

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ IT10.009.2023 Provision of layout, design and development of an institutional website		Date: 02 May 2023
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SECTION 1: REQUEST FOR QUOTATION (RFQ) for provision of layout, design and development of an institutional website for the project Regional Development and Protection Programme for North Africa (RDPP NA) – AMIF AWP 2019-2020

International Organisation for Migration (IOM) kindly requests your quotation for the provision services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 2 bis: Vendor Information Sheet

Annex 3: Technical and Financial Offer

Annex 4: Contract template for Service Agreement

Annex 5 : Certification Replacement Statement – Anti-Mafia

Annex 6: IOM Data Protection Principles

Annex 7: UN Code of Conduct to be initialed on each page for acknowledgement

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by: Natasa Gjorgjievska

Signature: _____

Name: Natasa Gjorgjievska

Title: Procurement Associate

Date: 02/05/2023

SECTION 2: RFQ INSTRUCTIONS AND DATA

Deadline for the Submission of Quotation	17/05/2023 If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/ .
Method of Submission	Quotations must be submitted as follows: <input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Email <input type="checkbox"/> Courier / Hand delivery <input type="checkbox"/> Other Click or tap here to enter text. Bid submission address: iomromeurement@iom.int <ul style="list-style-type: none"> ▪ File Format: PDF ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 30 MB ▪ Mandatory subject of email: RFQ IT10.009.2023 Provision of layout, design and development of an institutional website ▪ Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y". ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	IOM shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: Supplier Code of Conduct (ungm.org) .
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement .
Eligibility	Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative.
Currency of Quotation	Quotations shall be quoted in EURO
Duties and taxes	The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below: All prices shall: <input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes

Language of quotation and documentation including catalogues, instructions and operating manuals	Italian or English
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed; <input checked="" type="checkbox"/> Annex 2 bis: Vendor Information Sheet duly completed and signed; <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1; <input checked="" type="checkbox"/> Annex 4: A copy of the contract template "GENERAL SERVICE AGREEMENT" (not to be signed) to be initialled on each page for acknowledgement; <input checked="" type="checkbox"/> Annex 5: Certification Replacement Statement – Anti-Mafia; <input checked="" type="checkbox"/> Annex 6: IOM Data Protection Principles; <input checked="" type="checkbox"/> Annex 7: UN Code of Conduct to be initialled on each page for acknowledgement; <input checked="" type="checkbox"/> Annex 8: Up-to-date extract from the Chamber of Commerce Register; <input checked="" type="checkbox"/> Annex 9: A brief presentation of the bidder company with links to previous working experiences and the creation of a mock-up homepage (to be presented as a PDF document) which will define the graphic style and structure of the website; <input checked="" type="checkbox"/> Annex 10: VAT Registration Certificate and/or a valid Fiscal Code.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> The payment will be divided in instalments according to the Service Agreement
Contact Person for correspondence, notifications and clarifications	<p>Focal Person: Clara CRIMELLA, RDPP NA Programme Expert E-mail address: ccrimella@iom.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.</p>
Clarifications	Requests for clarification from bidders will not be accepted any later than 5 working days before the submission deadline. Responses to request for clarification will be communicated on email by 10 May 2023
Evaluation method	<input type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input checked="" type="checkbox"/> The call will be awarded to the competitor who has scored the highest overall score given by the sum of the points obtained with "offer with services included" and the points obtained with "the economic offer". The results will be rounded to the nearest hundredth of a point.
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input type="checkbox"/> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Earliest Delivery /shortest lead time <input type="checkbox"/> Others (for ex, environmental criteria/considerations, etc)
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a

	maximum 25% of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	General Service Agreement
Expected date for contract award.	01 June 2023
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

The **Regional Development and Protection Programme for North Africa (RDPP NA)** includes a **Protection component** and a **Development component**, and its goal is to **reinforce the protection of migrants and refugees by improving their living conditions and by offering them achievable and meaningful alternatives to irregular migration across the central Mediterranean route**. The Programme also supports migrant-friendly inclusive services, social cohesion and employment opportunities at community level, enhancing advocacy, research and knowledge-sharing.

The **Protection component** of the Programme, which has reached its **sixth phase¹**, since 2016 has been funding **57 projects** in Algeria, Chad, Egypt, Libya, Mauritania, Morocco, Niger and Tunisia for an **overall budget of 63,65 million euros** (€ 57 million funded by the DG Home through the AMIF Union Actions and € 6,7 million by the Governments of Italy, Czech Republic, Norway and Austria).

The Protection component is managed by a **Consortium of EU Member States led by Italy**. The Consortium and the European Commission meet twice a year in **Steering Committees** to provide overall **strategic guidance**, define and agree on the **geographical scope/areas**, adopt, and whenever necessary revise, the **annual work plans**, monitor projects' implementation, review **achievements and challenges** and select new activities for funding. The Steering Committees comprise the representatives of the EC, the European External Action Service (EEAS), the European Union Agency for Asylum (EUAA).

The Protection component is **implemented by entities established in the Member States participating in the AMIF, international organizations and non-governmental organizations** and is based on their technical and geographical competence, coordination capacity in case of consortium, and confidence expressed by other Member States wishing to support the action.

The **RDPP NA** represents an important aspect of **engagement and dialogue with the EC's partner countries** as part of the external dimension of the **Pact on Migration and Asylum**, namely that of supporting other countries hosting migrants, refugees and host communities. The RDPP NA assistance to third countries is part of the **EU's comprehensive approach to better manage migration in all its aspects and address gaps in migrant protection** and asylum, including efforts to increase **access to durable solutions**.

With the aim of **ensuring strengthened communication, dissemination, and visibility on the RDPP NA Programme**, IOM intends to select an external company through a public tender in order to provide expertise for the creation and launching of an ad hoc informative website intended to further promote and disseminate the RDPP concept, implemented activities and main results achieved through the different AMIF grants.

The service provider will provide IOM with the following services:

- Layout design and development of the website (on WordPress) and UX in English and Italian languages. Four or five screens are foreseen as well as a short homepage menu;
- Content upload; analytics; privacy features; connection with social networks (It must be possible to make visible posts/contents shared from the main social networks and YouTube);
- Language switch feature;
- Development of a user guide/manual to update the website;
- Training on how to update content using WordPress (1-2 days);
- Ensure assistance for any technical problem that might arise throughout the implementation of the agreement and post-deployment, quantifiable in 6-months of possible bug-fixing;
- Hosting, domain and SSL certificate have to be procured and linked to the website (lower price will obtain an higher score).

¹ The first four phases of the Programme (AMIF AWP 2015, 2016, 2017 and 2018) ended, the fifth phase (AMIF AWP 2019-2020) is still ongoing while the Grant Agreement for the sixth phase (AMIF AWP 2021-2022) is about to be signed.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RFQ IT10.009.2023 Provision of layout, design and development of an institutional website	Date: Click or tap to enter a date.

VENDOR INFORMATION SHEET² (ANNEX 2-BIS)

Please find attached the latest Vendor Information Sheet (Annex 2bis) to be filled in and signed by the vendor.

BIDDER'S DECLARATION OF CONFORMITY³

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.

² [Vendor Information Sheet.xlsx](#)

³ This form is mandatory to fill in and sign by every vendor who submits quotation

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the "UN Sanctions List") or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at https://www.unhcr.org/Public/CodeOfConduct .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER – SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RFQ IT10.009.2023 Provision of layout, design and development of an institutional website	Date: Click or tap to enter a date.

Technical offer Scoring (70/100):

Item No	Technical specification	Maximum score	Scoring (70/100)	Applicant's Comments (please delete the grey text before completing each part)
1	Creation of a mock-up homepage (PDF) (creativity/ graphic style, user-friendly and accessibility to people with disabilities)	30	<i>Creativity/ graphic style: max score 15 points.</i> <i>User-friendly: max score 15 points.</i>	<i>Please provide a mock-up homepage (PDF) based on the services listed in Annex 1</i>
2	Projects portfolio (experience in the web-design sector and previous experience with similar target/projects/entities)	10	<i>Experience in the web-design sector: max score 5 points.</i> <i>Previous experience with similar target: max score 5 points.</i>	<i>Please provide a Projects portfolio</i>
3	Design, implement and release the website within 30 days from the acceptance	30	<i>Website release within 30 days: max score 30 points</i> <i>Website release within 60 days: 15 points</i>	<i>Please provide estimated delivery time</i>

FINANCIAL OFFER Scoring (30/100)

Provide a lump sum for the provision of the services stated in your technical offer. The lump-sum should include all costs of preparing and delivering the Services.

The evaluation of the economic offer will be achieved by awarding, for each individual offer, a score determined as specified below.

The maximum score of 30 points will be awarded to the competitor who will offer the lowest price, while the other competitors will be given a lower score determined by the proportional comparison with the best economic offer, according to the following formula: $P = (P_{min}/P_{off}) \times 30$

Where:

P= Score attributed to the economic offer

P_{min}= lowest price offered

P_{off}= price of the offer under consideration

The tender will be awarded to whom obtains highest overall score resulting from the sum of the technical offer points and the economic offer points. In case of ex aequo between 2 companies, IOM reserves the right to call the candidates for an individual interview, to be carried out with the Service Manager of the applicant. This interview will be aimed at verifying the required skills.

Currency of Quotation: EUR

Ref	Description of Deliverables	Price
1.	Layout design and development of the website (on WordPress) and UX in English and Italian languages. Four or five screens are foreseen as well as a short homepage menu.	
2.	Content upload; analytics; privacy features; connection with social networks (it must be possible to make visible posts/contents shared from the main social networks and YouTube).	
3.	Language switch feature.	
4.	Development of a user guide/manual to update the website.	
5.	Training on how to use WordPress (1-2 days).	
6.	Ensure assistance for any technical problem that might arise throughout the implementation of the agreement and post-deployment, quantifiable in 6-months of possible bug-fixing.	
7.	Hosting, domain and SSL certificate have to be procured and linked to the website (lower price will obtain an higher score).	
Total Price		

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Minimum Technical Specifications	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<p><i>Exact name and address of company</i></p> <p>Company Name: Click or tap here to enter text.</p> <p>Address: Click or tap here to enter text.</p> <p>Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Authorized Signature:</p> <p>Date: Click or tap here to enter text.</p> <p>Name: Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>