

DATE: 22 February 2023

**REQUEST FOR PROPOSAL: RFP/HCR/ROK/2023/003****ESTABLISHMENT OF SERVICE CONTRACT FOR THE PROVISION OF PORTABLE BIOMETRIC VERIFICATION AND AUTHENTICATION SERVICES IN SUDAN****CLOSING DATE AND TIME: 21 March 2023 23:59 HRS SUDAN LOCAL TIME**

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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 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 environments, 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), Sudan Operations, invites qualified firms to make a firm offer for **Establishment of service contract for the provision of Provision of Portable Biometric Verification and Authentication Services in Sudan.**

**IMPORTANT:**

Terms of references (TORs) detailed in (Annexes A) of this document.

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

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

- Annex A: Terms of Reference
- Annex B: Financial Offer Form
- Annex C: Technical Evaluation Criteria
- Annex D: Bid Data Sheet
- Annex E: Vendor Registration Form
- Annex F: Annex F\_UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex G: Supplier's Code of conduct
- Annex H: Calendar of Activities
- Annex I : Data Protection Agreement

**IMPORTANT:**

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to send the above requested information may result in disqualification from the evaluation process.

**2.2 ACKNOWLEDGEMENT**

We would appreciate you informing us of the receipt of this RFP by return e-mail to [SUDKH-SU@unhcr.org](mailto:SUDKH-SU@unhcr.org) , as to:

- Your confirmation of receipt of this Request for Proposal (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 PRE-BID CONFERENCE AND REQUESTS FOR CLARIFICATION

We would also like to inform you that UNHCR Representation Office Khartoum will organize a Pre-Bid conference Meeting via Microsoft Teams on the **6<sup>th</sup> March 2023 at 10:00** Hrs to discuss details of the Terms of Reference for the tender. All bidders are encouraged to participate in order to ask questions and raise concerns to UNHCR.

Bidders should therefore submit their details including phone number and email address for the purpose of inviting them to the meeting via Microsoft Teams on or before **05<sup>th</sup> March 2023** for us to prepare the platform for the virtual meeting.

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to [SUDKH-SU@unhcr.org](mailto:SUDKH-SU@unhcr.org) with CC: [mohamid@unhcr.org](mailto:mohamid@unhcr.org). The deadline for receipt of questions is on **5<sup>th</sup> March 2023 23:59** HRS Sudan Standard Time. Bidders are requested to keep all questions concise.

### 2.4 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of RFP by e-mail to [SUDKH-SU@unhcr.org](mailto:SUDKH-SU@unhcr.org). UNHCR may, at its discretion, copy any reply to a question to all other invited firms. The deadline for receipt of queries is 23:59 HRS on **5<sup>th</sup> March 2023**. Bidders are requested to keep all questions concise.

**Note:**

This document is not to be considered in any way as an offer to contract your firm.

All the emails sent requesting clarification MUST have the following subject otherwise UNHCR reserves the right NOT TO REPLY.

**EMAIL SUBJECT: RFP/HCR/ROK/2023/003 – QUERY**

**IMPORTANT:**

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

### 2.5 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 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's 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 sets of documents:

- Technical offer
- Financial offer

### 2.5.1 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 terms of Reference for **THE PROVISION OF PORTABLE BIOMETRIC VERIFICATION AND AUTHENTICATION SERVICES IN SUDAN** can be found in **Annex A**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily limited to the following information:

- Certificate of Registration issued by the Ministry of Justice (Commercial Registration Department)
- List of key personnel and their qualifications
- The organization structure or organizational chart.
- Frame-time for completion of the project
- Work Schedules; Gantt charts.
- Past experience and performance records with other UN Agencies, NGOs or any other major clients and other credentials.
- Experience on similar works
- List of references for similar projects performed by contractor.
- Project assumptions and constraints based on your understanding of the project;
- Audited reports for last three years
- Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the requested requirements by UNHCR as specified in Annex A.
- 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 E).

### 2.5.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in **United States Dollars (USD)**. The financial offer must cover all the services to be provided (price "all inclusive"). If no financial offer is received, the bid shall be automatically disqualified. 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.

The Financial Offer is to be submitted as per attached (**Annex B**). Bids that have a different price structure may not be accepted.

UNHCR is exempted from all direct taxes and customs duties. With this regard, **price has to be given without VAT.**

You are requested to hold your offer valid for a minimum of **120 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.

**IMPORTANT:**

The financial offer signed and stamped is to be sent separately from the technical offer

## 2.6 BID EVALUATION

### 2.6.1 Supplier Registration:

The qualified company (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.

### 2.6.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which governs 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:

- Technical Offer will be weighed at 70 points (or 70%)
- Financial Offer will be weighed at 30 points (or 30%)

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score, with a **minimum passing score of 40 points**.

Evaluation Factors
<b>Mandatory</b>
Valid Registration Documents / Certificate issued by the Ministry of Justice (Commercial Registration Department)
Company Age Not less than 3 years from the date of registration / incorporation
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed contract. UNHCR General Conditions of Services (Version 2018) (Annex F)
<b>Scoring Criteria</b>
Portable Biometric Solution (0 - 10) marks
Offline Capability (0-5) marks
Operating Conditions (0-3) marks
Integration and Interoperability (0-3) marks
System Security (0-3) marks
Pilot Phase (0 - 5) marks
Complaint Resolution (0-2) marks
Reports - (0-4) marks
User Management - (0-3) marks
Device Management - (0-2) marks
Audit and Logs Feature - (0-2) marks
Network Connectivity - (0-3) marks
System Training Support - (0-3) marks
Technical User Training - (0-8) marks
System Support and Maintenance - (0-6) marks
Project Plan - (0-2) marks
Proof of experience - (0-2) marks
Support - (0-2) marks
Methodology - (0-2) marks
<b>Total Marks (70)</b>

### 2.6.3 The Financial offer will use the following percentage distribution: 30% from the total score.

The maximum number of 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., [total Price Component] x [US\$ lowest] \ [US\$ other] = 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.

**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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

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### 2.7 SUBMISSION OF BID

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The offers must bear your official letter head, clearly identifying your company and can also be sent to the street address of UNHCR offices or via Email at the addresses mentioned below:

Bids must be submitted in the Following manner:

#### **By e-mail:**

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 etc.).

The Technical and Financial offers shall be clearly separated.

The Technical offer should be sent by E-mail ONLY to: [SUDKHTO@unhcr.org](mailto:SUDKHTO@unhcr.org)

The Financial offer should be sent by E-mail ONLY to: [SUDKHFO@unhcr.org](mailto:SUDKHFO@unhcr.org)

It is your responsibility to verify that all e-mails/documents 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 [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:

Bid [Number]

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/2023/003 Company ABC (email 1 of 3)

#### **SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:**

Attention:

**THE SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS: REQUEST OF PROPOSAL NO: RFP/HCR/ROK/2023/003 FOR ESTABLISHMENT OF SERVICE CONTRACT FOR THE PROVISION OF PORTABLE BIOMETRIC VERIFICATION AND AUTHENTICATION SERVICES IN SUDAN**

**UNHCR REPRESENTATION OFFICE, KHARTOUM-SUDAN, ALONG AHMED KHEIR STREET, KHARTOUM**

**IMPORTANT TO NOTE:** The submission of based on two envelop system separating the technical and financial offer; The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer

**IMPORTANT:** The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY.**

**Deadline: 21 March 2023 23:59 HRS SUDAN LOCAL TIME**

**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.

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.

**IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

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**2.8 BID ACCEPTANCE**

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards. 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 the service.

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.

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**2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result 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 service and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

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**2.10 UNHCR GENERAL CONDITIONS OF SERVICES (VERISON 2018)**

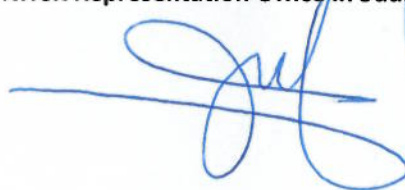
Please note that the UNHCR General Conditions of Services (Version 2018) (**Annex F**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

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**2.11 ZERO TOLERANCE POLICY**

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

Ibrahima Drame  
Supply Officer  
UNHCR Representation Office in Sudan



## ANNEX A – TERMS OF REFERENCE

### I. Portable Biometric Verification and Authentication Services in Sudan

#### Context and general requirements

UNHCR partners with the Government counterpart and other agencies, to biometrically register Refugees and Asylum Seekers. This effort is part of the implementation of the UNHCR Sudan operational assurance framework, and supports adequate case management, reporting and monitoring systems to enhance UNHCR programming, protection, and interagency coordination role.

Humanitarian response and assistance demands high levels of integrity and assurance to ensure sustainability and accountability to affected populations and donors. UNHCR plans to increase assurance by expanding biometric verification of beneficiaries at the point of assistance using its corporate tools; Biometric Identity Management System (BIMS), Global Distribution Tool (GDT) and CashAssist for Persons of Concern (PoC) population groups. To this end, since April 2018, UNHCR has initiated the countrywide Biometric enrollment activity using the corporate BIMS platform, to facilitate identity management, access to protection services and integrate accountability measures in the delivery of assistance for non-refugees. However, the deployment of corporate systems to authenticate beneficiaries at the point of delivery and deliver multi-purpose cash is circumscribed by the significant technological and logistical footprint required to do so, necessitating a new approach.

The aim of this initiative is to provide technical and field staff with the tools to efficiently authenticate beneficiary identity and deliver assistance, in a way that directly contributes to best-in-class assurance and data for operations management. Specifically, portable biometric verification and authentication service concept is to:

1. Minimize the cost associated with support infrastructure and logistics required to support existing platform.
2. Mitigate against risk of lack of provision of access to protection and assistance services
3. Integrate with existing corporate UNHCR PRIMES systems biometrics ecosystem for recording and facilitating beneficiary information
4. Eliminate fraud and identity misrepresentation
5. Expand and provide more intervention and access points to facilitate assistance
6. Offer better quality of service and increased assurance through availability of service
7. Offer better quality of service and increased assurance on reduced time taken access, facilitate and authenticate assistance
8. Reduced technology footprint and supporting infrastructure

The current data management systems and technology for facilitating identity management, enrolment, verification for Food, Non-Food, Shelter, and Cash Based Interventions are inadequate and not able to scale-up to the requirement to meet the increasing demand for assistance, mainly due to:

- **Supporting Technology Infrastructure:** The current setup for a verify, enrolment, assistance exercise has a heavy and expensive infrastructure requirement for equipment to facilitate identity management processes in remote, offline and off-grid. Specifically, server equipment, biometric kits, laptops, network hardware, power generator, transport and security logistics are required for each instance to facilitate and authenticate an individual in the remote facilities.
- **Emergency Response:** In emergency situations, the preparedness and turn-around time for an assistance intervention is slow due to the process of procurement, setting up, installing, and operating the infrastructure to support an assistance site.
- **Off-grid and power outages:** Electricity coverage and access to power in Sudan is low. 32.6% of the population has access to electricity. Almost all of the 32 remote locations where UNHCR Sudan conducts

enrolments, facilitates access to protection services and targets to provides assistance is insufficiently covered by electricity, where assistance is critical for the livelihoods of the displaced population. Due to this challenge, UNHCR Sudan operates and utilizes diesel power generators, to adequately support enrolment activities and facilitate access to assistance. With the rising costs and lack of diesel fuel to provide sufficient power at the locations, it is increasingly becoming challenging to provide and avail assistance facilities and expensive to sustain the activities.

- **Insufficient Internet and Telephony connectivity:** In Sudan, mobile internet coverage is at 28% of a population of 45 million, there lacks internet and mobile connectivity capable of supporting online (real-time) identity and verification, enrolment, and authentication services to facilitate assistance.

## II. Description of services and deliverables

A proposed solution and service is needed to overcome the challenges and risks associated with the existing support infrastructure a technology for the purpose of expanding and facilitating identity management for persons of concern (PoC) at the point of receiving assistance services in Sudan.

Such a technology solution will need to address the following terms of reference:

- 1- Identity processing: Ability to identify and verify targeted Individuals, to facilitate identity management at the point of receiving the assistance.
- 2- Record Assistance: Ability to record a biometric encounter – authentication, identify and verify
- 3- Offline capability and manifest replication: Ability to provide full functionality of accurately identifying and verifying an individual using biometrics, and thereafter recording the encounter in an offline setting without connectivity to any network or internet resource and allow synchronization connectivity is available. Including the capability to have off-line manifest replication within a peer-to-peer system over a local area network, 3/4/5G and WiFi
- 4- Portable: Ability to provide full identity authentication services and functionally operated in a handheld and easy to carry equipment. The portability function is to enable authentication services in ad-hoc distribution centres and situations, such as to cater for urban and mobile populations, newly arrived PoCs in emergency situations and vulnerable/Persons with Specific Needs unable to reach centres. Such portability should be capable of withstanding extreme sunlight brightness and operate efficiently extreme heat weather conditions
- 5- Data Secure platform: Capability to collect, store, process, transmit in a secure form that ensures data integrity, protection, and security of refugee data.
- 6- Integration with PRIMES Ecosystem: Ability to operate and integrate with the existing UNHCR corporate PRIMES tools, namely BIMS, PRIMES, GDT and CashAssist.
- 7- Integration with Financial Service Providers: Ability to link and integrate alongside with UNHCR Financial Services Providers for mobile money transfer and cash disbursement.
- 8- Costing model for identify authentication and verification services
- 9- Piloting and Trial phase: Conduct a pilot and/or trial phase of the technology solution in a single location to ensure that the above Terms of Reference are met satisfactorily.

## III. Expected outputs

- 1- Provision and delivery of a portable biometric solution (Hardware and Software) to provide enrolment, identification, verification, and authentication solution
- 2- Provision and delivery of an offline software solution capable of manifest replication amongst the portable devices using a peer to peer network
- 3- Provision of portable biometric hardware equipment – capable of hosting the portable solution under extreme weather conditions experienced in Sudan – extreme heat, light, dusty and humid conditions.



- 4- Provision for recording of assistance and systems integration with UNHCR PRIMES Tools Ecosystem
- 5- Provision of a data secure platform – capable of storing, processing, and transmitting data in an encrypted and secure form that ensures data integrity, protection, and security of data
- 6- Provision of a pilot phase – to allow a trial phase of the portable solution in a single location to test and ensure compatibility and fit for purpose.
- 7- Provision of Complain mechanism solution in case of a PoC did not receive assistance due to any technical issue

**ANNEX B – FINANCIAL OFFER FORM FOR THE ESTABLISHMENT OF SERVICE CONTRACT FOR PROVISION OF PORTABLE BIOMETRIC VERIFICATION AND AUTHENTICATION SERVICES IN SUDAN - RFP NO: RFP/HCR/ROK/2023/03.**

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS).

YES

NO

BIDDERS' NAME:

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No.	Items	UoM	Quantity	Unit cost- US\$	Total cost- US\$
1.	Supply and installation of a Portable Biometric Verification and Authentication Services in Sudan	Lot	1		
2.	Cost of post implementation maintenance & support for the supply of a Portable Biometric Verification and Authentication Services in Sudan	Cost per year	5	Cost for 1 year	Cost for 5 years

**PRICE QUOTED MUST BE EXCLUSIVE OF VAT**

DATE:

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NAME:

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SIGNATURE:

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IN THE CAPACITY OF:

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DULY AUTHORIZED TO

SIGN BID FOR AND ON BEHALF OF:

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OFFICIAL STAMP:

**ANNEX C – TECHNICAL EVALUATION CRITERIA**

<b>Technical Evaluation Matrix</b>	
<b>Evaluation Factors</b>	<b>Max Scores Allocated</b>
<b>Mandatory</b>	
Valid Registration Documents / Certificate issued by the Ministry of Justice (Commercial Registration Department)	<b>PASS/FAIL</b>
Company Age Not less than 3 years from the date of registration / incorporation	<i>(Failing to meet a single mandatory criterion will result in disqualification of the contractor from further technical evaluation)</i>
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to, for the purpose the proposed contract.	
UNHCR General Conditions of Contracts for Service (Version 2018) (Annex F)	
<b>Evaluation Factors</b>	<b>Max Scores Allocated</b>
Portable Biometric Solution (0-10) marks	Must provide a biometric system and deliver a portable solution (Hardware and Software) capable of identification, verification, and authentication of beneficiaries using either fingerprints or Iris – with minimal power configuration <b>Total= 7 marks</b>
	Must provide detailed power configuration and electrical consumption information of the solution <b>Total= 3 marks</b>
Offline Capability (0-5) marks	Must provide and deliver an offline software solution capable of 1. Fully functional amongst connected devices when offline and not connected to internet 2. Fully functional amongst devices when online and connected to internet 3. Fully capable of replication amongst the devices connected, such that there is no duplication of data in a peer-to-peer network. <b>Total= 5 marks</b>
Operating Conditions (0-3) marks	Provision of portable biometric hardware equipment – capable of hosting the portable solution under extreme weather conditions experienced in Sudan – extreme heat, light, dusty and humid conditions. 1. Specifications of hardware - minimum and maximum operating temperature 2. Specifications of hardware - minimum and maximum operating light conditions 3. Specifications of hardware - minimum and maximum operating dust exposure conditions Specifications of hardware - minimum and maximum operating humid conditions <b>Total= 3 Marks</b>
Integration and Interoperability (0-3) marks	Provision for recording of assistance and systems integration and interoperability with UNHCR PRIMES Tools Ecosystem, namely 1. proGres v4 – to directly obtain and manage list of beneficiaries biographic data and record beneficiary assistances received and verified 2. Biometric Identity Management System (BIMS) – Integrate to receive and process Biometric data for templating and verification and record biometric encounters back to BIMS 3. Cash Assist: Integrate, receive and process payment instructions and integration To provide detailed data flow and interface documentation on the compatibility of the solution with the UNHCR PRIMES Systems. <b>Total= 3 Marks</b>
System Security (0-3) marks	Provision of a data secure platform – capable of storing, processing, and transmitting data in an encrypted and secure form that ensures data integrity, protection, and security of data <b>Total = 3 marks</b>

Pilot Phase (0-5) marks	Provision of a pilot phase – to allow a trial phase of the portable solution in a single location to test and ensure compatibility and fit for purpose. <b>Total =5 marks</b>
Complaint Resolution (0-2) marks	Provision of Complaint and resolution mechanism solution in case of a PoC did not receive assistance due to any technical issue <b>Total= 2 marks</b>
Reports (0-4) marks	Solution must have ability to create standard and custom reports, generate and extract reports from the System and also export reports in the following formats: HTML, MS, Excel, PDF, RTF, CSV and text <b>total = 4 marks</b>
User Management (0-3) marks	Software solution must provide a feature for the Administrator to manage and assign rights and privileges to users based on defined Role Access Matrix <b>Total =3 marks</b>
Device Management (0-2) marks	Software solution must provide a feature for the administrator to 1.Manage, add/remove/disable devices connected 2.Monitor activity of devices connected <b>Total =2 marks</b>
Audit and Logs Feature (0-2) marks	Ability to maintain auditable logs for use by the Administrator relevant to data changes done against beneficiaries and users records in read only form <b>Total= 2 marks</b>
Network Connectivity (0-3) marks	The Solution must function on a Secure and encrypted TCP/IP network connection and access between the devices. <b>Total= 3 marks</b>
System Training Support (0-3) marks	The vendor must provide initial training on the Solution’s support and technical management of the System and whenever there are changes/upgrades to the System features <b>total= 3 marks</b>
Technical User Training (0-8) marks	Provision of training to technical and end user staff on the proposed System <b>Total = 3 marks</b>
	Vendor must provide training details plan such as Systems’ modules or features, number of training days <b>Total = 2 marks</b>
	Vendor must provide post- implementation documentation and user manuals of their proposed Solution <b>Total = 3 marks</b>
System Support and Maintenance (0-6) marks	Must provide 24/7 System Support and Maintenance with evidence from at least three (3) clients utilizing the proposed Solution <b>Total = 3 marks</b>
	Must provide a draft SLA document detailing system availability, and maintenance <b>Total = 3 marks</b>
Project Plan (0-2) marks	Vendor must provide sample Project plan for the implementation period comprising of milestones and deliverables <b>Total = 2 marks</b>
Proof of experience (0-2) marks	must provide proof of five (5) years’ experience in the industry offering the proposed Solution <b>Total = 2 marks</b>
Support (0-2) marks	Bidders must provide at least two (2) years warranty period of their proposed Solution <b>Total = 2 marks</b>
Methodology (0-2)	Must provide detailed work plan including plan for supply, delivery and duration of the proposed portable Biometric Based Solution with Medical Scheme Administration System and Smart Card Technology project deliverables <b>Total = 2 marks</b>
<b>Total Marks (70)</b>	

**ANNEX D: BID DATA SHEET**

THE FOLLOWING SPECIFIC DATA FOR THE SERVICES TO BE PROCURED SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

<b>DEADLINE FOR SUBMISSION OF BIDS</b>	<b>21 March 2023 at 23:59 HRS Sudan Local Time.</b>	
<b>SUBMISSION OF BIDS:</b>	<b>BIDS TO BE MARKED:</b>	<b>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL, POST OR COURIER</b>
	UNHCR SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM FOR THE ESTABLISHMENT OF SERVICE CONTRACT FOR PROVISION OF PORTABLE BIOMETRIC VERIFICATION AND AUTHENTICATION SERVICES IN SUDAN <u>Clearly Marked: NOT TO BE OPENED BY REGISTRY</u>
<b>LATE SUBMISSION OF OFFERS:</b>	OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME.  <b>IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.</b>	
<b>BID VALIDITY PERIOD:</b>	120 DAYS	
<b>PRICE VALIDITY PERIOD:</b>	120 DAYS	
<b>DEFECT LIABILITY:</b>	A MINIMUM OF 6 MONTH DEFECT LIABILITY APPLY	
<b>TERMS OF REFERENCE:</b>	ALTERNATIVES TERMS OF REFERENCE SHALL NOT BE CONSIDERED	
<b>DELIVERY SCHEDULE:</b>	SET UP TIME: IN DAYS: DELIVERY TIME: IN DAYS:	
<b>RETENTION MONEY:</b>	Please note that a 5% of the total contract value will be kept as retention money for period of six months from the completion and handover of the site against defects and liabilities.	
<b>RELEASE OF PERFORMANCE BOND OR BANK GUARANTEE</b>	The performance bond or bank guarantee will be released upon the 100% completion of the works and upon the issuance of subsequent Substantial Completion of Works Certification by the UNHCR Project Manager/Engineer.	
<b>LIQUIDATED DAMAGES</b>	The resulting contract from this tendering exercise <b>MAY BE</b> subject to the application of liquidated damages at the sole discretion of UNHCR and if deemed necessary.	
<b>SUBCONTRACTING</b>	UNHCR WILL HAVE TO APPROVE ANY SUBCONTRACTOR THAT THE CONTRACTOR INTENDS TO USE FOR THE EXECUTION.	
<b>LANGUAGE OF THE BID:</b>	ENGLISH	
<b>REQUESTS FOR ADDITIONAL INFORMATION:</b>	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR QUERIES IN RESPECT OF THIS REQUEST FOR PROPOSAL TO BID BY E-MAIL TO: <a href="mailto:SUDKH-SU@unhcr.org">SUDKH-SU@unhcr.org</a> BEFORE 23:59 HRS Sudan Local Time on 5 <sup>th</sup> March 2023. (CUT-OFF DATE FOR QUERIES). UNHCR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	
<b>BID EVALUATION CRITERIA:</b>	BIDS WILL BE EVALUATED BASED ON THE TECHNICAL EVALUATION CRITERIA prescribed in article <b>"2.6.2 Technical and Financial evaluation"</b>	

**ANNEX H: CALENDAR OF ACTIVITIES**

Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors	22-Feb-23	21-Mar-23
2	Closing date for Queries	5-Mar-23	
3	Pre-Bid Conference meeting	6-Mar- 23	6-Mar-23
3	Closing date for Submission		21-Mar-22
4	Bid opening Date	22-Mar-23	
5	Technical and Financial Evaluation	23-Mar-23	26-Mar-23
6	Approval of Contract	1-Apr-23	3-Apr-23
7	Issuance of Purchase order		8-Apr-23

**Note :**

The above dates are tentative and may vary from actual dates.