

DATE: 16 October 2020

REQUEST FOR PROPOSAL: No. RFP/BEL/2020/003

**FOR THE CREATION OF AN EDUCATIONAL WEB-BASED VIDEO GAME ON THE
TOPIC OF REFUGEES, ASYLUM AND MIGRATION**

UNHCR REUA BRUSSELS

CLOSING DATE AND TIME: 13 November 2020 – 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 coordinate 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 17,000 people in 135 countries continues to help about 79.5 million persons of concern. 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 service contract(s) for the creation of an educational web-based video game on the topic of refugees, asylum and migration (referred to hereinafter as services). The web-based video game should be a free-of-charge browser game which can be played via the world wide web using a web browser (cf. Google Chrome, Firefox, Safari) without the need for installing client software apart from the web browser. The game is intended for use in secondary schools, with an intended target group of children aged 12 and older. The web-based video game will be used in various UNHCR educational activities and trainings, and will be made available on websites of UNHCR and, potentially, partner organizations.

IMPORTANT:

Terms of Reference (TORs) are detailed in Annex A of this document.

UNHCR may award service contract(s) with an estimated maximum duration of six (6) months. The successful bidders will be requested to maintain their quoted price model for the duration of the service contract(s).

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 E).

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

2. BIDDING INFORMATION

1. RFP DOCUMENTS

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

Annex A:	Terms of Reference (ToR)
Annex B:	Technical Offer Form
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services
Annex: F	UN Supplier Code of Conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to HQBELOFFER@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- 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 HQBELOFFER@unhcr.org with subject title "Questions on RFP/BEL/2020/002." **The deadline for receipt of questions is 23:59 hrs CET 13 November 2020.** Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and may publish questions and answers on a UNHCR website shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the forms in the Annexes provided. Offers not conforming to the requested formats may be not 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 e-mail address mentioned above or the submission postal address will result in disqualification of the offer. Please send your bid directly by express mail and e-mail to the addresses provided in the "Submission of Bid" section 2.6. of this RFP.

Your offer shall comprise the following three sets of documents:

- Technical Offer
- Financial Offer
- A completed Vendor Registration Form (if applicable)

2.4.1 **Content of the TECHNICAL OFFER**

IMPORTANT:

No pricing information should be included in the Technical Offer. Failure to comply may lead to disqualification. The technical offer should contain all information required.

The Terms of Reference (ToR) of the services requested by UNHCR can be found in **Annex A**. Please read the ToR carefully, as it contains detailed context on the project and its requirements which may inform which information you need to include in the Technical Offer.

Your Technical Offer should be concisely presented and information should include the following documentation, listed below in sections I to IV:

I. Description of the company and the company's qualifications

For the description of your company, please include the following documents in the Technical Offer:

1. a concise and short company profile in a document format of your choosing
2. the registration certificate of your company
3. recent audit reports covering at least one accounting year, or all available reports if your company was founded less than one year prior to submission of your Technical Offer.

In addition, following company information is required:

1. Date and year founded
2. If multi-location company, specify headquarters location
3. Number of similar and successfully completed projects
4. Number of similar projects currently in progress
5. Total number of clients
6. Composition of the team you propose to provide for this project (names, qualifications and and short CV)

Please use only the Technical Offer Form (Annex B) to provide the information in 1-6 above (insert the information, weblinks and, if appropriate, graphics in the corresponding boxes of the Technical Offer Form and save as a Word or interactive PDF document).

Please include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

II. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

You may include one document of maximum 1 A4-sized page, titled '*Comments to Terms of Reference*', containing any comments or suggestions you may have with regard to the the ToR. This document is not required and may be left out of the Technical Offer if you wish to do so.

In addition, please provide a detailed description of the manner in which your company would respond to the ToR:

1. A general description of your organization's capacity to provide the service
2. A general description of your organization's experience in providing services required
3. A detailed description on how your company would respond to the selection criteria described in section 2.5.2 (see below).

Please use the Technical Offer Form (Annex B) to provide the information in 1-3 above (insert the information, weblinks and, if appropriate, graphics in the corresponding boxes of the Technical Offer Form and save as a Word or interactive PDF document).

NOTE: *only one (1) completed Technical Offer Form needs to be provided for relevant information required under I and II.*

III. Vendor Registration Form (Annex D): If your company is not already registered with UNHCR, complete, sign and include in the Technical Offer the completed Vendor Registration Form. If you are already registered as a Vendor with UNHCR, please indicate this using the checkbox at the bottom of the Technical Offer Form.

IV. UNHCR General Conditions for Provision of Services (Annex E): Your Technical Offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services. Include a signed copy of Annex E in your Technical Offer.

V. UN SUPPLIER CODE OF CONDUCT (Annex F): Your Technical Offer should contain your acknowledgement of the UN Supplier Code of Conduct. Include a signed copy of Annex F in your Technical Offer.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in euro. Offers in other currencies will be converted into euro using the UN Operational Rates of Change at time of evaluation of proposals received in response to this RFP (see <https://treasury.un.org/operationalrates/OperationalRates.php>).

NOTE: *UNHCR will contract service provider(s) selected under this RFP in euro only; any exchange rate or other costs incurred by the service provider(s) as a result of invoicing in another currency will not be reimbursed by UNHCR. We strongly advise you to consult your financial service provider(s) on any exchange rate costs you may incur as a result of exchange rates and/or other fees resulting from converting invoices in another currency to euro.*

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

The Financial Offer is to be submitted using the Financial Offer Form (Annex D) and detailing price elements mentioned in the Financial Offer Form. Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. As a result, prices need to be provided without VAT. Service provider(s) contracted as a result of this RFP will receive proof of UNHCR's tax exempt status if needed for accounting and taxation purposes.

You are requested to hold your offer valid for 120 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 UNHCR's 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

2.5.2 **Technical and Financial evaluation**

For the award of this project, UNHCR has established evaluation criteria which guide 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 selection criteria and percentage distribution: **70%** of the total score. Your capacity in responding to these selection criteria must be documented in corresponding sections of the Technical Offer Form (see section 2.4.1 above).

Company Qualifications
<ul style="list-style-type: none"> • General capacity to perform the project • Relevant experience: writing age-appropriate game-play scenarios for educational video games • Relevant experience: producing age-appropriate artwork for browser games • Relevant skills and expertise: knowledge of pedagogical underpinnings of educational materials in game format • Relevant skills and expertise: technical knowledge of producing user-friendly browser games which can be used in various settings, with various web browsers, and with different bandwidths • Relevant experience: managing creation of browser games in close collaboration with international organization(s) and/or other organizations • Client references and work samples
Proposed Services
<ul style="list-style-type: none"> • Understanding and responsiveness to UNHCR project requirements • Appropriateness of methodology and match with business requirement • Quality and logic of work plan • Innovative approach • Proposed approach for developing and clearing game-play scenarios, artwork and finished browser game • Proposed reporting mechanism • Language capacity: ability to produce content that can be easily adapted into other language versions • Creative capacity in international settings • Strategic thinking: proposed approach to make the browser game appealing to teachers and schools

Personnel Qualifications

- Compatibility of staff structure and resource allocation to the project requirements
- Expertise of the suggested project team: qualifications and experience
- Project manager: experience managing similar projects
- Experience designing similar browser-based educational games for audiences in several countries
- Knowledge of refugees, asylum and migration and educational approaches to refugees, asylum and migration

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

The **Financial Offer** will use the following percentage distribution: **30%** of 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., $[\text{total Price Component}] \times [\text{EUR lowest}] \setminus [\text{EUR other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than Euro will be converted into Euro using the United Nations rate of exchange in effect on the date of evaluation of the offers received in response to this RFP.

Evaluations of the Technical Offer and Financial Offer will be carried out by Committees in accordance with UNHCR's procurement procedures (for more information, see <https://www.unhcr.org/become-a-supplier.html>).

2.6 **SUBMISSION OF BID**

Mail

Tender Proposals shall be submitted by express mail to:

UNHCR
Bid for RFP No **RFP/BEL/2020/00**
Avenue Louise 283
1050 Brussels
Belgium

Proposals must include a **Table of Contents**, detailing all documents included in the Offer as required under sections 2.4.1 and 2.4.2, checked and signed for compliance by a legal representative of the Company, indicating the total number of pages for each document. Any additional documents that may be submitted shall be included in the same list.

Proposals shall be submitted in a single, sealed Proposal Envelope to UNHCR at the address mentioned above, within the submission deadline.

The Proposal Envelope shall include the following:

- A document with the Table of Contents
- One Technical Offer Envelope, containing all documentation required under section 2.4.1 of this RFP (please mark this envelope with the words 'Technical Offer')
- One Financial Offer Envelope, containing all documentation required under section 2.4.2 of this RFP (please mark this envelope with the words 'Financial Offer')

Indicate on all Envelopes:

- a. 'Bid for RFP No. **RFP/BEL/2020/002**
- b. Name of your Company
- c. 'DO NOT OPEN – SEALED BID ENCLOSED'

E-mail

We encourage you to also send your offer via e-mail to the e-mail address HQBELOFFER@unhcr.org. Please mention only following information in the text of the e-mail:

- a. 'Bid for RFP No. **RFP/BEL/2020/002**
- b. Name of your Company

Please enclose all documents required for the Technical Offer and the Financial Offer in an attachment to the e-mail. Please make sure to format the file name of each attachment as follows: 'TECHNICAL OFFER - attachment file name' or 'FINANCIAL OFFER - attachment file name'. The Table of Contents may be sent in an attachment with the file name 'CONTENTS'. If possible, please make sure links to websites included in the documents attached can be opened when the documents are opened on a computer.

Deadline for the submission of proposals is:

13 November 2020, 23:59 hrs CET.

Any bid received after this date or sent to another UNHCR address or e-mail 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 the Bidders' responsibility to verify that all documents have been properly received before the deadline.

NOTE: only bids submitted via express mail will formally be considered. *If the bid per express mail arrives after the submission deadline as a result of an exceptional situation (cf. interruption of mail services), it may be considered only if 1. a copy of the bid via e-mail has been received within the submission deadline, as certified by the time stamp of the e-mail 2. if the bid received via e-mail contains copies of all documents in the bid submitted via express mail (the exact same documents need to be in the e-mail and the express mail submission) 3. if you can provide UNHCR with proof that your bid per express mail was sent at a time and date allowing for your mail provider to deliver before the submission 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 provide, 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.

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

IMPORTANT:

The Technical Offer and Financial Offer are to be included in the bid in separate envelopes to be placed inside the main Proposal Envelope. Failure to do so may result in disqualification.

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 has been sent properly before the deadline.

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 euro (see NOTE in section 2.4.2). 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 E**) 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.

Remy Bashengezi
Acting Procurement Officer
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