

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 13.09.2024****REQUEST FOR PROPOSAL 2024-13/BGR
RFP/2024-13/BGR****FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR****FACILITATING ACCESS TO EMPLOYMENT FOR REFUGEES AND ASYLUM SEEKERS
THROUGH DEDICATED DIGITAL TOOL FACILITATING THE AUTOMATED JOB-MATCHING
PROCESS FOR REFUGEES AND ASYLUM SEEKERS****CLOSING DATE AND TIME: 04/10/2024 –23:59 hrs EET**

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 safeguarding the rights and well-being of refugees. It also has the mandate to help stateless people.

For more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 60 million people. 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:

The Office of the United Nations High Commissioner for Refugees (UNHCR), Bulgaria, invites qualified service providers to make a firm offer to establish Frame Agreement(s) for the provision of **services aiming to facilitate access to employment for refugees and asylum seekers through dedicated digital tool facilitating the automated job-matching process for refugees and asylum seekers** (referred to hereinafter as services).

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex B of this document.

UNHCR may award Frame Agreement(s) with an initial duration of two (2) years, potentially extendable for a further period of one (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

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

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 Conditions (Annex A).

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 an integral part of this Request for Proposal:

Annex A:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex B	Terms of Reference (TOR)
Annex C:	Financial Offer Form
Annex D:	Technical Offer Form
Annex E:	Vendor Registration Form

2.2 ACKNOWLEDGMENT

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

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

IMPORTANT:

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question regarding this RFP by e-mail to bulosup@unhcr.org. **The deadline for receipt of questions is 23:59 hrs on 25/09/2024.** 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, as this will result in an automatic disqualification.

UNHCR will compile any questions received.

2.4 YOUR OFFER

Your offer shall be prepared in English language.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

The 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 the information required.

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

Mandatory criteria:

- a. Company registration certificate
- b. Bank Statement /удостоверение за банкова сметка с подпис и печат от банката/, signed and stamped.
- c. Vendor Registration Form Annex E signed and stamped!
- d. Signed UNHCR’s General Conditions of Contracts for the Provision of Services – 2018 [Annex A].

IMPORTANT:

Failure to send any of the above-requested documents will result in the disqualification of your offer from further evaluation.

Specific Tasks**1. Project Initiation**

- Technical Design Proposal Development

2. Platform Customization

- Development plan. Create a detailed plan outlining the platform customization steps, timelines resources allocation, risk management.
- Develop Platform Configuration including platform architecture, user management and authentication, multilingual support, job matching & search engine, integration capabilities, data security and privacy, analytics and reporting, notifications, user support, testing and QA, maintenance.

3. Platform Customization and Development

- User Interface (UI) and User Experience (UX) Design for job seekers, employers administrators.

- Feature development: user registration and profile management, job matching algorithms and filters, development of a referral system.
- Data Security Implementation including data encryption and role-based access controls for security
- Integration with third party services: job boards, social media and other.

4 Testing and Quality Assurance.

- develop test cases for performance, security, user acceptance testing
- performance testing
- security testing
- User Acceptance Testing (UAT)
- Bug fixing

5. Training and Documentation

- Training material development
- Administrator training
- End-User training

6. Platform Launch

- Final platform review and approval: conduct a final review of the platform with stakeholders
- Go-live preparations: prepare for public launch with final data migration
- Platform launch

7. Post-Launch Support and Monitoring

- Post-Launch Monitoring: monitor platform performance, propose a Service Level Agreement for post-launch monitoring. Provide ongoing technical support and issue resolution.
- Collect User Feedback to identify areas for improvement
- Optimize the platform based on monitoring data and user feedback

8. Project Closure

- Prepare a final report with project outcomes and lessons learned
- Complete the handover of platform assets including source code, documentation and credentials.

Expected Deliverables

The expected deliverables cover all aspects of the platform's development, from the initial technical design proposal to post-launch support. The deliverables include creating detailed plans for platform customization, integrating third-party services, conducting thorough testing, and providing user training. Additionally, the contractor must ensure that all key platform features are implemented, tested, and launched successfully, with ongoing maintenance and support after launch.

Profile of the Contractor

The contractor must have proven experience in developing job-matching platforms, expertise in data security and cloud solutions, familiarity with the needs of vulnerable groups, a strong support system for maintenance, and relevant case studies or references.

Application

To submit a proposal, companies must provide a description of their qualifications, including past projects, experience with international organizations, and a comprehensive product proposal detailing platform customization. Additionally, they must submit CVs of key team

members, a detailed price breakdown for software subscription, maintenance, and customization, along with a signed and stamped form.

2.4.2 **Content of the FINANCIAL OFFER**

Your **separate Financial Offer** must contain an overall offer in a single currency either in Euros or in BGN.

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

The Financial Offer must be submitted according to the Financial Offer Form (**Annex C**). Bids with a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. Therefore, the price is 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 all relevant documents.

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 **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.

There are 4 mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.

	Pass/Fail
Mandatory Criteria	
a. Company registration certificate	
b. Bank Statement, signed and stamped	
c. Vendor Registration Form Annex E	
d. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018 [Annex A].	

IMPORTANT:

Failure to send any of the above-requested documents will result in the disqualification of your offer from further evaluation.

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.

Technical evaluation criteria	Score %
1. Description of the company and the company's qualifications	21.6

2. Proposal	66.6
3. Proposed staff evaluation	11.6
Total %:	60

The maximum points that can be awarded in the Technical Evaluation are 120 points, representing 60 per cent of the full evaluation (technical and financial). (Please see Annex D- Technical criteria for detailed breakdown of the points)

The cut-off points for submissions to be considered technically-compliant will be **84 points of the total available technical score of 120 points.**

Clarification of Proposals:

To assist in the examination, evaluation, and comparison of proposals, UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

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

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

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

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, either in different e-mails or separate files. This is mandatory. Fail to do this will result in disqualification.

Bids by e-mail must ONLY be sent to: bulsobid@unhcr.org.

IMPORTANT:

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

Deadline 04/10/2024 23:59 hrs.

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. 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.

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 **[20] Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- Bid [Number]
- Name of your firm with the title of the attachment
- Number of e-mails being 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:

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 requirements, 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 with 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.

Signature
Name: Seda Kuzucu
UNHCR Representative in Bulgaria