

REQUEST FOR PROPOSAL - UNHCR RFP 3814**FOR THE PROVISION OF BENEFICIARY-OWNED SIM CARDS, REGISTRATION, ACTIVATION AND TWELVE (12) MONTHS OF MOBILE CONNECTIVITY SERVICES FOR REFUGEES IN ETHIOPIA****Section 1: Letter of Invitation**

The United Nations High Commissioner for Refugees, hereinafter referred to as "UNHCR", hereby invites prospective bidders to submit proposals for the provision of beneficiary-owned SIM cards, lawful registration, distribution, activation and twelve (12) months of mobile connectivity services for an indicative 300,000 refugees across 43 identified locations in Ethiopia, in accordance with the General Conditions of Contract and the Terms of Reference set out in this Request for Proposal (RFP).

Bidders may submit proposals for nationwide coverage or for one or more geographical service areas where they have existing active network coverage. UNHCR reserves the right to make one or multiple geographical awards in accordance with the evaluation criteria and requirements specified in the RFP documents.

RFP DOCUMENTS

- Annex A: Terms of Reference (ToR)
- Annex B: Financial Offer Form, including Geographical Coverage Matrix
- Annex C: Technical Evaluation Criteria
- Annex D: UNHCR General Conditions of Contract for the Provision of Services
- Annex E: UN Supplier Code of Conduct
- Annex F – Supplementary Data Protection Agreement

UNHCR may issue additional information, clarifications or amendments regarding the RFP on an ad hoc basis. Bidders shall be obliged to accept any amendments to the RFP documents. All amendments issued by UNHCR shall form an integral part of the RFP. Bidders must ensure that their proposals are prepared taking into consideration all amendments and clarifications issued before the submission deadline.

Section 2: Timeline

RFP Issue Date:	Upon publication
Questions submission deadline:	5 November 2026
SRFP-Submission deadline:	8 November 2026

Section 3: Note to Bidders

Should you require further clarifications, kindly communicate using the messaging functionality in the system.

Please indicate whether you intend to submit a proposal by creating a draft response without submitting directly in the system. This will enable the system to send notification in case of amendments of the tender requirements.

Offers must be submitted through UNHCR's Cloud ERP Portal.

In case you have never registered before, you can register a profile using this [Supplier Registration Link](#).

Following registration or should you already be registered, please proceed to [Supplier Portal](#).

Supply Unit

UNHCR Representation Office in Ethiopia

Addis Ababa, Ethiopia

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1 Overview

1.1 General Information

Title	Provision of SIM Cards and 12-Month Mobile Connectivity Services for Refugees
Synopsis	UNHCR Ethiopia invites qualified and duly licensed telecommunications service providers to submit proposals for the provision, registration, activation and delivery of beneficiary-owned SIM cards and 12 months of mobile connectivity services for an estimated 300,000 refugees across 43 locations in Ethiopia. Bidders may submit nationwide or geographical offers, subject to the requirements specified in the RFP documents.

Introduction

ETH - UNHCR RFP 3814 - SIM Cards and 12-Month Mobile Connectivity Services for Refugees

INTRODUCTION

UNHCR, the United Nations (UN) Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution. We lead international action to protect refugees, forcibly displaced communities and stateless people. We deliver life-saving assistance, help safeguard fundamental human rights and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality. We work in over 130 countries, using our expertise to protect and care for millions.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation Office in Ethiopia, Addis Ababa, invites qualified and duly licensed telecommunications service providers to submit firm proposals for the provision of beneficiary-owned SIM cards, lawful registration, distribution, activation and twelve (12) months of mobile connectivity services for an indicative planning volume of 300,000 refugees across 43 identified locations in Ethiopia, in accordance with the Terms of Reference (Annex A) and other requirements of UNHCR RFP 3814.

Bidders are strongly encouraged to read this Request for Proposal (RFP) and all accompanying annexes carefully before preparing and submitting their proposals. Failure to comply with the mandatory requirements or submission procedures specified in the RFP documents may result in disqualification from the evaluation process.

Subcontracting: Bidders shall carefully review Article 5 of the UNHCR General Conditions of Contract for the Provision of Services (Annex D), attached under the "Requirements – Preliminary Examination" section. Any proposed subcontracting arrangements shall be subject to UNHCR's prior written approval in accordance with the applicable contractual provisions.

Note: This document is not to be construed in any way as an offer to contract with your firm.

INTENTION TO BID:

Bidders intending to participate in this tender are requested to create a draft response to this RFP in the ERP system.

REQUEST FOR CLARIFICATION

Bidders requiring clarification or additional information concerning this Request for Proposal (RFP) shall submit their questions exclusively through the messaging functionality of the UNHCR Cloud ERP Supplier Portal.

The deadline for receipt of clarification questions is 5 November 2026 at 23:59 hours, Ethiopian local time (East Africa Time, UTC+3). Bidders are requested to keep their questions concise and clearly indicate the relevant section or annex of the RFP.

UNHCR will respond to clarification requests through the messaging functionality of the Supplier Portal and/or by publishing a consolidated Questions and Answers (Q&A) document accessible to all prospective bidders.

Any formal clarifications or amendments issued by UNHCR shall Form an integral part of the RFP documents.

IMPORTANT

Proposals must NOT be submitted through the messaging functionality of the supplier Portal. All technical and financial proposals must be submitted through the designated online submission sections of the ERP system. Proposals submitted through the messaging functionality instead of the prescribed submission process will be rejected.

YOUR OFFER

Your offer shall be prepared in **English**.

Please submit your offer using the forms provided under the requirement section. 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 will result in disqualification of the offer.

SUBMISSION OF PROPOSAL

Proposals should be submitted directly in the portal and all attachments should be uploaded 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 submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the online portal will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

ACCEPTANCE OF PROPOSAL

UNHCR reserves the right to accept the whole or part of your proposal, 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.

Please note that UNHCR is not bound to select any of the firms submitting proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposal considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

UNHCR reserves the right, at any time during the tendering process and throughout the duration of any resulting contract, to verify whether a bidder or contractor is included on any applicable United Nations ineligibility or sanctions list, including but not limited to:

- The United Nations Security Council Consolidated List (CUNSCSL);
- The World Bank Listing of Ineligible Firms and Individuals;
- The World Bank List of Non-Responsible Vendors; and
- Any sanctions or suspension lists maintained by United Nations organizations.

UNHCR shall not enter into, nor continue, any contractual relationship with any entity that is identified as sanctioned or ineligible under any of the above-referenced lists at any stage of the procurement process or contract implementation. In the event that a contractor is, at any time, found to be sanctioned or listed as ineligible, UNHCR reserves the right, at its sole discretion, to suspend and/or terminate the contract for cause, without prejudice to any other rights or remedies available.

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). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance to the General Conditions for the Provision 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.

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date		Open Date	Immediately
Close Date	11/8/26 11:59 PM	Award Date	
Time Zone	Moscow Standard Time		

1.3 Negotiation Controls

Response Visibility	Sealed
Lines Settings	
Rank Indicator	1,2,3...
Ranking Method	Multiattribute scoring

1.4 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
☐	Suppliers are allowed to provide multiple responses

1.5 Terms

Instructions

This RFP concerns the provision of beneficiary-owned SIM cards, lawful registration, distribution, activation and twelve (12) months of mobile connectivity services for refugees in Ethiopia.

As this is primarily a service-based procurement, conventional international shipping arrangements, freight terms and Free on Board (FOB) conditions are not applicable.

The successful service provider shall be responsible for arranging the distribution and delivery of SIM cards to the agreed implementation locations, including the necessary transportation, handling, logistics and operational arrangements, in accordance with the Terms of Reference (Annex A) and the accepted financial offer. All associated costs shall be included in the financial proposal, with no additional charges payable unless expressly authorized in writing by UNHCR.

Any contract or Purchase Order resulting from this RFP shall be issued in the currency of the successful financial offer, subject to UNHCR's applicable financial and procurement procedures.

UNHCR's standard payment terms are net thirty (30) days following receipt of a valid invoice, satisfactory verification of the services delivered and acceptance by the designated UNHCR responsible unit.

Payments shall be based on the actual number of eligible beneficiary-owned SIM cards successfully registered and activated, together with the corresponding connectivity services verified as delivered in accordance with the contract and Terms of Reference (Annex A).

Each successfully activated SIM card shall receive twelve (12) months of funded connectivity services, commencing from its verified activation date rather than the contract commencement date.

The service provider shall submit monthly invoices supported by verified activation records, location-level service reports and reconciliation statements sufficient to substantiate the quantities and services invoiced. Any discrepancies, unsuccessful activations, duplicate registrations, service interruptions or undelivered services shall be reconciled, with applicable adjustments made before payment authorization.

The indicative planning quantity of 300,000 beneficiaries is intended solely for procurement planning and tender comparison purposes and does not constitute a guaranteed minimum order or financial commitment by UNHCR. Payments shall be limited to approved, verified and accepted services actually delivered under the resulting contract.

All payments shall be subject to satisfactory contractual performance, verification of supporting documentation and compliance with the UNHCR General Conditions of Contract for the Provision of Services (Annex D) and the agreed contractual terms.

Payment Terms	HCR Net 30	Freight Terms	
Shipping Method		FOB	None
Negotiation Currency	ETB (Ethiopian Birr)	☐	Buyer managed transportation
		Price Precision	2

5

2 Requirements
**Response is required*

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REQUIREMENTS – PRELIMINARY EXAMINATION AND EVALUATION

Dear Supplier,

Please carefully review the requirements and questions in this section and provide the requested information and supporting documentation through the designated sections of the UNHCR Cloud ERP Supplier Portal.

Failure to submit mandatory documents or comply with the prescribed requirements may result in rejection of the proposal.

Full acceptance of the UNHCR General Conditions of Contract for the Provision of Services (Annex D) is mandatory. Non-acceptance may result in rejection of the proposal.

TECHNICAL AND FINANCIAL EVALUATION

Each proposal will be evaluated independently against the requirements and evaluation criteria established for UNHCR RFP 3814. Bidders shall submit a complete proposal, including all mandatory declarations, technical documentation and financial information. References to previously submitted proposals shall not substitute for the required documentation.

Previous contractual engagement with UNHCR shall not, in itself, constitute a preference or guarantee of contract award.

The evaluation will be conducted in three stages:

Stage 1: Preliminary Examination and Mandatory Requirements (Pass/Fail)

Proposals will first be assessed for compliance with the mandatory administrative, eligibility and technical requirements specified in Annex C, including:

1. Valid telecommunications operating authorization in Ethiopia.
2. Supplier eligibility declarations and acceptance of applicable UNHCR contractual provisions.
3. Acceptance of the twelve-month connectivity service requirement.
4. Submission of a feasible phased implementation and activation schedule.
5. A legally compliant approach to beneficiary SIM registration, including arrangements for refugees without Fayda identification, subject to the necessary regulatory authorizations.
6. Confirmation of beneficiary ownership, voluntary participation and applicable protection safeguards.
7. Acceptance of UNHCR data protection requirements.
8. Separate submission of technical and financial proposals.
9. Submission of the completed geographical coverage matrix for all 43 identified locations, with confirmed active network coverage for the geographical areas included in the offer.

Only proposals meeting the applicable mandatory requirements will proceed to the weighted technical evaluation.

Stage 2: Technical Evaluation (60 Points)

The technical proposals will be evaluated against the following criteria:

No.	Technical Evaluation Criteria	Maximum Points
1	Understanding of objectives and expected outcomes	8
2	Implementation methodology and rollout	8
3	Meaningful connectivity package and outcome contribution	12
4	Network coverage and service reliability	25
5	Customer support, accessibility and complaints	3
6	Monitoring, reporting and performance management	2
7	Optional value-added services and innovation	2
	Total Technical Score	60

The minimum qualifying technical score shall be 42 out of 60 points (70% of the available technical points).

Proposals scoring below this threshold will not proceed to financial evaluation.

Bidders may submit proposals for nationwide coverage or one or more geographical service areas with confirmed existing active network coverage. The technical evaluation will consider the geographical areas offered, supported by the completed coverage matrix and relevant evidence.

Bidders offering partial geographical coverage will not be automatically disqualified solely because they do not offer services in all 43 locations.

Clarification of Proposals

To facilitate the examination, evaluation and comparison of proposals, UNHCR may, at its discretion, request written clarification from bidders concerning information submitted in their proposals.

Clarification requests and responses shall be communicated through the designated ERP messaging functionality.

No change in the offered price or material substance of a proposal shall be sought, offered or accepted through the clarification process.

Stage 3: Financial Evaluation (40 Points)

Only proposals meeting the mandatory requirements and achieving the minimum technical qualifying score of 42 out of 60 points will proceed to financial evaluation.

Financial proposals will be assessed using the prices submitted in Annex B, Financial Offer Form, based on comparable service requirements, geographical coverage and the twelve-month connectivity period.

The maximum financial score of 40 points will be awarded to the lowest-priced technically qualified and financially compliant proposal within the relevant geographical evaluation area.

Other financially compliant proposals within the same evaluation area will receive scores calculated as follows:

Financial Score = $40 \times (\text{Lowest Compliant Evaluated Price} \div \text{Bidder's Evaluated Price})$

Where geographical awards are contemplated, financial comparisons shall be conducted on a like-for-like basis, using the same service scope, beneficiary quantities and twelve-month service assumptions within each geographical evaluation area.

Nationwide proposals and geographically limited proposals shall not be compared solely on the basis of their aggregate national prices where their geographical scope differs materially.

The indicative planning quantity of 300,000 beneficiaries does not constitute a guaranteed contractual quantity.

For evaluation purposes, offers submitted in currencies other than United States dollars will be converted into United States dollars using the applicable United Nations operational rate of exchange in effect on the proposal submission deadline.

Final Evaluation and Contract Award

The maximum combined evaluation score shall be 100 points, comprising:

- Technical Evaluation: 60 points
- Financial Evaluation: 40 points

The final combined score will be calculated by adding the technical score and financial score obtained by each qualified bidder for the relevant evaluation area.

UNHCR reserves the right to make one or multiple geographical awards, subject to the evaluation methodology, geographical allocation arrangements and other conditions specified in the RFP documents.

Contract award recommendations will be based on the approved evaluation criteria, responsiveness to the requirements and best value for money.

IMPORTANT – SEPARATION OF TECHNICAL AND FINANCIAL PROPOSALS

Bidders must upload their financial proposals and all pricing information exclusively in the designated Financial Evaluation – Commercial section of the UNHCR Supplier Portal.

The technical proposal must not contain financial prices, rates, total costs or other information disclosing the bidder's financial offer.

Disclosure of financial offer information in the technical submission may result in disqualification.

Bidders are responsible for ensuring that all required documents are uploaded to the correct sections of the Supplier Portal before the submission deadline.

A material failure of an approved mandatory criterion may lead to rejection under the RFP instructions. All 43 locations must be declared in the response matrix but confirmed existing coverage is required only for the geographical areas offered, not for all 43 sites. SIM registration without Fayda IDs is subject to written regulatory authorization before implementation, not assumed already issued.

2.1 Section 1. Preliminary examination (Technical)

*1.

Valid Telecommunications Operating Authorization in Ethiopia

The bidder shall hold a valid telecommunications operating licence or authorization issued by the competent regulatory authority in Ethiopia, permitting the provision of the services required under this RFP.

Required Supporting Documentation:

A copy of the valid telecommunications operating licence or authorization, including the issuing regulatory authority, licence number, validity period and authorized scope of services.

Hint: Supporting Document: Valid telecommunications operating licence or authorization issued by the competent Ethiopian regulatory authority.

Select one of the following:-

- ☐ a. Yes (Response attachments are required)
- ☐ b. NO

Comments:

*2. Eligibility and Commercial/ Supplier Registration Check:

As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as

prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex J) and supporting documents. The investigation involves consideration of several factors such as:

- Core business;
- Track record;
- Contract capacity.

Hint: Confirm that your company meets UNHCR supplier eligibility requirements and is not subject to applicable sanctions, suspension or debarment. Upload the completed and signed Vendor Registration Form (Annex D), supplier eligibility declaration and relevant supporting documents.

Select one of the following:-

- ☐ a. No, not listed in ineligibility list(*Response attachments are required*)
- ☐ b. Yes

Comments:

***3. Acceptance of 12-Month Mobile Connectivity Services**

Bidders must submit signed confirmation of their unconditional acceptance to provide twelve (12) months of mobile connectivity services for each beneficiary from the verified SIM activation date, in accordance with Annex A -Terms of Reference.

Attachments:

File Name or URL	Type	Description
Annex A- Terms of Reference (T	File	

Hint: Upload a signed confirmation accepting the full 12-month service scope.

Select one of the following:-

- ☐ a. Signed, unconditional acceptance of the full 12-month service scope from each SIM activation date.(*Response attachments are required*)
- ☐ b. Confirmation missing, conditional, or not covering the full service period.

***4.**

Confirmed Phased Rollout Schedule – SIM-Registration, Distribution and Activation

Bidders must submit a firm, location-specific phased rollout schedule for SIM card registration, distribution and activation across all proposed service locations. The schedule shall target completion within one (1) month and must not exceed two (2) months, subject to the required regulatory authorization. Bidders must confirm their commitment to the proposed schedule and demonstrate their capacity to implement it in accordance with Annex A - Terms of Reference.

Hint: Upload a phased rollout schedule by location, targeting completion within one month and not exceeding two months, subject to regulatory authorization.

Select one of the following:-

- ☐ a. Bidder submits a location-specific rollout schedule targeting one month, with completion within two months. (*Response attachments are required*)
- ☐ b. Schedule is missing, lacks location-specific timelines, or exceeds two months.

Comments:

***5. Lawful registration of beneficiaries without Fayda where relevant**

Bidders must submit a legally compliant SIM registration procedure for beneficiaries without Fayda IDs, detailing the proposed steps, required regulatory authorizations and conditions for implementation.

Hint: Upload the proposed registration procedure, including required approvals and dependencies.

Select one of the following:-

- ☐ a. Legally compliant registration procedure submitted, with required regulatory approvals and dependencies clearly identified. *(Response attachments are required)*
- ☐ b. Procedure missing, non-compliant, or required approvals and dependencies not identified.

Comments:

***6. Ownership and non-coercive beneficiary participation**

Bidders must submit a signed, unconditional confirmation that SIM cards will be registered in beneficiaries' names and that participation will be voluntary and free from coercion.

Hint: Upload signed confirmation of beneficiary SIM ownership and voluntary participation.

Select one of the following:-

- ☐ a. Signed, unconditional confirmation of both requirements. *(Response attachments are required)*
- ☐ b. Confirmation missing, conditional, or incomplete.

Comments:

***7. Acceptance of UNHCR Data Protection Obligations**

Bidders must confirm unconditional acceptance of Annex F – Supplementary Data Protection Agreement and submit proposed safeguards for protecting beneficiaries' personal data.

Attachments:

File Name or URL	Type	Description
Annex F - Supplementary Data P	File	

Select one of the following:-

- ☐ a. Upload signed acceptance of Annex F and details of proposed data protection safeguards. *(Response attachments are required)*
- ☐ b. Signed acceptance of Annex F and adequate proposed data protection safeguards.

***8. Technical and Financial Offer Separation**

Bidders must submit separate technical and financial offers, ensuring that all prices and pricing assumptions are disclosed exclusively in Annex B – Financial Offer Form and the designated financial section of the supplier Portal.

Hint: Submit technical and financial offers separately, with complete pricing disclosures in the financial section only.

Select one of the following:-

- ☐ a. Separate, complete offers with all pricing assumptions disclosed and no prices in the technical offer. *(Response attachments are required)*
- ☐ b. Offers not separated, pricing information in the technical offer, or incomplete pricing disclosures.

***9. Existing Network Coverage in Offered Geographical Areas**

Bidders must complete the 43-location coverage matrix in Annex, indicating coverage availability (Yes/No), locations included in their offer, and evidence of existing active network coverage.

Attachments:

File Name or URL	Type	Description
LOCATION COVERAGE AND GEOGRAPH	File	

Hint: Upload the completed 43-location coverage matrix and supporting evidence of active network coverage.

Select one of the following:-

- ☐ a. Complete 43-location matrix with confirmed active network coverage for all locations offered. *(Response attachments are required)*
- ☐ b. Partial coverage matrix or unconfirmed active network coverage in any offered location. *(Response attachments are optional)*

***10. Acknowledgment and Acceptance of UN Supplier Code of Conduct**

Do you accept all terms and provisions of the UN Supplier Code of Conduct (Annex E) without reservation? If yes, upload a signed copy of the document as confirmation of acceptance.

Attachments:

File Name or URL	Type	Description
Annex E - UN Supplier Code of	File	

Hint: Select Yes or No. If Yes, upload a signed copy of Annex E – UN Supplier Code of Conduct.

Select one of the following:-

- ☐ a. Yes, Accepted, with a signed copy of Annex E uploaded. *(Response attachments are required)*
- ☐ b. No, or Yes without a signed copy of Annex E.

*11.

Acceptance of General Conditions of Contract

Do you accept all terms and conditions of Annex D – General Conditions of Contract without reservation? If yes, upload a signed copy of the document confirming your acceptance.

Hint: Select Yes or No. If yes, upload a signed copy of Annex D – General Conditions of Contract.

Select one of the following:-

- ☐ a. Yes, Accepted, with a signed copy of Annex D uploaded. *(Response attachments are required)*
- ☐ b. No, conditional acceptance, or failure to upload the signed document.

2.2 Section 2. Technical Proposal (Technical)

***1. Understanding of Objectives and Expected Outcomes**

Bidders must demonstrate a clear understanding of the assignment objectives, expected outcomes, refugee protection considerations, digital identity pathways, implementation challenges, and associated risks, as outlined in Annex A – Terms of Reference.

Attachments:

File Name or URL	Type	Description
Annex A- Terms of Reference (T	File	

Hint: Submit a concise technical narrative explaining your understanding of the objectives, expected outcomes, protection considerations, digital identity requirements, and key implementation risks.

Select one of the following:-

- ☐ a. Documents fully uploaded(*Response attachments are optional*)
☐ b. Documents partially uploaded(*Response attachments are optional*)
☐ c. No documents uploaded(*Response attachments are optional*)

Comments:

*2. Implementation Methodology and Phased Rollout

Bidders must submit a detailed implementation methodology and phased rollout plan covering staffing, required regulatory approvals, logistics for remote locations, beneficiary SIM registration, distribution, and verified activation. The plan must target completion within one month, with a maximum implementation period of two months, subject to the required regulatory authorizations.

Hint: Upload a phased implementation plan with location-specific timelines, staffing arrangements, regulatory dependencies, remote-site logistics, registration procedures, and verified activation milestones.

Select all that apply:-

- ☐ a. Complete submission of all required documents.(*Response attachments are optional*)
☐ b. Partial submission of required documents.(*Response attachments are optional*)
☐ c. Non-submission of required documents.(*Response attachments are optional*)

*3. Meaningful Connectivity Package and Contribution to Expected Outcomes

Bidders must describe their proposed monthly connectivity package, specifying data allowances, voice minutes, SMS, validity periods, affordability measures, zero-rating options, innovative features, service limitations, and the overall value delivered to beneficiaries over 12 months. No minimum bundle size is prescribed.

Hint: Submit details of the proposed monthly data, voice and SMS package, validity, affordability, zero-rating, innovations, limitations, and 12-month beneficiary benefits.

Select all that apply:-

- ☐ a. All required connectivity package details provided, including monthly data, voice, SMS, validity, affordability, zero-rating options, innovations, service limitations, and expected 12-month beneficiary value.(*Response attachments are optional*)
☐ b. Some required connectivity package details are missing or incomplete.(*Response attachments are optional*)
☐ c. No connectivity package proposal or supporting information submitted.(*Response attachments are optional*)

Comments:

*4. Network Coverage and Service Reliability

Bidders must provide evidence of confirmed active network coverage in their offered geographical areas, including geographical reach, network technology, service reliability, resilience measures, and transparent disclosure of coverage and service limitations. Bidders may submit offers covering selected geographical areas.

Attachments:

File Name or URL	Type	Description
LOCATION COVERAGE AND GEOGRAPH	File	

Hint: Assess confirmed active coverage, geographical reach, network technology, supporting evidence, service reliability, resilience, and transparency of limitations. Evaluate partial-area bids fairly based on the geographical areas offered.

Select one of the following:-

- ☐ a. All required coverage, technology, reliability, resilience, supporting evidence, and service limitation details submitted for the offered geographical areas.(*Response attachments are optional*)
☐ b. Some required network coverage information or supporting evidence is missing or incomplete.(*Response*

attachments are optional)

- ☐ c. No network coverage proposal or supporting documentation submitted.

***5. Customer Support, Accessibility and Complaints Handling**

Bidders must describe their proposed customer support and complaints-handling arrangements, including available support channels, accessibility, supported languages, operating hours, complaint escalation procedures, and assistance for beneficiaries with special needs.

Hint: Upload details of customer support channels, languages, operating hours, complaint resolution and escalation procedures, and special-needs arrangements.

Select one of the following:-

- ☐ a. Complete submission of all required customer support, accessibility, complaints-handling, and special-needs arrangements.*(Response attachments are optional)*
- ☐ b. Partial submission of required customer support information or supporting documentation.*(Response attachments are optional)*
- ☐ c. No required customer support information or supporting documentation submitted.*(Response attachments are optional)*

***6. Monitoring, Reporting and Performance Management**

Bidders must submit proposed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), including performance monitoring arrangements, aggregated service reporting, reconciliation of verified SIM activations and service delivery against invoices, and proposed remedies for service failures or non-performance.

Hint: Upload proposed SLAs, KPIs, reporting arrangements, activation and invoice reconciliation procedures, and remedies for non-performance.

Select one of the following:-

- ☐ a. Complete submission of all required SLAs, KPIs, reporting, reconciliation, and performance management arrangements.*(Response attachments are optional)*
- ☐ b. Partial submission of required monitoring, reporting, or performance management information.*(Response attachments are optional)*
- ☐ c. 1. No required monitoring, reporting, or performance management information submitted.*(Response attachments are optional)*

***7. Optional Value-Added Services and Innovation**

Bidders are encouraged to propose realistic value-added services or innovative solutions that provide additional benefits to beneficiaries. Each proposed service must clearly describe its benefits, feasibility, implementation arrangements, and any associated costs, including whether it is provided free of charge.

Hint: Upload details of any proposed value-added services or innovations, including expected benefits, feasibility, and associated costs or confirmation of no additional cost.

Select one of the following:-

- ☐ a. Complete submission of proposed value-added services or innovations, including benefits, feasibility, and associated costs or confirmation of no additional cost.*(Response attachments are optional)*
- ☐ b. Partial submission of proposed value-added services or innovations, with incomplete supporting details or cost disclosures.*(Response attachments are optional)*
- ☐ c. No optional value-added services or innovations proposed.*(Response attachments are optional)*

2.3 Section 3. Financial Proposal (Commercial)

***1. Financial Proposal**

Your Financial Offer must be submitted in Ethiopian Birr (ETB), using Annex B – Financial Offer Form, and must cover all goods and services required under this Request for Proposal (RFP) on an all-inclusive basis, excluding Value Added Tax (VAT).

The Financial Offer shall include the following:

- a) SIM card supply: Unit price per beneficiary, including arrangements for replacement SIM cards without duplicate charges for the same beneficiary.
- b) Registration and activation: Unit price per beneficiary covering registration, identity verification (eKYC), and successful SIM activation. Only successfully activated eligible SIM cards shall be billable.
- c) Distribution and onboarding: All costs associated with SIM card distribution, beneficiary onboarding, transportation, logistics, and implementation in the geographical areas offered.
- d) Monthly connectivity services: Monthly unit price per beneficiary covering the proposed data, voice, and SMS package for twelve (12) months, commencing from each beneficiary's verified SIM activation date.
- e) Account and service management: All applicable costs for account management, customer support, and service administration, where these costs are not already included in the unit rates.
- f) Performance reporting: All applicable costs for performance monitoring, verification, reporting, and reconciliation of services delivered.
- g) Other mandatory costs: Any additional costs necessary for the complete delivery of the required services, clearly identified and itemized.

Bidders must disclose all applicable pricing assumptions, exclusions, discounts, service limitations, additional charges, and geographical cost implications.

The breakdown of the Financial Offer must be submitted strictly in accordance with Annex B – Financial Offer Form. Bidders must complete all applicable unit prices and total prices using the prescribed evaluation quantities. Financial Offers submitted using a different pricing structure, containing incomplete pricing information, or excluding mandatory costs may not be accepted.

Currency, VAT and Supplier Portal Submission

All prices must be quoted in Ethiopian Birr (ETB).

All unit prices and total amounts entered in the UNHCR Supplier Portal (Oracle Cloud ERP) must be exclusive of 15% Value Added Tax (VAT).

In Annex B – Financial Offer Form, bidders must indicate the subtotal excluding VAT, calculate and disclose the applicable 15% VAT separately, and provide the total price inclusive of VAT.

The total Financial Offer amount entered in the Supplier Portal must correspond exactly to the VAT-exclusive subtotal indicated in Annex B.

Bidders are responsible for ensuring consistency between the financial information entered in the Supplier Portal and the completed Annex B. Any discrepancies may require clarification during the financial evaluation.

Evaluation Quantities and Geographical Coverage

The indicative planning quantity of 300,000 beneficiaries, representing up to 3,600,000 beneficiary-months of connectivity services, is provided solely for evaluation and planning purposes. It does not constitute a guaranteed order, minimum purchase quantity, or payment commitment.

Actual payments shall be based on verified SIM activations and satisfactory delivery of the corresponding services.

Bidders may submit offers covering selected geographical areas, provided that all offered locations are clearly identified in the Coverage Matrix.

For financial comparison purposes, bidders must quote uniform beneficiary unit rates in accordance with Annex B. Financial evaluation shall be conducted on a like-for-like basis using the applicable service-area quantities and twelve-month beneficiary assumptions specified in the RFP.

UNHCR may make a single award or multiple geographical awards in accordance with the evaluation criteria and requirements specified in this RFP.

Offer Validity

Bidders are required to maintain their offers valid for ninety (90) calendar days from the deadline for submission of proposals. UNHCR will make its best effort to complete the evaluation and selection process within this period.

Proposal Preparation Costs

All costs associated with preparing, submitting, and negotiating a proposal, including any related travel expenses, shall be borne exclusively by the bidder and shall not be reimbursed by UNHCR.

Any activities undertaken or expenses incurred before the signing of a contract shall remain the bidder's responsibility. An advance notice or notification of proposed award shall not constitute a binding contract.

Payment Terms

UNHCR will not provide advance payments or payments through letters of credit.

Payment shall be made by bank transfer within thirty (30) days following receipt and acceptance of a valid invoice and satisfactory verification and acceptance of the corresponding services, in accordance with the contractual provisions.

Attachments:

File Name or URL	Type	Description
Annex B- Financial Offer Form.	File	

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

- ☐ a. Offer form Submitted *(Response attachments are required)*
☐ b. Offer form not submitted

Comments:



3 Lines

Instructions	Please ensure that the total amount entered in the UNHCR Supplier Portal (Oracle Cloud ERP) matches exactly the VAT-exclusive subtotal indicated in Annex B – Financial Offer Form. All amounts entered in the Supplier Portal must exclude 15% VAT, which must be shown separately in Annex B.
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3.1 Line Information

Line	Target Quantity	UOM	Response Quantity	Response Price	Line Amount	Promised Date
1-SIM Card, Pre-Paid, Thuraya, -	300,000	Each				
2-Registration Material, Training	300,000	Each				

Line	Target Quantity	UOM	Response Quantity	Response Price	Line Amount	Promised Date
3-Distribution and onboarding of beneficiary-owned SIM cards for an indicative quantity of 300,000 refugees across designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. The price shall include all associated distribution, logistics, beneficiary onboarding, and coordination costs for the geographical areas offered. Distribution and onboarding shall be completed through a phased rollout within a maximum of two (2) months.	300,000	Each				

Line	Target Quantity	UOM	Response Quantity	Response Price	Line Amount	Promised Date
4-Provision of monthly bundled mobile connectivity services, including data, voice calls, and SMS, for an indicative quantity of 300,000 refugees across designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. Connectivity services shall be provided for twelve (12) months per beneficiary, commencing from the date of successful SIM card activation. Bidders must specify the monthly unit rate per beneficiary and provide full details of the proposed connectivity package in their Technical Offer.	300,000	Each				

Line	Target Quantity	UOM	Response Quantity	Response Price	Line Amount	Promised Date
5-Provision of account and service management for beneficiary-owned SIM cards and mobile connectivity services across the designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. The price shall include all applicable costs associated with account administration, service coordination, beneficiary support, and ongoing service management throughout the contractual period. This cost shall be quoted separately only where it is not already included in the applicable unit prices. Bidders must clearly explain the allocation of costs by geographical location and ensure that no costs are charged twice.	1	Unit				

Line	Target Quantity	UOM	Response Quantity	Response Price	Line Amount	Promised Date
6-Provision of performance monitoring and reporting services for beneficiary-owned SIM cards and mobile connectivity services across the designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. The price shall include all applicable costs associated with the preparation and submission of verified Key Performance Indicator (KPI) reports, SIM activation records, connectivity service performance reports, and other required service delivery reports throughout the contractual period. This cost shall be quoted separately only where it is not already included in the applicable unit prices, ensuring that no costs are charged twice.	1	Set				
7-Other mandatory cost (specify) lump sum 1 Fully describe; indicate one-time or area-specific charges	1	Set				

3.2 Line Details

3.2.1 Line 1 SIM Card, Pre-Paid, Thuraya, -

Category Name **Telephony equipment**
Item **EL-TL-10031**

Revision

Allow Alternate Lines **No**
Requested Date

Location **n/a**
DOLLO ADO

Start Price (ETB)

Note **Supply of beneficiary-owned SIM cards for an indicative quantity of 300,000 refugees across 43 designated refugee camps, settlements, reception Centers, entry points, and urban locations throughout Ethiopia, as specified in the RFP Coverage Matrix.**

Attachments

File Name or URL	Type	Description
Annex B- Financial Offer Form.	File	

3.2.2 Line 2 Registration Material, Training

Category Name **Registration supplies**
Item **PR-RT-10000**
Allow Alternate Lines **No**
Requested Date

Revision

Location **Nyien-Yan**
NYIENYAN

Start Price (ETB)

Note **Registration, electronic Know Your Customer (eKYC) verification, and activation of beneficiary-owned SIM cards for an indicative quantity of 300,000 refugees across designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. Only successfully activated SIM cards for eligible beneficiaries shall be billable.**

3.2.3 Line 3 Distribution and onboarding of beneficiary-owned SIM cards for an indicative quantity of 300,000 refugees across designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. The price shall include all associated distribution, logistics, beneficiary onboarding, and coordination costs for the geographical areas offered. Distribution and onboarding shall be completed through a phased rollout within a maximum of two (2) months.

Category Name **ICT**
Telecommunication
services
Item
Allow Alternate Lines **No**
Requested Date

Revision

Location **P.O. Box 111**
Addis Ababa
ASOSA 111

Start Price (ETB)

3.2.4 Line 4 Provision of monthly bundled mobile connectivity services, including data, voice calls, and SMS, for an indicative quantity of 300,000 refugees across designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. Connectivity services shall be provided for twelve (12) months per beneficiary, commencing from the date of successful SIM card activation. Bidders must specify the monthly unit rate per beneficiary and provide full details of the proposed connectivity package in their Technical Offer.

Category Name **ICT**
Telecommunication
services
Item

Revision

Allow Alternate Lines **No**
Requested Date

Location **UNHCR Gondar Field
Office, Woreda 4,
Sub-City Jantekel,
Gondar Town
AMHARA Regional
State
GONDAR TOWN**

Start Price (ETB)

3.2.5 Line 5 Provision of account and service management for beneficiary-owned SIM cards and mobile connectivity services across the designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. The price shall include all applicable costs associated with account administration, service coordination, beneficiary support, and ongoing service management throughout the contractual period. This cost shall be quoted separately only where it is not already included in the applicable unit prices. Bidders must clearly explain the allocation of costs by geographical location and ensure that no costs are charged twice.

Category Name **ICT
Telecommunication
services**

Item
Allow Alternate Lines **No**
Requested Date

Revision

Location **P.O. Box 111
Addis Ababa
ASOSA 111**

Start Price (ETB)

3.2.6 Line 6 Provision of performance monitoring and reporting services for beneficiary-owned SIM cards and mobile connectivity services across the designated refugee locations in Ethiopia, as specified in the RFP Coverage Matrix. The price shall include all applicable costs associated with the preparation and submission of verified Key Performance Indicator (KPI) reports, SIM activation records, connectivity service performance reports, and other required service delivery reports throughout the contractual period. This cost shall be quoted separately only where it is not already included in the applicable unit prices, ensuring that no costs are charged twice.

Category Name **ICT
Telecommunication
services**

Item
Allow Alternate Lines **No**
Requested Date

Revision

Location **Kebele 04
P.O. Box 60
Addis Ababa
GAMBELLA P.O
BOX 60**

Start Price (ETB)

3.2.7 Line 7 Other mandatory cost (specify) lump sum 1 Fully describe; indicate one-time or area-specific charges

Category Name **ICT
Telecommunication
services**

Item
Allow Alternate Lines **No**
Requested Date

Start Price (ETB)

Revision

Location **n/a**
DOLLO ADO

DRAFT