UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 26 October 2026

REQUEST FOR PROPOSAL: RFP/2026/004/MENA/PSP

REQUEST FOR PROPOSAL FOR THE PROVISION OF WEB / APP DEVELOPMENT AND MAINTENANCE SERVICES FOR UNHCR PRIVATE SECTOR PARTNERSHIPS IN THE MIDDLE EAST AND NORTH AFRICA (MENA) REGION

CLOSING DATE AND TIME: 16TH November 2026,23:59 hrs. UAE Time

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INTRODUCTION TO UNHCR

The United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950, by the United Nations General Assembly. UNHCR is mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide. More information can be found on UNHCR globally; www.unhcr.org.

UNHCR's Private Sector Partnerships (PSP) team in the Middle East and North Africa (MENA) region raises funds from individuals, corporations, and foundations to support refugees and internally displaced people. The UAE office serves as a key operational and coordination hub for PSP activities in the region.

1. REQUIREMENTS

The Private Sector Partnership (PSP) service is the department within UNHCR that is responsible for generating non-governmental funds for the organization. Individuals, corporations, foundations, and national fundraising partners provide vital support to UNHCR, and their contributions are crucial in dealing with new displacement crises as well as numerous ongoing emergencies.

In addition to developing stronger partnerships with corporations and foundations, PSP worldwide continues to nurture public support and grow the un-earmarked funding it receives from individual donors around the world. The Private Sector Partnerships network aims to achieve the long-term goals of:

- Maximize contributions from the private sector and individuals for UNHCR programs.
- Increase engagement with the public on refugee issues
- Broaden partnerships with global and local corporate sectors, foundations and civil society organizations beyond financial support to support UNHCR's work globally.

The vision of PSP unit in the Middle East and North Africa (MENA) region is to maximize private sector funds for UNHCR in the region and to diversify the source of income such as from individuals, corporate partnerships, foundation partnerships through programs like Islamic philanthropy (i.e. Zakat) and individual online donors (individual giving).

Under UNHCR's global approach, our Individual Giving (IG) program for the MENA region adopts a digital-first strategy, where we focus on developing digital opportunities and channels for income as the basis of our individual fundraising plans.

With the aim of following the Digital trend and being able to communicate to the donors through this Digital multimedia hype UNHCR needs to maximize its resources and utilize its staff and funds to the best of its ability. It is crucial for UNHCR to have an integrated, consistent and coherent online presence that manages to engage and retain supporters and donors. A key priority for our fundraising efforts is to increase the number of monthly

(recurrent) donors as a base for sustainable income. We do this through Crowdfunding websites and donation pages (landing pages tailored for each humanitarian appeal), mobile Apps, integrated online/offline campaigns, rich content and stories disseminated through various digital channels (social, email, syndicated articles), and regular email communication with our donor base.

UNHCR expects to achieve the following results:

- Maintain / Develop mobile applications.
    - Maintain the Native Donation App (Refugee Zakat App) with the possibility to develop on top of this project (it might include and not limited to adding new sections, new integrations, Updates on the code...); the App has a CMS-developed on top of Drupal and is linked through APIs to payment processing, CRM, and Payment gateways.
- Maintain and add-on the existing websites, applications and online services.
    - The current website is developed on top of WordPress and has running integrations through API with payment processors, CRM, and payment gateways.
- Develop new websites/microsites, landing pages, APIs.

IMPORTANT: Terms of Reference (ToR) are detailed in Annex A of this RFP. Please use the ToR to structure your technical proposal and make sure to include all requested information in your proposal, with special attention for the technical evaluation criteria stipulated in the ToR.

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 E).
Note: this document is not construed in any way as an offer to contract your firm.

2. BIDDING INFORMATION:

2.1. RFQ DOCUMENTS

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

Annex A:	Terms of Reference (TORs)
Annex B:	Technical Response Form
Annex C:	UN Supplier Code of Conduct
Annex D:	Supplementary agreement on Protection on personal Data
Annex E:	UN General Conditions of Contract for the provision of Services
Annex F:	Financial form

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Upasana Kalelia shrivasu@unhcr.org as to:

1. Your confirmation of receipt of this invitation to bid
2. Whether or not you will be submitting a bid

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 Upasana Kalelia, shrivasu@unhcr.org.

IMPORTANT: Please note that Bid Submissions are **not** to be sent to the e-mail address above. For bid submission please follow the instructions in section 2.6 of this document.

Please note that UNHCR will be holding a Suppliers' Conference during the first week of November 2026. The exact date and meeting link will be communicated in due course. Suppliers wishing to participate are invited to confirm their interest by email, following which UNHCR will schedule the virtual session to address all questions and clarifications related to this solicitation. The conference will be held via TEAMS, on 3rd November 2026 at

12:00 hrs. (UAE time). Full names and contact details, including email, of the company's representatives must be provided, at least two (2) working days in advance, by e-mail to shrivasu@unhcr.org. Changes in the lists of nominated participants need to be shared in advance; otherwise, the company representatives will not be able to partake in the event.

To ensure transparency and equal access to information, all queries must be submitted in writing prior to the conference. The deadline for receipt of questions is 30th October 2026 at 23:59 hrs. UAE time. UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM website and by email to all bidders participating in the tender competition.

2.4 YOUR OFFER

Your offer shall comprise the following two sets of documents:

1. **Technical offer**: Please make sure that you submit the necessary information on Annex B as part of your technical proposal. A company profile is welcome as supplementary information, but cannot replace the completed Annex B, **NOR** will be the signing and stamping of UNHCR's TOR. UNHCR expects a tailored proposal ***in English***.

2. **Financial offer**: Please make sure that you submit the necessary information on Annex F as your financial proposal as per the instructions provided on the tab.

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.

Bidders need to submit 2 documents as technical proposal:

1. **Annex B – Technical Response Form** to demonstrate compliance with the mandatory pre-selection criteria (Pass/Fail).

2. In addition, bidders must submit a **separate, comprehensive technical proposal tailored to the technical evaluation criteria** specified in Section 4.1 of these Terms of Reference. The technical proposal must address each evaluation criterion and provide the supporting information and documentation requested under the respective criteria. Submission of Annex B alone or a general company profile will not be considered sufficient to demonstrate compliance with the technical proposal requirements

Important:

- Your proposal must be presented in English.
- No pricing information can be included in the technical proposal.
- Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information.
- The technical proposal has not set format, we recommend ppt or pdf.

Technical Requirement for Pre-Selection: Please use **Annex B** for pre-selection criteria check-up and submission list. Please take note of the pre-qualification criteria hereunder, failure to comply with this criterion will result in disqualification:

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A under section 2.**

Your company must be compliant with the below listed criteria. Only offers being compliant with the below pass/failure will be scored technically

Criteria (pass or fail)	Documents, information to be provided to establish compliance with the set criteria

Your company must be available to support UNHCR in GMT +1, +2 or +3 time zone	Regardless of the physical location, the account management team must be available during working hours in GMT+1, +2 or +3 time zone to support UNHCR. Please confirm this on Annex B technical response form.
Minimum years` of experience	The bidding company must demonstrate at least ten (10) years in business designing visually appealing and navigation-friendly websites and applications. Please provide your business registration certificate confirming the **year of establishment**, together with information demonstrating the **number of years of relevant experience in this business sector**, calculated as of the RFP closing date. **For joint venture and subcontracting arrangements, the designated lead company (Contractor) must independently meet the minimum ten (10) years of relevant business experience requirement. The experience of other consortium members, group companies or subcontractors cannot be combined with or substituted for that of the lead company to fulfil this mandatory criterion.** *The lead company shall remain UNHCR's sole contractual counterpart and shall be responsible for the performance of all contractual obligations, including services delivered by its subcontractors. All invoicing and payments shall be handled directly between UNHCR and the lead company (Clause 5 of Annex E – UNHCR General Terms and Conditions)*
Account management	PSP office works on crisis-based time management, therefore most of the requests and support will be on a short notice basis depending on the crisis happening and on the urgency of the situation. To establish compliance with this criterion, please submit your proposed **service level agreement**, which must contain: ✓ emergency response times the company commits to ✓ support outside working hours and on holidays.
Website and App security	It is mandatory to manage all aspects of website security to protect the confidentiality of membership information and existing content (data, online payment, integrations, etc.) and prevent any type of hacks, DDoS, defacing, etc. Please submit ONE of the below documents: 1. **certification in website security** OR 2. **list of website development and handling projects** where all aspects of website security were applied
Compliance with UN Suppliers Code of Conduct	Mandatory acceptance of the UN Supplier Code of Conduct (Annex C). Please fill out Annex B as your response form to provide this information.
UNHCR special data protection clause-For Information	The UNHCR Special Data Protection Conditions are attached for bidders' information and reference. (Annex D) ***Please note that these conditions are provided for information and reference only. Bidders are encouraged to review them at this stage. Any necessary clarifications or amendments will be discussed with the selected supplier during the contracting process.***
UNHCR General Terms and Conditions – For Information	The UNHCR General Terms & Conditions are attached for bidders' information and reference (Annex E).

	Please note that these conditions are provided for information and reference only. Bidders are encouraged to review them at this stage. Any necessary clarifications or amendments will be discussed with the selected supplier during the contracting process.

Technical Requirement for Weighted Evaluation: Please prepare a technical proposal outlining your service proposal in line with requirements under section 2.

2.4.2 Content of the FINANCIAL OFFER

The max score allocated to the financial components is 30% (of the total scores), i.e. max 30 points. **The financial proposal is to be submitted ONLY by filling in Annex F**. *No other format will be accepted*. 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.

Your financial proposal must be all-inclusive, meaning that no further cost will be absorbed by UNHCR in the event of selection. In case your company offers any of the services below free of charge, you must mark 0 (zero) on your financial offer form and add some notes. In case you leave cells blank, your offer will be rejected for not being completed.

You are requested to hold your offer valid for 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.

2.5 BID EVALUATION:

2.5.1 Evaluation Criteria:

- **Technical Evaluation**

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (on a 100 points scale, i.e., max 70 points obtainable for the technical offer). Please find hereunder the detailed scoring breakdown.

The minimum passing score of the evaluation is 42 out of 70; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Please fill out Annex B Technical response form to provide the below information for scoring.

Company qualifications and expertise in proposed services (max 45 points)	**Documents, information to be provided to establish compliance with the set criteria**
Apps/Website development and handling services projects (max 12.5 points)	Please submit the list of **Mobile Applications / website development and handling projects** (previous and current underway in charity and for-profit sector) from the past 5 years. The scores will be allocated for the number and type of projects listed (in total). *If no information is provided for this criterion, zero (0) points will be awarded.*
Experience in design visually appealing and navigation friendly web sites and applications (max 7 points)	Please provide information about your experience in designing visually appealing and navigation friendly web sites and applications. Please submit a list of latest visual design projects (in the past 3 years) following the latest UX/UI trends and rules The score will be allocated based on the UI/UX rules and compatibility of the visual designs of the websites/apps. *If no information is provided for this criterion, zero (0) points will be awarded.*

Experience in use different Content Management Systems (CMS) (max 8 points)	Please provide a detailed description of your company's experience with all content management systems in use as mentioned in this document, specifically Drupal, WordPress; and creating Custom WordPress Plugin from Scratch, from the past 3 years. *If no information is provided for this criterion, zero (0) points will be awarded.*
Knowledge of current Mobile Apps and web development technologies (max 12.50 points)	A comprehensive proposal shall be submitted demonstrating the company's knowledge and experience in current web development technologies, design tools, and software solutions. The proposal should highlight expertise in web programming languages and technologies, including HTML, XHTML, CSS, XML, XSLT, Java, PHP, and JavaScript, as well as relevant libraries and tools such as jQuery, npm, Gulp and React. It should also demonstrate proficiency in modern frameworks and platforms, including Vue.js, Next.js, Flutter, Laravel, and Bootstrap (versions 4 or 5). *If no information is provided for this criterion, zero (0) points will be awarded.*
PCI compliance (max 5 points)	Payment card industry compliance refers to the technical and operational standards that businesses follow to secure and protect credit card data provided by cardholders and transmitted through card processing transactions. PCI standards for compliance are developed and managed by the PCI Security Standards Council. PCI DSS – **PCI Security Standards Council certificate** to be submitted to establish compliance with the criteria (https://www.pcisecuritystandards.org/), please send ONE of the following levels` certificate OR a self-declaration confirming the bidding company`s adherence to PCI compliance Level 1: Merchants processing over 6 million card transactions per year. Level 2: Merchants processing 1 to 6 million transactions per year. Level 3: Merchants handling 20,000 to 1 million transactions per year. Level 4: Merchants handling fewer than 20,000 transactions per year *If no information is provided for this criterion, zero (0) points will be awarded.*
Key professional staff qualifications and competence (max 25 points)	**Documents, information to be provided to establish compliance with the set criteria**
Experience of core people who will work on UNHCR projects. (Including experience with similar projects) (max 20 points)	The scores will be allocated based on the average years` of relevant experience of the core people assigned to UNHCR account. Please provide short biographies of the key professional staff (maximum half page) who will be working on the account with a clear indication of the number of years of relevant work experience they have. Please refer to section 3.1.2 for more info. • Project Manager (max 5 points) • Team Leader (Web, Backend, Mobile) (max 4 points) • Developer (Web, Backend, Mobile) (max 4 points) • Migration expert (max 1 points) • UI/UX Designer (max 2 points) • SEO specialists (max 1 points) • QA Analyst (max 3 points)

	If no information is provided for this criterion, zero (0) points will be awarded.
QA team for ad-hoc trouble shooting (max 5 points)	To ensure smooth testing procedures, the Quality Assurance (QA) team should work closely with developers to identify bugs, defects, and any gaps in the implementation of business requirements. This is essential to ensure that user requirements are met and that all identified issues are resolved before any software is deployed. Please confirm the composition of the QA team and describe the approach to continuous testing of the platform to ensure its functionality and reliability. The scores will be allocated based on the average years` of relevant experience of the QA team members assigned to UNHCR account. *If no information is provided for this criterion, zero (0) points will be awarded.*

- **Financial Evaluation**

The max score allocated to the financial components is 30% (of the total scores), i.e. max 30 points. The financial proposal is to be submitted ONLY by filling in Annex F. *No other format will be accepted*. 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.

Your financial proposal must be all-inclusive, meaning that no further cost will be absorbed by UNHCR in the event of selection. In case your company offers any of the services below free of charge, you must mark 0 (zero) on your financial offer form and add some notes. In case you leave cells blank, your offer will be rejected for not being completed.

2.6 SUBMISSION OF PROPOSAL:

Proposals should be submitted via email to:

Private Sector Partnerships Bid Opening Mailbox

pspmena-bidopening@unhcr.org

PLEASE DON`T COPY ANY OTHER UNHCR STAFF ON YOUR PROPOSAL SUBMISSION EMAIL.

Please submit your proposal as per following:

- Indicate clearly the documents and in the subject line of your email the RFP reference, your company name.
- **Submit technical and financial offer in separate emails (failure to comply with this requirement will result in disqualification; this is to ensure full transparency of the two steps evaluation, as financial offers are only opened for the compliant bidders.**
- In case of bulky files or video format (mp4, avi, mov etc.), we would recommend using WeTransfer and add the link to your proposal to download the videos. Kindly make sure there is a longer time allowed to download files.
- Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be used. The maximum size limit per file is 10MB.

CLOSING DATE AND TIME: 16th November 2026,23:59 hrs. UAE Time

IMPORTANT:
Any proposals 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 proposal, by notifying all prospective bidders simultaneously.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough 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.

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.

UNHCR reserves the right to accept or reject any or all proposals in accordance with its procurement procedures and is not obligated to award a contract as a result of this RFP. Where an award is made, the selection will be based on the highest combined technical and financial score, in accordance with the evaluation methodology specified in the solicitation documents.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Terms and Conditions for the Purchase of Good 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 SERVICES

Please note that the UNHCR General Conditions of Contract for the Provision of Services (Annex E) are provided for bidders' information and review at this stage. Bidders are encouraged to familiarize themselves with these conditions. Any necessary clarifications or amendments will be discussed with the selected supplier during the contracting process.

Yours faithfully,



Erzsebet Gal
PSP Operations Officer
Private Sector Partnerships
United Nations High Commissioner for Refugees (UNHCR)