UNHCR RFP/BEL/2020/003
FOR THE CREATION OF AN EDUCATIONAL WEB-BASED VIDEO GAME ON THE TOPIC OF REFUGEES, ASYLUM AND MIGRATION

Questions and answers

Date: 11 November 2020

Q: Will UNHCR be involved in creating and writing the scenarios, for example by involving subject matter experts, or does the Contractor have full control of this?
Yes. As explained in the ToR (Annex A, pp. 3-4), we will ask the Contractor for this project to first develop a set of game-play scenarios and a detailed page-per-page game-play scenario and then to present to us a set of moodboards which will be approved before the educational video game is produced.

UNHCR project managers will thoroughly brief the Contractor during the intake period at the very start of the project so expectations with regard to scripting and contents are clearly defined from the start. We expect to work very intensively with the Contractor to guide every part of the project to ensure fast and final approval of each milestone.

Q: Does UNHCR have references and preference for visual style? Should the web-based video game be in 3D or 2D, since this may have a great impact on budget. Are you in general expecting something similar to the animations your website (https://www.unhcr.org/teaching-about-refugees.html).
UNHCR does not have a preference for any style, on condition that we first approve the proposed moodboards (see Annex B, pp. 3-4).

The budget for this project will be very modest. UNHCR has no preference for 3D or 2D versions, but options that multiply costs when cheaper alternatives are available may impact your ranking in the Financial Offers and ultimately impact your chances of being selected in accordance with the weighting we will will use to evaluate the proposals.

We do not require graphics similar to those on the Teaching About Refugees web page. However, the style needs to be age-appropriate and generally compatible with UNHCR's teaching materials, branding and house style.

Q: Can companies from outside Europe bid for this RFP?
Yes. This is a global RFP so companies from any country can submit a bid.

Q: I have no company, but work as an independent. Can I submit a bid?
Yes. However, you need to be able to invoice UNHCR and, when services are delivered to satisfaction, you need to be able to receive payments on a bank account, in accordance with local rules and regulations.

Q: What is the projected production time of the graphic novel?
We need to be able to issue a Purchase Order with the selected Contractor before the end of the year. The exact timing of the project is subject to agreement between UNHCR and the contractor and dependent on the script and chosen production style.

Q: Are you able to disclose the budget for the project?

No. One of the purposes of the RFP procedure is to get a range of prices and to weight those prices in accordance with the weighting in the RFP and in accordance with budget available. At this point, we expect our budget to be modest for a project of this scope and size.

Q: The game should run across all modern browsers both on desktop and mobile. Can you clarify whether you include smart phones here, since game play on small screens demands a small interface and design?
Yes, the educational video game should be compatible with mobile phones. However, we expect the game to be mostly played on desktops, laptops and tablets in educational settings.

Q: Can you confirm that we cannot use the game engine Unity3D, which does not support all mobile browsers? Are we obliged to work with HTML5?
UNHCR excludes no technical solution for development of the game. However, the game needs to be playable on all common web browsers including mobile browsers.

You are not obliged to use HTML5 so long as you can demonstrate that the game will run easily on all common web browsers, even when users have limited bandwith.

Q: Do we need to develop a multi-player mode for the game?
No. Users choose a character at the beginnning for the game and play individually. They will be lead through a series of pivotal choices they will need to make as their character flees from violence or persecution and becomes a refugee.

Q: Can I both bid for this RFP and RFP/BEL/20202/002 for the creation of UNHCR educational graphic novel? And can we propose that some of the scripting and visual work would be shared between both projects?
Yes you can.

Both RFPs are open to all interested parties. If you want to bid for both projects and see synergies, please indicate this very clearly in Section D of the Technical Offer Form (Annex B).

In points 15-19 of this Form you will need to propose a work plan. We would encourage you to first propose an approach for the project for which you enter the bid in this work plan, and indicate where relevant in a note inside the same boxes of the Technical Offer Form which parts of the work plan you expect to overlap with the work for the educational graphic novel, should you be selected for both projects.

The cost elements that can be shared or reduced between the two projects can be indicated in the 'comments' boxes of the Financial Offer Form (Annex C). These comments can be provided using the right columns next to each cost component you are requested to quote for.

In the comments you can for example indicate that 'costs for this element of the project can be shared between the graphic novel (RFP/BEL/2020/002) and the educational video game (RFP/BEL/2020/003)' or 'costs for this element can be reduced to XXX if shared between the graphic novel (RFP/BEL/2020/002) and the educational video game (RFP/BEL/2020/003)'.

END