



UNHCR

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

DATE: 29 May 2024

**REQUEST FOR QUOTATION: No. HCR/SC/HUNBU/2024/004A/Re-Tender
FOR THE ESTABLISHMENT A FRAMEWORK AGREEMENT TO PROVIDE BULK SMS
SERVICES TO UNHCR IN HUNGARY AND SLOVAKIA**

QUOTATION TO BE RECEIVED BY: 10 June 2024 by 15:00 Hours 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 the mandate to help stateless people.

Over 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 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:

The Office of the United Nations High Commissioner for Refugees (UNHCR) in the Hungary invites qualified service providers to make a firm offer for the establishment of Framework Agreement for the provision of bulk SMS services, WhatsApp and Viber messages to UNHCR offices in Hungary and Slovakia (referred to hereinafter as services).

IMPORTANT:

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

UNHCR may award Framework Agreement with an initial duration of one (01) year, potentially extendable for another period of one (01) year subject to the satisfactory provision of services and needs and availability of the budget. The successful service provider will be requested to maintain their quoted price model for the duration of the Framework Agreement(s).

The detailed requirement for the bulk SMS in Hungary and Slovakia is given in the terms of reference document (Annex A, ToR).

Please note that figures have been stated in the Annex B is 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 Service Agreement.

Other United Nations Agencies, Funds, and Programme 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 Service Agreement with other UN Agencies.

It is strongly recommended that this Request for Quotation 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 D).

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

2. BIDDING INFORMATION:

2.1. RFQ DOCUMENTS

The following annexes form an integral part of this Request for Quotation:

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

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFQ by return e-mail to hunbusupplyunit@unhcr.org as to:

- Your confirmation of receipt of this Request for a Quotation
- 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 in respect of this RFQ by e-mail to the case based intervention unit at sawadoga@unhcr.org and to the MCO supply unit at hunbusupplyunit@unhcr.org. The deadline for receipt of questions is **15:00 hrs [CET] on [04 June 2024]**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to sawadoga@unhcr.org as this will result in an automatic disqualification.

UNHCR will compile any questions received. [UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. **OR** will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website].

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 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 submission e-mail address will result in disqualification of the offer. Please send your bids directly to the address provided in the “Submission of Bid” section 2.6) of this RFQ.

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 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:

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

A description of your company with the following:

Company profile:

- i. Company profile
- ii. Number of major clients Min 02. References (from major clients) signed indicating previous satisfactory performance on the provision of similar services
- iii. Company's previous experience dedicated exclusively to the provision of the requested services (other business profiles are not relevant)
- iv. Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services.

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

- v. 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:
- vi. A description of your organization's capacity to provide the service [02 pages]
- vii. A description of your organization's experience in these services [02 pages]

The following documents should also be provided with the bid submission for evaluation;

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**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID. (This is not an evaluation criterion but it is desirable)

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

VERY IMPORTANT: Please submit **your technical and financial bids in two separate emails clearing marking (Technical and Financial offers).**

2.4.2 Technical evaluation:

For the award of this framework agreement, UNHCR has established evaluation criteria that govern the selection of offers received. Evaluation is made based on **Pass/Fail** criteria and the selection is made based on the technically compliant supplier with lowest financial offer.

No.	UNHCR Requirement	PASS	FAIL
1	The service should support customized messages in all languages supported by Unicode UTF-8 or UCS-2 or equivalent Unicode. Indicatively, the languages that need to be supported are English, Hungarian, Russian, Slovak, and Ukrainian.		
2	Creation of separated accounts for Hungary and Slovakia to monitor UNHCR expenditures and with the ability for UNHCR to send bulk SMS, by providing data through the supplier platform and through interoperability API, with a final report for confirmation of SMS delivery or failure (with reasons).		
3	The Supplier needs to provide all available EU Regulation Certificates and Internal Regulations and Policies that would ensure compliance with GDPR.		
4	The platform allows UNHCR to send customized text messages to Viber and/or WhatsApp users.		
5	Access to the Mass SMS Distribution Platform, creation of Accounts/user profiles, and the technical capacity to dispatch SMS messages in one or more batches at different dates and/or times per batch. It must be possible to create these accounts at short notice and be ready to send SMS as soon as possible.		

REMARKS: All the required documents/information in the table above must be attached with this submission for technical evaluation under PASS/FAIL criteria. Should the supplier fail to submit any document or information will result in the disqualification from further evaluation of the financial offers.

Clarifications of Proposals:

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, offered, or accepted.

2.4.3 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in relevant local currency or in [EURO/USD].

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

The Financial Offer is to be submitted as per the Financial Offer Form (Annex B). Bids that have a different price structure may not be accepted. The supplier may attach additional sheets following the same table structure for any additional cost that is relevant to the fee structure.

UNHCR is exempt from all direct taxes and customs duties. With this in regard, 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 and site visit, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in the preparation of a contract before an actual contract is signed shall be borne by the Bidder. Advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of the contractor's invoice and delivery of the goods and services to and/or acceptance by UNHCR.

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal in which they wish to participate. References to previous or ongoing 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.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after an 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.

Failure to provide the abovementioned documentation might lead to disqualification.

2.6 SUBMISSION OF BID:

The offers must bear your official letterhead, clearly identifying your company and UNHCR proposal reference number **RFQ/HCR/HUN/SUP/2024/004A-Re-Tender** with its project title.

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, Word or other formats, etc.)

The technical and financial offers shall be submitted through two separate messages sent to the email address specified in the solicitation document, where the subject line clearly outlines the reference to the solicitation process and the relevant content (technical or financial offer).

Bids by e-mail must ONLY be sent to: hunbusupplyunit@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: [10/06/2024], 15:00 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. 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.

IMPORTANT NOTES for online submission of your proposal:

Please indicate in the e-mail subject field:

- Bid [RFQ/HCR/HUN/SUP/2024/004A-Re-Tender]
- Name of your firm with the title of the attachment
- Number of e-mails being sent (example: 1/3, 2/3, 3/4)
- Format: Your offer should be sent to the above-mentioned email address in PDF files (Preferred) signed and stamped.
- No document downloading links are accepted. All documents must be attached to the emails.
- If the supplier is uploading a number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually.
- All files must be free of viruses and not corrupted in case of online submission through email.
- UNHCR reserves the right to accept or reject any offers that are not following the email submission instructions.
- UNHCR may accept partial offer meaning only applying for Hungary or Slovakia only.
- UNHCR may select primary and backup supplier for required services.

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.

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.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation in 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 RFQ 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 the 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.

Signature
Name: Syed Shabbir Hussain
Title: Supply Officer
UNHCR Representation for Central Europe

Annex B – Financial Proposal Sheet

REQUEST FOR QUOTATION: No. RFQ/HCR/HUN/SUP/2024/004A Re-Tender

FOR THE ESTABLISHMENT A FRAMEWORK AGREEMENT TO PROVIDE BULK SMS SERVICES TO UNHCR IN HUNGARY AND SLOVAKIA

QUOTATION TO BE RECEIVED BY: 10 June 2024 by 15:00 Hours CET

Service providers to provide bulk SMS in Hungary and Slovakia to UNHCR.

Payment terms: Acceptance of UN payment terms (i.e. 30 days net from receipt of documents) and please click YES or NO

#	Item	QTY per month	Unit Cost Without VAT	Unit Cost VAT	Total Cost
Slovakia					
1	Bulk SMS for Slovakia	13000			
2	Monthly service charges for Viber	1			
3	Bulk Viber-messages for Slovakia	1000			
4	Monthly service charges for WhatsApp	1			
5	Bulk WhatsApp - messages for Slovakia	1000			
Hungary					
1	Bulk SMS for Hungary	600			
2	Monthly service charges for Viber	1			
3	Bulk Viber-messages for Hungary	200			
4	Monthly service charges for WhatsApp	1			
5	Bulk WhatsApp - messages for Hungary	200			
Grand Total:					

Note: The service provider may add additional lines for any charges with details that might be part of the contract.

Name of Bidder: _____

Designation: _____

Telephone No: _____

Email Address: _____

Company Name: _____

Company Address: _____

Authorized Signature: _____

Company Stamp: _____

Date: _____