

DATE: 13 September 2024

REQUEST FOR PROPOSAL: RFP/24/018/RBAP/PSP

**REQUEST FOR PROPOSAL**  
**FRAME AGREEMENT FOR THE PROVISION OF DONOR DEVELOPMENT AND RETENTION SERVICES FOR**  
**UNHCR PRIVATE SECTOR PARTNERSHIPS IN MALAYSIA**

**CLOSING DATE AND TIME: 11<sup>TH</sup> October 2024 – 23:59 UTC + 8 hrs. (Kuala Lumpur, Malaysia)**

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## **INTRODUCTION**

UNHCR began its operations in Malaysia in 1975 when Vietnamese refugees began to arrive by boat in Malaysia and other countries in the region. For over 40 years, UNHCR has worked to assist the Government in providing protection to, and assistance for, refugees in the country. Today, UNHCR's humanitarian programs protect and assist over 170,000 refugee men, women, and children in Malaysia.

The Private Sector Partnership (PSP) service of the UNHCR in Malaysia raises awareness on refugee issues and raises funds from the private sector, including corporate companies, foundations, high-net-worth individuals, and individual donors. Fundraising activities targeting individuals include Face-to-Face (F2F) interactions with members of the public and Digital campaigns. This has been done since March 2017 as part of a global UNHCR strategy of awareness raising and increasing private sector funding.

As of mid-2024, UNHCR Malaysia is supported by 37,000 active donors, of which over 80% are Regular donors (RG). The current database size, including inactive donors and non-financial supporters, represents over 100,000 unique IDs. Despite the global pandemic affecting Malaysia, donor attrition has only marginally increased so far. In 2024, loyal donors recruited in previous years contributed 60% of the total income generated from individual donors.

## **1. REQUIREMENTS**

To expand its Individual Giving program whilst ensuring outstanding quality of service, UNHCR Malaysia is seeking to enter into a Frame Agreement (FA) for the initial period of twelve (12) months for donor retention services and telemarketing outbound services with vendors specializing in such service areas, with the possibility of one time twelve (12) months extension subject to satisfactory performance.

The service commencement date is upon completion of the selection process, tentatively from November 2024.

Service providers ("Vendors") will be requested to keep the proposed fees unchanged for the duration of the contract. Vendor performance will be checked on a quarterly basis as per agreed key performance indicators (KPIs).

- To deliver a compelling 1<sup>st</sup> year donor retention program involving personalized communication journeys for the different types of new donors, e.g., RG and One-off donors recruited across different channels, e.g., F2F, Direct Mail, Direct Response Television, Digital, and Telemarketing.
- To deliver a long-term donor development strategy to increase donor experience and giving across the different types of donors past their 1<sup>st</sup> year as donors through a mix of activities, including special appeals, debit failure calls, one-time to RG conversion, upgrade, and reactivation activities.
- To produce standard occasionally complemented by ad hoc analysis to recommend the best course of action and optimize results in the above-mentioned areas, to yield constant improvements in donor satisfaction, retention, lifetime value for month-12, month-24, month-36, and current year net value per donor.

- Minimum 80% debit success upon 1<sup>st</sup> year anniversary debit.
- **The minimum objective** for the rollout period is to set up a comprehensive donor save program among donors contacting the organisation to cancel their monthly donation by offering a downgrade or holiday – a minimum for 12% donor saves.

**IMPORTANT:**

The Terms of Reference (TOR) and other relevant documentation are detailed in the Annexes of this Request for Proposal (RFP).

**IMPORTANT:**

When a Frame Agreement (FA) is awarded, the successful bidder(s) are requested to maintain their quoted price model for the duration of the FA.

**IMPORTANT:**

When a Frame Agreement (FA) is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** “settlement of disputes” of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a “cause” for or otherwise to be a termination clause.

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 of Contracts for provision of Services.

**2. BIDDING INFORMATION:****2.1. RFP DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

Annex A:	Terms of Reference (TORs)
Annex B:	Technical Response Form
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR Data Protection Clause
Annex F:	UNHCR General Terms and Conditions
Annex G:	UN Code of Conduct
Annex H:	Registration Guide for eTenderBox
Annex I:	eTenderBox Supplier User Manual
Annex J:	Technical evaluation scoring sheet

Please kindly note that this RFP is posted on UNHCR Global and UNGM websites too.

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to Yun Ling [ling@unhcr.org](mailto:ling@unhcr.org) and Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org) as to:

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

**IMPORTANT:**

Failure to send the above requested information may result in 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 RFP by e-mail to Yun Ling [ling@unhcr.org](mailto:ling@unhcr.org) and Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org). The deadline for receipt of questions is the **25 September 2024 23:59 UTC + 8 hrs. (Kuala Lumpur, Malaysia time zone)**. Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Proposal Submissions are **NOT** to be sent to the e-mail addresses above.

UNHCR will compile and answer all questions received. UNHCR may, at its discretion, copy and reply to all or a question(s) to all other invited bidders at once for transparency purposes in line with applicable confidentiality clauses.

The consolidated Q&A file will be also posted on UNHCR Global website and UNGM.

**IMPORTANT:**

UNHCR may invite all bidders who have sent their confirmation of receipt of the RFP and expressed their interest in submitting a proposal to a Supplier Conference to explain ToRs, the RFP process and answer any questions raised by the potential bidders.

## 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 considered.

**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 prescribed submission method will result in disqualification of the offer. Please send your bid only in the manner specified 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.

**Pre-selection criteria (mandatory to fulfil with this criteria):**

Please take note of the pre-qualification criteria hereunder, failure to comply with the below criteria will result in disqualification:

Pre-selection criteria	Documents and information to be provided to establish compliance with the set criteria
Your company needs to have a local office in Malaysia and be authorized to work/do business in Malaysia.	<p>To establish compliance with these criteria:</p> <ol style="list-style-type: none"> <li>1. Copy of Certificate of Business Registration/ Certificate of Incorporation is to be sent*</li> <li>2. Vendor registration form to be filled out and submitted (Annex D)*</li> </ol> <p><i>* In case your company is a registered PO supplier to UNHCR, i.e., you have already received purchase orders, there is no need to re-send the above documents unless some changes are to be implemented on your current profile (address, bank account etc.). Please add the necessary comments to your technical offer. Compliance with the rest of the pre-selection criteria is still mandatory.</i></p>
Compliance with UNHCR Data protection	Compliance with UNHCR data protection clause, acceptance of Annex E.
Compliance with UNHCR general terms and conditions	Compliance with UNHCR general terms and conditions, acceptance of Annex F.
Compliance with UN Code of Conduct	Compliance with UN Code of Conduct , acceptance of Annex G.
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>:</p> <p>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>2</sup>: Level 1, requiring a report on compliance (ROC) and requires an Attestation of Compliance (AOC)</li> <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>

## Requirements

#### Housing and Maintenance of Database

- Data entry and daily processing: including registering forms from all channels designated by UNHCR Malaysia and providing monthly reports to UNHCR Malaysia.
- Perform data quality optimization activities, weekly, such as deduplication processes and data cleansing.
- The online database can be remotely accessed by authorized UNHCR staff to consult donor information and generate automated reports such as donor file size, payment fulfillment, donor attrition, program, and campaign performance reports.
- Provide data extracts and other database services as requested by UNHCR.

#### Debit Process

- Process the debiting of the donors' credit cards, debit cards, and bank accounts every month with at least two (2) processing attempts. Provide monthly detailed reporting to enable reconciliations and fundraising analysis (donation report, financial report, attrition report, and donor care report).
- Re-process all items "Unrealised Donors" as required, with a total of nine (9) processing attempts within three (3) months before the donor can be archived as "Rejected". Contact donors through agreed-upon protocols within three (3) months, such as calls and emails to minimize the number of donors ultimately "Rejected".

#### Donor Retention Communications

- Elaborate and conduct fundraising communication campaigns towards new donors recruited from all channels designated by UNHCR Malaysia.
- Welcome packages: develop (with UNHCR) a welcome package (letter and donor guide flyer), laser printing, packaging, letter shopping (labelling), and mailing.
- Welcome processing/journey to verify donors' commitment and details through outbound telephone and emails, or SMS.
- Design, print, and deliver donor care materials to donors, including a mailed welcome pack, newsletter (Eight A4 pages colours/two editions annually), and a donor receipt.
- Perform upgrade, conversion one-off to RG Donors, debit failure calls, special appeals, and reactivation calls to donors.
- Provide inbound call services from existing donors, including general inquiries to a UNHCR Malaysia-dedicated phone number.
- All plans and materials will be subject to sign-off by and approval from UNHCR.

#### Performance Assessment

- Conducts daily performance capturing for any donor call activity on a live report via Power BI.
- Handle donor requests (via dedicated hotline(s)) within 12-24 hours - for public holidays and weekends should provide voice recordings customised for UNHCR Malaysia.
- Performs above 80% donation approval rate for anniversary submission.
- Maintain below 2% cancelation rate every month for the first 3 months of new donor; and below 25% every month for the overall database (active).

#### Reporting

The below provides an indication of minimum expectations. In your proposal, please provide a list and short description of standards reports (contents, format, frequency) that will be delivered as part of the services.

- Daily live reporting if applicable via Power BI
- Weekly fulfilment reports (and debit failures) across the file of RG donors.
- Weekly attrition report from all channels designated by UNHCR Malaysia.
- Weekly donor communication reports, i.e., EDM, inbound call.
- Income and performance reports from all channels.

- Donor movement (such as converting one-off donors into RG donors, active to inactive) and migration analysis (such as value upgrades/downgrades).
- Other ad hoc analysis services, as agreed with UNHCR Malaysia, to inform strategic planning and decision-making regarding the various services provided.

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#### Donor Retention & Development Calls

Campaign/Program	Details	Target	Monthly Expected Volumes + Donors per year	Expected Outcomes (KPIs)
1. Monthly Upgrade (1 <sup>st</sup> upgrade, second upgrade, re-attempt upgrade, and up-upgrade.)	<ul style="list-style-type: none"> <li>• To ask donors to increase their monthly gift amount.</li> <li>• If not reached, try to call up to multiple times.</li> <li>• Clean up/warm the list provided by sending SMS.</li> </ul>	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> upgrade: Monthly donors at the 6-month mark – rolling program-to be called at month 7.</li> <li>• 2<sup>nd</sup> Upgrade: Monthly donors - 12 months after the donor's first upgrade call.</li> <li>• Declined Upgrade From 1<sup>st</sup> Upgrade – month 13 following their first successful donation.</li> <li>• Loyalty Upgrade – calling during birthday month and have contributed for 24 months or more.</li> <li>• 18-month upgrade – calling donors who never upgrade, active donating for 18 months.</li> </ul>	<ul style="list-style-type: none"> <li>• Total volume from all segmentation monthly: 1500.</li> <li>• This is the best estimation, then 8-10% expected growth of the target list each year.</li> </ul>	1. 60% effective contact rate on the provided list. 2. 30% targeted upgraded their donation on the phone, with a minimum 20% uplifting gift increase.
2. Monthly Reactivation calls – Rejection due to Bank	<ul style="list-style-type: none"> <li>• To convert long-lapsed monthly donors to monthly donors.</li> </ul>	To convert from lapsed monthly donors > 12 months to active monthly donors.	Monthly Volume: 500.	1. 30% effective contact rate on the



issues and voluntary cancelation.	<ul style="list-style-type: none"> <li>Clean up/warm the list provided by sending SMS.</li> </ul>		This is the best estimation, then 8-10% expected growth of the target list each year.	provided list. 2. 25% reactivation rate into RG donors, with 50 MYR/month average gift.
3. Monthly Activation	<ul style="list-style-type: none"> <li>To remind monthly donors who have not been able to debit since their sign-up.</li> <li>Clean up/warm the list provided by sending SMS.</li> <li>If not reached, try to call up to multiple times.</li> <li>If still unreached, send out SMS.</li> <li>If donors cannot be reached by phone or SMS, issue a mailing.</li> </ul>	Monthly donors with failed transactions for the first donation (UNHCR unable to convert the pledges) their last sign-up date was 1 month ago from the month of calling (sign-ups from mostly F2F and telemarketing programs).	Monthly Volume: 300.  This is the best estimation, then 8-10% expected growth of the target list each year.	1. 35% effective contact rate on the provided list. 2. 25% targeted reactivation to the RG donor by telephone, with 38 MYR/average gift.
4. Conversion Calls	<ul style="list-style-type: none"> <li>To convert one-off donors into monthly donors.</li> <li>To get additional cash donations (one-off gifts) from donors who do not convert to RG.</li> </ul>	Active one-off and recently lapsed RG donations.	Monthly Volume: 300.  This is the best estimation, then 8-10% expected growth of target list each year.	1. 50% effective contact rate on the provided list. 2. 25% from provided list have positive RG conversions, with 50 MYR /month average gift. 3. 15% from provided list have positive second, third, or fourth donations in a year, with 150 MYR

				average gift per donation.
5. Ad hoc Calls	<ul style="list-style-type: none"> <li>To get additional donation for emergency campaigns.</li> </ul>	Monthly and one-off donors.		50% effective contact rate on the provided list.

#### Standard Service Requirements

In the Technical Offer, please detail how your company can implement and satisfy the Standard Service Requirements, which are as follows:

1. All agents need to be fluent in English and Bahasa Malaysia.
2. Working hours are 9:00-18:00 (Mon-Fri) and, if recommended, 9:00-18:00 (Sat).
3. Agents to record credit card and debit card donations and prepare export/import formatted forms, including donor data (the form is provided by UNHCR). Secure transfer of forms to UNHCR or database via Safe File Transfer Protocol (SFTP). Protocols may evolve in the course of the contract.
4. Ability to handle the monthly call capacity of UNHCR, taking into account some variance in seasonal forecasted fluctuations. Please define calling capacity:
  - a. An average of monthly call volume able to be managed.
  - b. A maximum volume of monthly calls able to be managed.
5. Ability to send SMS when donors cannot be reached by phone.
6. In collaboration with UNHCR Malaysia, the vendor needs to develop and test high-quality scripts that are timely and relevant to existing UNHCR campaigns and media coverage of relevant issues.
7. Provision of all human relations activities related to staffing for UNHCR Malaysia's campaign, including:
  - a. Planning and coordinating the recruitment of highly competent staff to effectively perform the activities as required under the UNHCR telemarketing programs.
  - b. Provision of all support staff, including but not limited to administration and employment contracts, code of conduct including confidentiality clauses, insurance coverage, remuneration, retirement benefits, and other benefits to staff members who have been recruited to support the UNHCR telemarketing programs. The vendor must ensure employee benefits and compensation arrangements comply with the local legislation in Malaysia.
  - c. Monitoring the attendance, performance and conduct of staff who are involved in the UNHCR telemarketing fundraising services.
  - d. Planning, development, and maintenance of motivation schemes as deemed appropriate.
  - e. Provision of an Account Manager(s) to serve as a focal point to oversee the effective implementation and performance of the UNHCR telemarketing programs.



#### Operations Management

Vendors are also required to include the following (if applicable) in their proposals:

1. The vendor is required to present their overall strategy and campaign planning for their telemarketing services.
2. The vendor is required to provide UNHCR with access to call logs at no additional charge. All call logs should be provided to UNHCR securely with all personal and financial information removed.
3. The vendor is expected to provide quality control and explain how the quality of outbound and telemarketing calls is done with front-line telemarketers.
  - a. In addition, the vendor is also expected to describe their procedures regarding complaint management.
4. The vendor is required to propose the number of trainers and front-line telemarketers for this project to train their staff and to participate in the induction training provided by UNHCR Malaysia. The vendor is expected to provide a detailed description of the proposed model for this project (e.g., dedicated team, full-time or part-time, shared workload, etc.), as part of this proposal and implement it accordingly.
5. The vendor is required to provide training with daily monitoring to their telemarketers and keep their knowledge up to date.
6. The vendor is expected to comply with personal data privacy laws and explain in their proposal how this is handled at the vendor's operational level.
7. The vendor is required to describe their procedures in terms of these privacy laws and their compliance with UNHCR Data Privacy provisions and Malaysia's data privacy regulations.
  - a. Please provide a copy of certificates related to PCI compliance.
  - b. Please provide the name and contact details of the data security focal point.
8. The vendor is required to perform weekly reports and data analysis on its services provided and to generate recommendations on how to improve services to optimize contact rates and meet KPIs. This includes:
  - a. Prepare and submit high-level weekly reports, a monthly tracker, and detailed quarterly reports of telemarketing results.
  - b. Provide reports to measure KPIs, including but not limited to decision-maker contacts, number of contacts, conversion rate, average donation amount, and return on investment (ROI).
  - c. Provide input into data selection for each campaign and program.
  - d. Provide reports to analyze the performance of test strategies, segmentation analysis, and introduction of new measures.
  - e. Provide a verbal report of any misconduct or complaint received in regard to staff engaging in UNHCR's telemarketing activities as soon as practicable and a written report with actions taken and/or proposed remedy to UNHCR within 3 working days; and
  - f. Arrange monthly in-person meetings with UNHCR (or teleconferences, if/when in-person meetings are not possible).

#### 2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offers** must contain an overall offer in a single currency, which shall be Malaysian Ringgit. (MYR).

#### **IMPORTANT:**

The Financial Offer is to be submitted as per the Financial Offer Form. Financial offers and bids submitted in different manner and that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given excluding any taxes and/or duties.

You are requested to hold your offer valid for ninety (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 thirty (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.

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

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (on a 100 points scale, i.e., max 70 points obtainable for the technical offer). Please find hereunder the detailed scoring breakdown.

#### *Technical evaluation*

Company Qualifications (max 20 points)	Documents and information to be provided to establish compliance with the set criteria
Relevant experience in terms of number of clients in the for-profit sector (max 10 points)	The scores will be allocated for the number of clients (previous and current, in total) in the for-profit sector based on the evidence provided.
Relevant experience in terms of number of clients in the not-for-profit sector (max 10 points)	The scores will be allocated for the number of clients (previous and current, in total) in the not-for-profit sector based on the evidence provided.

Proposed Services (max 40 points)	Documents and information to be provided to establish compliance with the set criteria
Compliance with requirements listed under section 2.1 Housing and Maintenance of Database (max 10 points)	A comprehensive section dedicated to the Technical Proposal to explain the strategy to manage the database. Please submit with your proposal the following sample: <ul style="list-style-type: none"> <li>• One (1) campaign performance report</li> </ul> <i>Without the requested sample, 0 points will be given.</i>
Compliance with requirements listed under section 2.2 Debit Process (max 10 points)	A comprehensive section dedicated to the Technical Proposal to explain the debit process. Please submit with your proposal the following sample: <ul style="list-style-type: none"> <li>• One (1) donation report,</li> </ul> <i>Without the requested sample, 0 points will be given.</i>
Compliance with requirements listed under section 2.3 Donor Communications (max 5 points)	A comprehensive section dedicated to the Technical Proposal to explain your welcome processing/journey and any innovative ideas to develop welcome packages.

Compliance with requirements listed under section 2.4 Performance Assessment (max 5 points)	A comprehensive section dedicated to the Technical Proposal to explain your strategy for performance assessment. Please submit with your proposal the following sample: <ul style="list-style-type: none"> <li>One (1) donor call activity (monthly)</li> </ul> <i>Without the requested sample, 0 points will be given.</i>
Compliance with requirements listed under section 2.5 Reporting (max 10 points)	A comprehensive section dedicated to the Technical Proposal to outline your reporting skills. Please submit with your proposal the following samples: <ul style="list-style-type: none"> <li>One (1) monthly fulfillment report</li> <li>One (1) Monthly donor communication reports, i.e., EDM, inbound call.</li> </ul> <i>Without the requested sample, 0 points will be given.</i>

Personnel Qualifications (max 10 points)	Documents and information to be provided to establish compliance with the set criteria
Experience and skills of the core team who will work on the UNHCR project. (max 5 points)	Please list the telemarketing agents to be assigned to UNHCR account and outline their experience.  The scores will be allocated based on the average years` of relevant experience of the core people working UNHCR account.
Staff turnover rate (max 5 points)	Describe current headcount volume for telemarketing agents and confirm 2022 and 2023 turnover rate.  Scores will be allocated based on staff turnover rate.

Bidders must have a minimum technical threshold of 42 out of 70 points for the technical proposal to be considered further in the financial evaluation process.

Companies might be requested to deliver a presentation based on their technical proposal via Teams. The dates for the presentations will be communicated in time.

**IMPORTANT:**

The minimum passing score of the evaluation is 42 out of 70; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Bidders might be requested to deliver a presentation on their proposal and to introduce the team members who will work with UNHCR via web/teleconference in case PSP deems necessary the agencies will be informed on time.

The **Financial offers** will use the following percentage distribution: **30%** from the total score.

The maximum number of points (30 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.,  $[\text{total Price Component}] \times [\text{MYR lowest}] \setminus [\text{MYR other}] = \text{points for other supplier's Price Component}$ .

## 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 with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

**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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**CLOSING DATE AND TIME: 11<sup>th</sup> October 2024- 23:59 UTC + 8 hrs. (Kuala Lumpur, Malaysia)**

**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 supplier's responsibility to verify that documents and correspondence have been submitted properly before the 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 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 because 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 for Provision of Services 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,



Lars Sommerlund  
Senior Supply Coordinator  
Regional Bureau Asia and the Pacific  
United Nations High Commissioner for Refugees (UNHCR)