

DATE: 24<sup>th</sup> of April 2024

REQUEST FOR PROPOSAL: RFP/24/012/AFRICA/PSP

FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF

GLOBAL CROWDFUNDING PLATFORM SERVICES FOR UNHCR PRIVATE SECTOR  
PARTNERSHIPS IN AFRICA

CLOSING DATE AND TIME: 24<sup>TH</sup> OF MAY 2024 – 23:59 PM (EAST AFRICA TIME GMT+3)

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## INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 8,600 people in more than 125 countries continue to help more than 33.9 million globally displaced persons. 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 PSP Africa seeks a frame agreement with qualified service provider(s) for global crowdfunding platform services to support UNHCR PSP Africa to acquire and retain quality donors via various campaigns. The proposed time frame is 24 months (about 2 years) with a potential extension for another period of a 12-month period subject to satisfactory performance.

The global crowdfunding platform will be specifically targeting Muslim communities for the Ramadan, Zakat, Eid Al Adha, regional campaigns focused on Kenya, Nigeria, Ghana, South Africa, Mauritius, and emergency campaigns.

UNHCR PSP Africa 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 Africa might appoint a back-up supplier to set up campaigns in a more sustainable way. The back-up service provider will be activated in case the main one fails to perform or might encounter capacity issues.

## 2. BIDDING INFORMATION:

### 1. RFP DOCUMENTS

The following annexes form an integral part of this RFP:

Annex A:	Terms of Reference (TORs)
Annex B:	Financial Offer Form
Annex C:	Vendor Registration Form

- Annex D: UNHCR General Conditions of Contracts for the Provision of Services
- Annex E: UNHCR Special Data Protection Conditions
- Annex F: eTenderBox Supplier User Manual
- Annex G: eTenderBox Registration Guide
- Annex H: Technical response form

## 2.2 ACKNOWLEDGMENT

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

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

## 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 Erzsebet Gal [galer@unhcr.org](mailto:galer@unhcr.org). **The deadline for receipt of questions is the 3<sup>rd</sup> of May 2024 23:59 GMT+3** 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.

UNHCR will compile the questions received and the corresponding Q&A file will be posted and sent to all bidders.

## 2.4 YOUR OFFER

Your offer shall comprise the following two sets of documents and to be submitted in English:

1. Technical offer
2. 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.

**Please fill out Annex H as your technical response.**

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 requirements under Annex A section 2. Your proposal is to be tailored as per requirements and information requested under different lots of section 2, to ease the evaluation process.

### 2.4.2 Content of the FINANCIAL OFFER

**Please fill out Annex B as your technical response.** Your separate **Financial Offer** must contain an overall offer in USD. The financial offer must cover all the services to be provided (price "all inclusive"). Bids that have a different price structure may not be accepted.

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 investigation involves consideration of several factors such as:

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

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

<b>The following section lists all selection criteria as part of the first yes/no cut. In this regard, your company must be compliant with the below requirements to be considered as eligible for the technical evaluation.</b>	
<b>Company registration documents and general terms and conditions</b>	<b>Documents &amp; information to be provided to establish compliance with the evaluation criteria</b>
Eligibility to do business	<p>Provide (1) <i>your company registration certificate</i> and (2) the dully fill out <i>vendor registration form</i> (Annex C) to prove that your company is eligible to provide services.</p> <p><i>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.</i></p>
PCI - DSS compliance to protect cardholder data	<p>Payment card industry compliance refers to the technical and operational standards that businesses follow to secure and protect credit card data provided by cardholders and transmitted through card processing transactions. PCI standards for compliance are developed and managed by the PCI Security Standards Council. PCI DSS Level 1 (at least)– PCI Security Standards Council certificate to be submitted to establish compliance with the criteria.</p> <p><a href="https://www.pcisecuritystandards.org/">https://www.pcisecuritystandards.org/</a>: Please select <b>ONE</b> of the following options:</p> <ol style="list-style-type: none"> <li>1. Availability of PCI DSS Compliance certificate<sup>1</sup>: Level 1, requiring a report on</li> </ol>

<sup>1</sup> Level 1 certificate: Merchants processing over 6 million card transactions per year.

Level 2 certificate: Merchants processing 1 to 6 million transactions per year.

Level 3 certificate: Merchants handling 20,000 to 1 million transactions per year.

Level 4 certificate: Merchants handling fewer than 20,000 transactions per year.

	<p>compliance (ROC) and requires an Attestation of Compliance (AOC)</p> <ol style="list-style-type: none"> <li>2. Availability of PCI DSS Compliance certificate Level 2, 3 or 4: requiring a self-assessment questionnaire (SAQ)</li> <li>3. On-going process to adopt such protocol to be completed withing 1 year of submission date</li> </ol>
Security certification	<p>To implement end-to-end encryptions for all financial transactions to safeguard donor information during transmission; please mark your answer correctly on Annex B (technical response form) and select ONE of the options:</p> <ol style="list-style-type: none"> <li>1. Availability of ISO 27001 certification</li> <li>2. Availability of any other relevant security certifications, including the scope of the certification and the certifying body</li> <li>3. On-going process to adopt such protocol to be completed withing 1 year of submission date</li> </ol>
<p><b>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 requirements for technical scoring; only bidders that will score equal or above 42 points (of the 70 points) will be considered for financial evaluation.</b></p>	
Campaign services (max 35 points to be obtained) as per section 1.5	<p>Provide details and evidence on how your company will provide the services listed under section 1.5. Your proposal must be tailored as per service need listed under section 1.5 to prove compliance. General company profile will not be accepted.</p> <p>The scores will be allocated based on the clarity and evidence provided as best value for money service for UNHCR PSP.</p>
Transaction Security Measures (max 15 points to be obtained)	<p>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.</p> <p>The scores will be allocated based on the clarity and evidence provided as best security for UNHCR PSP.</p>
Reporting and analysis (max 15 points to be obtained) as per section 1.6	<p>Provide evidence on reporting and analysis capabilities as per section 1.6. Your proposal must be tailored as per service need listed under section 1.6 to prove compliance. General company profile will not be accepted.</p> <p>Please submit at least one (1) campaign result report.</p> <p>The scores will be allocated based on the clarity and evidence provided as best value for money service for UNHCR PSP.</p>

<p>Account management (max 5 points to be obtained) as per section 1.7</p>	<p>Please provide information on the experience of the dedicated account manager assigned to UNHCR to ensure the best possible customer support service.</p> <p>Please describe your account management support, emphasizing security practices, for immediate response to any security concerns or breaches.</p> <p>The scores will be allocated based on the clarity and evidence provided as best value for money service for UNHCR PSP.</p>
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The **Financial offer** will use the following percentage distribution of **30%** from the total scores.

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, e.g.  $[\text{total Price Component}] \times [\text{lowest}] / [\text{other}] = \text{points for other supplier's Price Component}$ .

## 2.6 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 for UNHCR applications. One supplier should have only one registered email account in the system. Therefore, the supplier must use only one 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. Registration Guide (Annex G) and Use Manual of eTenderBox (Annex F) are available at the above URL and attached this cover page.

**IMPORTANT:** The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. 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. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

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## 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 UN GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the General Conditions of Contracts for the Provision of Services (**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.

Yours faithfully,

Robina Kolok  
Senior Procurement Officer  
Reg Bureau EHA & GLakes Africa