

DATE: 23 October 2019

REQUEST FOR PROPOSAL: No. RFP 2019-055

**FOR THE ESTABLISHMENT
OF A CONTRACT FOR THE PROVISION OF an e-Cabinet portal for the State Youth
Fund of Ukraine**

Goods and Services required: the development of an electronic document flow system and an “e-Cabinet” portal for a state institution the "State Fund for Support of Youth Housing Construction"

CLOSING DATE AND TIME: 6 NOVEMBER 2019 – 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 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 11,500 people in more than 128 countries continues to help about 68.5 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>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), in Ukraine, invites qualified suppliers, manufacturers and service providers to make a firm offer for the establishment of a Contract for the provision of services.

IMPORTANT:

The Scope of Work (SOWs) are detailed in Annex A of this document.

UNHCR may award the Contract with initial duration of 1,5 (one and a half) years, potentially extendable for a further period of 6 (six) months. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified on Annex A.

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 goods or services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Contract.

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 contract with other UN Agencies.

IMPORTANT:

When a contract is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself 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 Terms and Conditions (Annex H).

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 integral part of this Request for Proposal (RFP):

- Annex A: Scope of Work (SOWs)
- Annex B: Short Presentation on the "State Youth Fund"
- Annex C: Key roles and responsibilities
- Annex D: Process map
- Annex E: Technical Offer form
- Annex F: Financial Offer form
- Annex G: Vendor Registration Form
- Annex H: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2010
- Annex I: UN Supplier Code of Conduct
- Annex J: Documentation procedures on tax reporting (for companies with VAT payer status)

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposals (RFP)
- Whether or not you will be submitting a bid

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 on technical part of the RFP by e-mail to Mr. Oleksandr Khoroshavin, Assistant Legal Officer at khorosha@unhcr.org and on any other questions in respect of this RFP by e-mail to Mr. Yurii Gusakov, Supply Associate at gusakov@unhcr.org. **The deadline for receipt of questions is 23:59 hrs EET on 30 October 2019.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail addresses above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

2.4 YOUR OFFER

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 offer shall be prepared in Ukrainian or 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 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 information required.

The Scope of Work (SOWs) of the goods and 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 submitted using the technical offer as per **Annex E**. **The requirements in Part 1 are mandatory and bidder expected to answer by the principle Yes / No. It is assumed that the mandatory requirements are unconditional, the answer "no" to any requirement may lead to the rejection of the proposal as a whole, just as not meeting requirements.**

Part two contains general requirements, it provides for the answer of the bidder according to his vision of the project and will be evaluated by the point system.

Your technical offer should also include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**

A description of your company with the following documents:

- company profile,
- registration certificate
- last audit reports
- Vat registration certificate/Single Tax payer certificate
- Year founded
- If multi location company, specify headquarters location
- Number of similar and successfully completed projects
- Number of similar projects currently underway
- Total number of clients

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services. Use attachments and addendums to provide such information.

- **Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs**

Any comments or suggestions on the SOW, as well as your detailed description of the manner in which your company would respond to the SOW:

- A description of your organization's capacity to provide the goods / services;
- A description of your organization's experience in the supply of these goods / services.
- Compliance to the requirements stated on the SOW.

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

Bidders have to show that they can provide adequately skilled people to assume the responsibilities and perform the full range of tasks included in the SOWs. No substitutions will be made without prior written consent from UNHCR. The company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

- **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 G**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex H**.

- **Documentation procedures on tax reporting (for companies with VAT payer status in Ukraine).** Your technical offer should contain your acknowledgement of the documentation procedures on tax reporting (Content defined in **Annex J**).

UNHCR requests bidders to fully inform whether the work or any part of the work will be **subcontracted**, to which company, what part of the work, the justification of this and the role of the proposed subcontractors. All information required by this tender must be provided for the subcontractor as well.

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

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars or in Ukrainian Hryvnia or in the currency of your company's country.

In case your company is selected, payments will be made in local currency according to UN operational exchange rate at the date of order. UN operational exchange rates can be found following the link: <https://treasury.un.org/operationalrates/OperationalRates.php>.

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

The Financial Offer is to be submitted as per the Financial Offer Form (Annex F). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. In this regard, your price has 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 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. 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 normally 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 delivery of the goods to the and/or acceptance by UNHCR of the services.

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 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 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.

This will be followed later by an annual performance evaluation including but not limited to criteria such as:

- Random / periodic evaluation of the supplier's services,
- Ability to respond quickly to Agency's needs,
- Timely work.

2.5.2 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. 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: **70%** from the total score.

The criteria for the **Technical Proposal** is divided into two sections. One containing essential criteria with a pass/fail rating and the other containing essential criteria with a score rating.

Criteria listed in the pass/fail section must be fully covered by the proposal, incomplete information or lack of supporting documents may lead to a rating of 'fail'. **All essential criteria require a Pass rating for the proposal to qualify.**

Description of mandatory requirements	Submitted (Yes/No)
1. Software in Ukrainian language	
2. Experience with similar products minimum of three years / at least 3 projects implemented	
3. Encryption / decryption mechanisms	
4. Electronic signature	
5. Software diagnostics and mechanisms for documenting accidents or errors	
6. Availability of an effective mechanism for restoring system performance in force majeure situations	
7. Availability of Bank ID, Mobile ID support	
8. Ability to store documents outside the database on a file server, only links to documents are stored in the database	
9. Automated client and employee notification via SMS, Viber, email	
10. The mechanism of creation of users and groups, the ability to associate them with accounts in the Microsoft Active Director	
11. Support for automated log file collection for specified systems is initiated from the graphical interface of administrator, preservation of logs to a local or network disk resource, sending of logs via email	
12. Compliance with the Law of Ukraine "On Basic Principles of Cybersecurity of Ukraine"	
13. Less than 150 calendar days for project implementation	



Description of general requirements	Maximal possible points per criteria			
1. Documentation language, technical documentation and interface 1.1. English language 1.2. Multiple languages (Eng + Ukr) 1.4. Support of Ukrainian spelling	24			
2. User interface 2.1. Advanced UI / UX 2.2. Accessibility service for people with disabilities 2.3. Utility (usefulness) 2.4. Maximum information for users at every step of the software use		32		
3. IT and hardware 3.1. Specifications for server while simultaneously connecting more than 2000 users - 10 points 3.2. Tools for working at mobile devices (Android, iOS) 3.3. The principle of the constructor's work, with the ability in the created sections / fields / calculators to supplement / modify / delete / temporarily cancel the participation of certain parameters / tasks / information / normative indicators, etc. 3.4. Modularity 3.5. Interaction with other software / support for operating systems and platforms 3.6. Binary integration with previous programs that allows to interact with outdated systems 3.7. Scalability of software for a wide range of system configurations from an isomorphic workstation to a corporate information system 3.8. Independence / availability of the platform for work on different operating systems 3.9. Options for integrating of interactive elements with SYF website			50	
4. Data management (OCR) 4.1. Data deletion 4.2. Date clearing 4.3. Editing of essentials elements (physical number, place of registration, etc.) 4.4. Document Routing / Import and Export of Documents 4.5. Centralized document repository (server) 4.6. Preparation of documents 4.7. Performance control 4.8. Resolution of imposition operations 4.9. Constructor of formation of extracts by any criteria of the data entered into the system 4.10. Ability to screen and additional analyze data 4.11. Built-in mechanism for creation of reporting 4.12. Support for automatic report generation with the assistance of the scheduler service 4.13. Support for Cyrillic characters in reports				52
5. Flexible process (sequence of operations) 5.1 Ease of definition of sequence 5.2 Ability to create a sequence clone and edit a path 5.3 Ease of checking and activating of a new sequence (sandbox with available data) 5.4. Options for integrating of interactive elements with SYF website	36			
6. Experience 6.1. Experience in Ukraine		20		

6.2. Guarantees and recommendations available	
7. Automation	16
7.1 Type of automation and their programming	
7.2 Reliability of automation	
8. Security \ Archiving	42
8.1. Frequency of archiving / automatic archiving of documents	
8.2. Backup storage time	
8.3. Control of document integrity	
9. Database Management System (DBMS) platform used	40
9.1. Oracle and/or MySQL and/or PostgreSQL (15 points)	
9.2. DB2 and/or Microsoft SQL Server and/or MongoDB (15 points)	
9.3. Other DBSM (10 points)	
10. Alert – User \ Agent	30
10.1. The presence of a customizable alert mechanism in real time in the event of errors	
10.2. Support of global messaging linked to clients and client groups	
10.3. Possibility of notification of individual parameters	
10.4. Tracking and monitoring of alerts	
10.5. The ability to automatically handle complaints and deviations in the alert system	
10.6. Email features	
11. Access control and distribution of powers	20
11.1. The allocation of authority to access system objects must be based on user accounts and a list of allowed operations	
12. Administration Optimization	20
12.1. Availability of the management console available through the Admin Web browser	
13. Maintenance	52
13.1. Dedicated staff	
13.2. A troubleshooting platform	
13.3. Regional presence - physical access	
13.4. One-year warranty service to remove deficiencies and improve the program	
14. Training	35
14.1. User guidelines (10 points)	
14.2. Online / offline training at least 3 days (25 points)	
15. Ukrainian legislation and localization	20
15.1. Potential exchange of data with other systems of public authorities (data exchange)	
16. Audit and monitoring	21
16.1. Quality control	
16.2. Time to answer question	
16.3. Number of employees planning to commit to the project / time spent on implementation	
17. Time	30
17.1. Less than 90 days for project implementation	
18. Quality of the Offer	160
18.1. Simple TOR (40 points)	
18.2. Workplan (30 points)	
18.3. Overview of the final product and key functions (30 points)	
18.4. Programming languages spoken by company employees (10 points)	

18.5. What is the percentage of manage from the exiting solutions, adaptation (50 points)	
TOTAL POSSIBLE POINTS	700

The cut-off point for submissions to be considered technically-compliant will be a minimum of 420 points.

Note: the total score for the **Technical Proposal** will be calculated by the following formula:
 $[\text{points scored}] / [7] \times [0,7] = \text{the total score for the Technical Proposal.}$

IMPORTANT:

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

The financial offer will only be opened for evaluation if the supplier's technical part of the offer has scored the minimum of 420 points and has been accepted by UNHCR as meeting the technical specifications and requirements of the RFP as contained in this document and its attachments.

Financial proposal will be evaluated using the following criteria and percentage distribution:
30%

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

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.

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.

2.6 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 (Annex A, Annex B, Annex C, Annex D, Annex E, Annex F, Annex G, Annex H and Annex I) 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 in different e-mails and no financial information shall be mentioned in the Technical offer.

Bid must be sent by e-mail ONLY to: UNHCR-UKR-tendercommittee@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in separate folders and/or in separate documents. Failure to do so may result in disqualification.

Deadline: Wednesday 6 November 2019, 23:59 hrs EET.

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.

Receipt of your bid submission will be acknowledged through an automated reply. Your automated reply must be dated before the deadline of 6 November 2019 00:00 HRS EET. The automated reply is confirmation of receipt of your email in relation to the procurement notice, it does not imply your offer has been accepted. On the other hand, only offers with an automated reply from UNHCR-UKR-tendercommittee@unhcr.org mailbox dated on or before the deadline date/time will be considered for evaluation. In case your submission by email did not generate an automated reply, please call the main Reception at +38 (044) 288 9424 or 9710 (ext. 0) for assistance. Please do not use this number if you have received an automated reply.

It is your responsibility to verify that all e-mails have been received properly before the deadline. In the case where assistance needs to be sought, it is your responsibility to ensure this is done adequately and completely before the deadline. UNHCR does not assume any responsibility for any delays engendered by network problems, etc.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **8 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- RFP 2019-55
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP 2019-55 Company ABC (email 1 of 3)

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, 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

Any Purchase Order (PO) issued as a result of this RFP will be made in UAH. Payment will be made in accordance to the General Conditions for the Purchase of Goods and 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 GOODS AND SERVICES

Please note that the General Conditions of Contracts (**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.

Signature
Claire McNaughton, Supply Officer

The seal of the United Nations High Commissioner for Refugees (UNHCR) is circular. It features a central globe with a laurel wreath. The text "UNHCR" is prominently displayed in the center. Surrounding the globe are the words "UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES" in English and "YBKE OOH" in Ukrainian. The seal is rendered in blue ink.

YOUR PROPOSAL should be submitted in line with the above instructions in separate emails and folders or documents :

Grouping of the documents in separate emails and separate folders or separate documents must be as follows

Failure to do so may result in disqualification. The UNHCR mailbox can accommodate up to 10,000 emails at any given time. When sending multiple emails make sure your company name is in the subject line OF EACH EMAIL. The illustrations below are for your guidance.

UNHCR-UJR-tendercommittee@unhcr.org: Automatic reply: "Dear Sir/Madame. We are pleased to confirm receipt of your email in relation to our Procurement notice. Please be informed that we will inform you of the outcome of your application within the time stipulated.."

To: UNHCR-UJR-tendercommittee@unhcr.org

Cc:

Subject: RFP 051/2019 - Company Name - TECHNICAL COMPONENT Email 1 of 2

Attached: [Annex A - Offer.docx \(11 KB\)](#); [Annex B.docx \(11 KB\)](#); [Annex E.docx \(11 KB\)](#); [Annex F.docx \(11 KB\)](#); [Audit.docx \(11 KB\)](#); [Licence.docx \(11 KB\)](#); [Registration.docx \(11 KB\)](#)

UNHCR-UJR-tendercommittee@unhcr.org: Automatic reply: "Dear Sir/Madame. We are pleased to confirm receipt of your email in relation to our Procurement notice. Please be informed that we will inform you of the outcome of your application within the time stipulated.."

To: UNHCR-UJR-tendercommittee@unhcr.org

Cc:

Subject: RFP 051/2019 - Company Name - FINANCIAL COMPONENT Email 2 of 2

Attached: [Annex C - Financial proposal_06062018.xlsx \(115 KB\)](#)