms of Reference by identifying the specific components proposed, how the requirements will be addressed, as specified; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed methodology meets or exceeds the specifications. Vendors are expected to provide as much as detail as possible.
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**).

- **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex D**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, Euros or in the currency of your company's country.

The financial offer must cover all the products and services to be provided (price "all inclusive").

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

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for 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 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.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The following documents are required for registration:

- Vendor registration form
 - Duly Signed
 - Name, bank account with proper Bank identifier
 - Listed the services/goods (Section 31)
 - Annual values (Section 32) provided
 - Section 7,8,9 properly completed
- Copy of certificate of Registration
- Copy of Audited financial statements for the last 3 years

The investigation involves consideration of several factors such as:

- Financial standing
- Core business
- Track record
- Contract capacity

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score:

CRITERIA DESCRIPTION	Score
1. Quality of Service (work approach and methodology) (70%)	
Understanding of requirements	25
Novelty and Innovation	15
Incorporation into UNHCR environments and scalability beyond the pilot	15
Overall quality and clarity of proposal	15
2. Company Qualifications (20%)	
Relevant experience in software development	10
Relevant experience in the business or the number of ongoing similar and successfully completed projects	10
3. Personnel qualifications (10%)	
Relevant experience of core people who will work on the project	5
Technical support teams	5
TOTAL TECHNICAL SCORE	100

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The minimum passing score is 60; if a bid does not meet this minimum it will be deemed technically non-compliant and will not proceed to the financial evaluation.

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers 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.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail 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 offers shall be clearly separated.

Bid must be sent by e-mail ONLY to: HQSMSBID@unhcr.org

IMPORTANT:

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

Deadline: 18/01/2019 – 23:59 hrs CET.

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 verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid ref. **RFP/2018/1178**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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.

2.7 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.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex D**) 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.


Fabrizio Bertora

Chief of Section, HQ Procurement
Supply Management and Logistics Service (SMLS)