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| **Please read the TOR and the RFP Cover Letter carefully and fill in your response below**  **Please note that the given space under each section should not limit your response, please type more if required** | |
| **COMPANY NAME:** |  |
| **Documentation required to fulfil the pre-selection criteria (pass or fail):** | |
| **1. Authorised to work/do business in Malaysia**  **MANDATORY TO FULFIL THIS REQURIEMENT** | |  |  |  | | --- | --- | --- | | **Document** | **Submitted** | **Explain if not submitted** | | Business Registration/Certificate of Incorporation\* |  |  |   *\* 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.* |
| **2.**  PCI compliance - DSS compliance to protect cardholder data | |  |  |  | | --- | --- | --- | | **Document** | **Submitted** | **Explain if not submitted** | | PCI DSS Level 1 – PCI Security Standards Council certificate to be submitted to establish compliance with the criteria.  <https://www.pcisecuritystandards.org/> |  |  | |  |  |  | |
| **Documentation for Vendor registration and Terms and Conditions** | |
| **1. Vendor Registration Form** | |  |  |  | | --- | --- | --- | | **Document** | **Submitted** | **Explain if not submitted** | | If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex D). |  |  | |
| **2. Acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services** | |  |  |  | | --- | --- | --- | | **Document** | **Accepted** | **If not, please explain** | | We hereby confirm the acceptance of UNHCR General Conditions of Contract for the Provision of Services (Annex F). |  |  | |
| **3.**  **Acknowledgement of the UNHCR Special Data Protection Conditions** | |  |  |  | | --- | --- | --- | | **Document** | **Accepted** | **If not, please explain** | | We hereby confirm the acceptance of UNHCR Special Data Protection Conditions (Annex E). |  |  | |
| **4. Acknowledgement of UN Supplier Code of Conduct** | |  |  |  | | --- | --- | --- | | **Document** | **Accepted** | **If not, please explain** | | We hereby confirm the acceptance of UN Supplier Code of Conduct for the provision of services (Annex G). |  |  | |
| **Content and documentation to facilitate weighted technical evaluation:** | |
| **Overall service provision experience ( in terms of projects and clients based for profit and non-for profit clients max 20 points)**  Please provide a list of your projects/clients form. The corresponding service provision must be for donor retention services   |  |  |  | | --- | --- | --- | | Project Description | Client | Duration | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | | *Add or remove rows as required* |  |  |   **To help with your submission you** the following details can be included:  The number of successful campaigns for donor upgrade and conversion one-time donors, based on the following evidence provided:   * KPIs can be presented on an aggregated level: Number of campaigns. * Number of donors successfully upgraded, and one off converted to monthly. * Contact Rate * Agree Rate * Average Donation Amount * 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 * The scores will be allocated for the number of clients (previous and current in total) in the non-for-profit sector, based on the evidence provided   **Compliance with the services required Housing and Maintenance of Database (Annex A ToR 2.1 max 40 points)**  In your technical proposal please outline the following to have a comprehensive description outlining your capability to provide the services under section 2.1, 2.2, 2.3, 2.4 and 2.5, in Annex A TOR in your offer please include:   * Comprehensive section dedicated on the technical proposal to explain the strategy to manage maintenance of database as listed under section 2.1. Please submit with your proposal the following sample: One (1) campaign performance report * Comprehensive section dedicated on the technical proposal to explain the debit process as listed under section 2.2. Please submit with your proposal the following sample: One (1) donation report, * Comprehensive section dedicated on the technical proposal to explain your welcome processing/journey and any innovative idea to develop welcome packages, as listed under section 2.3 Donor Retention and Development * Comprehensive section dedicated on the technical proposal to explain your strategy for performance assessment as listed under section 2.4. Please submit with your proposal the following sample: One (1) donor call activity (monthly) * Comprehensive section dedicated on the technical proposal to outline your reporting skills as listed under section 2.5. Please submit with your proposal the following samples: One (1) monthly fulfilment report One (1) Monthly donor communication reports i.e. EDM, inbound call.   **Personnel qualifications and staff turnover (max 10 points)**  Experience and skills of core team who will work on UNHCR project. (max 10 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. | |
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