

**DATE: 14 June 2024**

**REQUEST FOR PROPOSAL: No. UKRKI/RFP/2024-005  
FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE DEVELOPMENT OF A  
SOFTWARE OF COLLECTIVE SITE BOOKING SYSTEM**

**CLOSING DATE AND TIME: 15 July 2024 – 23:59 HRS Kyiv time**

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**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 co-ordinate 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people in more than 135 countries continues to help about 79.5 million persons. 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>.

**UNHCR ACTIVITIES IN UKRAINE**

Since the start of the armed conflict in Ukraine, approximately 7.1 million Ukrainians have been internally displaced, while the number of refugees fleeing into neighboring countries has reached a staggering 5.2 million.

This tender refers to UNHCR's ongoing humanitarian assistance in support of the conflict affected population who have been displaced in various locations within Ukraine.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified companies which are registered with the Government of Ukraine to make a firm proposal for the Development of a Software of Collective Site Booking System (hereinafter referred to as "Services").

**UNHCR reserves the right to award a primary and a back-up supplier, where, if the primary supplier is unable to fulfil the requirement of a purchase order resulting from the Service Contract, such order will be cancelled with a new purchase order issued to the back-up supplier for the provision of Services.**

<b>IMPORTANT:</b> Terms of Reference (ToR) are detailed in Annex A of this document.
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It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out herein 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 to be construed in any way as an offer to contract with your firm.

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

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

- Annex A: Terms of Reference (ToR)
- Annex B: Technical Proposal Form and Bid Submission Checklist
  - Annex B-1: Confirmation on Services Rendered
  - Annex B-2: Confirmation on Compliance with one (1) year of Warranty Period
- Annex C: Financial Proposal Form
- Annex D: Vendor Registration Form.
- Annex E: UNHCR General Conditions of Contract for Services.
- Annex F: Documentation procedures on tax reporting (for companies with VAT payer status).
- Annex G: Supplier's Code of Conduct.

### **2.2 ACKNOWLEDGMENT**

You are requested to inform us of the receipt of this RFP by return e-mail to [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org) as to:

- Your confirmation of receipt of this Request for Proposal No. **UKRKI/RFP/2024-005**
- Whether or not you will be submitting a bid

#### **IMPORTANT:**

Failure to send the above-requested information may result in the disqualification of your proposal 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 [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org) with the Subject reading: *Inquiry: RFP No. UKRKI/RFP/2024-005. The deadline for receipt of written inquiries/questions is 17:00 hours Ukraine time on 05 July 2024.* Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and will reply via email to all the bidders that previously expressed their interest in the subject tender, as well as will publish the answers on UNHCR Ukraine and Zakupki webpages.

**Bidders should use extreme vigilance to ensure that their proposal is submitted on time. UNHCR will not be responsible for, and will not take into consideration, any bids that are late due to a server failure or power outage, either locally or globally.**

#### **IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

### **PRE-BID CONFERENCE**

An online supplier pre-bid conference will be arranged on MS Teams on **26 June 2024** between **10:00 hrs and 12:00 hrs**. A maximum of two representatives per company are allowed. Names and contact details of the company's representatives must be provided in writing latest by **25 June 2024 13:00 Ukraine time by e-mail to: ukkipro@unhcr.org**

Changes in participating staff need to be shared in advance, otherwise, they will not be able to participate.

Participation in the pre-bid conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR. UNHCR will share the link with interested bidders to attend the meeting on Microsoft Teams.

Participation in the pre-bid conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. After the event, a Questions & Answers document will be prepared and distributed among all interested bidders to reiterate responses to the voiced question as well as to respond to the queries which could not be answered during the event.

## **2.4 YOUR PROPOSAL**

### **IMPORTANT:**

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your proposal shall be prepared in English or Ukrainian languages.

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

### **IMPORTANT:**

**Inclusion of copies of your proposal 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 proposal.**

Please send your proposal directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your proposal shall comprise the following two sets of documents:

- Technical proposal
- Financial proposal

### **2.4.1 Content of the TECHNICAL PROPOSAL**

### **IMPORTANT:**

No pricing information (i.e., no price offer) should be included in the Technical Proposal. Failure to comply may risk disqualification. The technical proposal should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

### **SUPPORTING DOCUMENTS:**

**Description of the company and the company's qualifications / registration documents:** A description of your company with the following documents:

- **Company Profile:** with detailed description of the company's experience, staffing and organizational setup and main achievements in the subject sector, years of establishment (minimum 3 years from submission deadline), list of similar projects completed within last 5 years together with evidential documents etc.
- **Vendor Registration Form and Registration documents:** If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID. If your company has not been registered yet with UNHCR or has not received a valid Purchase Order for the past two (2) years, you should complete, sign and submit with your technical offer the Vendor Registration Form (Annex D), together with the following **Company registration documents:**
  - Company registration certificate
  - Company registration status with the tax services in Ukraine
  - Balance Sheets for 2021, 2022 and 2023, also clearly indicating the current assets, current liabilities and the turnover of the company during these years (2021 and 2022, and 2023)
  - Last Audit report (if available)

**The bidder companies are required to be established no less than three (3) years from the closing date of the tender. Bidders who do not comply with this requirement shall be disqualified.**

**Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:** Any comments or suggestions on the Terms of Reference (ToR), as well as your detailed description of the manner in which your company would respond to the Technical Specifications. Submitted documents to include:

- **Narrative Project Proposal:** Please provide a detailed Narrative Project Proposal, to include the project delivery plan, describing the service provision components and approach of each project cycle, including the following stages:
  - ✓ Preparation phase / project setup
  - ✓ Development
  - ✓ Testing and acceptance of the proposed Software Solution (MVP)
  - ✓ Commissioning of the Final product and integration with Trembita system
  - ✓ Provision of Training
- **Detailed Description of the Proposed final product:** Provide detailed description of the proposed Online Platform. The detailed Technical Description shall address proposed solutions functions and features against the criteria listed in the TOR (Annex A) and specify its additional features (if any) in terms of Functional requirements and End Product Quality.
- **Timeline / Workplan:** Please attach a copy of your proposed Gantt chart or Implementation Plan or Detailed Work Schedule (Completion Period) prepared on a weekly basis and broken down with percentage distribution for all tasks with critical path analysis details. Schedule to clearly indicate delivery timeline for the completion of each Milestone indicated in part 5.10, 5.11 and 6 of Annex A (Terms of Reference)

- **Proven relevant past experience:** Bidders should submit documentary evidence regarding executed similar sized, relevant contracts signed with companies or organizations and/or their outcome within last five (5) years supported with copies of purchase orders/contracts or letter of references or work completion certificates. A project will be considered a relevant reference only if it is valued USD 20,000.00 or above.
- **CVs of proposed project personnel:** Company should provide detailed composition of the proposed team together with Curriculum Vitae(s) of core staff, to include as a minimum, the academic and professional background of following listed staff:
  - One (1) \* Project Manager: expected to have min. three (3) years of experience in the respective field
  - One (1) \* Senior Software Engineer: expected to have min. three (3) years of experience in the respective field

IMPORTANT: CVs to include detailed professional and academical background **AND** list of similar projects completed by the proposed staff in same capacity.

- **MANDATORY ANNEXES (completed if/as applicable, signed and stamped):**
  - **Annex B1 - Confirmation on Services Rendered:** by filling and returning the Annex B-1, participating companies are requested to confirm their capacity to provide the required services as detailed in Annex A-ToR to UNHCR, including full compliance with the detailed specifications.
  - **Annex B2 - Compliance with the Systems defect liability period of one (1) year:** Please provide signed and stamped Confirmation (**Annex B-2**)
  - **UNHCR General Conditions of Contract for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

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

- **UNHCR Supplier Code of Conduct:** Your technical proposal should contain your acknowledgement of the UNHCR Supplier Code of Conduct by signing and stamping each page of **Annex G**

## **2.4.2 Content of the FINANCIAL PROPOSAL**

Your separate **Financial Offer** must contain an overall proposal in Ukrainian Hrivnya or US Dollars.

However, all Purchase Orders will be issued, and all payments will be made in hryvnya (UAH) at the United Nations rate of exchange in effect on the date the Purchase Order was issued by UNHCR.

The United Nations rate of exchange can be found here: <https://treasury.un.org/operationalrates/OperationalRates.php>.

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

The financial offer is to be made using **Annex C (the Financial Offer Form)**. Bids that have a different price structure may not be accepted. **The financial offer should be provided in both PDF and Excel format.** Failure to comply will lead to disqualification.

The quoted prices must remain unchanged for the duration of the Service Contract – until the Delivery of the Final Product and acceptance thereof by UNCHR as well as the one (1) year Defect Liability period.

UNHCR is exempt from all direct taxes and customs duties. In this regard, price has to be given without VAT. However, if you are a VAT payer in Ukraine, you are requested to indicate clearly and separately the VAT rate in your financial offer, as per Annex C.

You are requested to hold your proposal valid for one hundred and twenty (120) calendar 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 calendar days after satisfactory implementation of the projects and receipt of documents in order. Project delivery and payment milestones are detailed in paragraph 5.11 and 6 of Annex A.

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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An 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 contractor's invoice and acceptance by UNHCR of the works.

## **2.5 BID EVALUATION:**

Each proposal from a bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be 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. Contract will be awarded to the vendor scoring highest on the overall combined technical and financial scores.

### **2.5.1 Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after validation of suitability based on the submitted Vendor Registration Form and supporting documents. The validation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

Failure to provide the above-mentioned documentation might lead to disqualification.

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

For the award of this project, UNHCR has established two-stage evaluation criteria which govern the selection of proposals received. The evaluation of proposals will be done on a technical and financial basis according to a point scoring system. The final proposal points are the sum of the technical and financial points. The percentage assigned to each component is determined in advance as follows:

The **Technical proposal** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score:

#	<b>MANDATORY PRE-QUALIFICATION CRITERIA</b>	<b>Pass/Fail</b>
1.1	Experience in the relevant sectors (Minimum 3 years).	Pass/Fail
1.2	Submission of all Company registration documents in order.	Pass/Fail
1.3	Overall compliance with the specifications and service requirements of the project as per Annex A/ToR (signed/stamped Annex B-1).	Pass/Fail
1.4	Compliance with the Systems defect liability period of one (1) year (signed/stamped Annex B-1.) Acceptance of UN Supplier Code of Conduct (Annex G).	Pass/Fail
1.5	Offer Validity – Minimum 120 days of offer validity is mandatory.	Pass/Fail

Only bidders scoring 'Pass' on all above five (5) Pre-Qualification Criteria will be further considered, as per the below technical scoring mechanism (further detailed in **Annex C**):

#	<b>TECHNICAL EVALUATION CRITERIA POINTS</b>	<b>Maximum Score</b>
2	Qualifications of the Company	200
3	Project Proposal	400

The cut-off points for submissions to be considered as technically compliant **will be a minimum of 360 points out of the maximum 600 points available. After the evaluation, this will be converted out of 70% allocated to the technical proposal.**

**IMPORTANT:**

All suppliers must have bank account capable of receiving Ukrainian Hryvna (UAH), and must have legal entity registered in compliance with the applicable legal framework of the state. Failure to provide evidence of the above two criteria may result in disqualification of your proposal from further evaluation.

A financial proposal will only be considered if the technical part of the supplier's proposal passed a minimum of 360 points out of 600 points allocated to technical proposal, is accepted by UNHCR as complying with the technical requirements listed in RFP documentation.

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

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those technically compliant firms. All other price offers will receive points in inverse proportion to the lowest price, e.g.,  $[\text{lowest Price Component}] \times [100] / [\text{total price component}] * 30\%$  = points for other supplier's Price Component.

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

**The award will be made to the most responsive bidder, reaching the highest overall (technical + financial) score.**

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.

**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. All such queries with the vendors will be made by the Procurement Function.

**2.6 SUBMISSION OF BID:**

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).

**Any document submitted through Google drive, or on any file sharing platform, or file exchange service will not be considered. Only file attachments to bid submission emails will be considered.**

**!!! Bids must be sent by e-mail ONLY to: [UNHCR-UKR-tendercommittee@unhcr.org](mailto:UNHCR-UKR-tendercommittee@unhcr.org) !!!**

**IMPORTANT:**

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

**Deadline for submission of proposals: 12 July 2024 – 23:59 HRS Kyiv time**

**IMPORTANT:**

**Any bid received after this date or sent to another UNHCR address will be rejected.**

**Any proposal submitted through Google drive, or any other file sharing platform, will 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 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 **15 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid Reference: **UKRKI/RFP/2024-005**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).
- Whether it is part of the technical and financial bid

For example:

UKRKI/RFP/2024-005 Company ABC – Technical (email 1 of 3)

UKRKI/RFP/2024-005 Company ABC – Financial (email 2 of 2)

Bidders are to submit a separate file or zip folder (in case of several files) for each of the twelve (12) technical assessment criteria from 1.1 to 3.4 as per Annex C, naming all files as per the serial number of the assessment criterion.

E.g., bidder submitting for assessment criterion 1.2: “*company registration documents*” bidder is to submit a zip folder named " 1.2", with the submitted pdf files for each required document, etc.

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 proposal.



## **2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

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**

Payment will be made in hryvnya (UAH) at the United Nations rate of exchange in effect on the date the corresponding Purchase Order was issued following the link <https://treasury.un.org/operationalrates/OperationalRates.php>.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF CIVIL WORKS**

Please note that the General Conditions of Contracts for Civil Works (**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.

## **2.10 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff

## **2.11 THE UN GLOBAL COMPACT**

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor, and civil society to support ten principles in the areas of the human rights, labor, environment, and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

UNHCR encourages bidders to sign up to this initiative at:  
<https://www.unglobalcompact.org/>

**[UNHCR'S TENDER ARE AVAILABLE FREE OF CHARGE.](#)**

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UNHCR Ukraine