Request for Proposal

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Badri Shoshitashvili str#13

Vake District.

Tbilisi, Georgia

10th of November 2025

To interested institutions/companies.

**Request for Proposal No #PR\_00370876**

Dear Sir/Madam:

DRC (Danish Refugee Council), founded in Denmark in 1956, is Denmark’s largest and the world’s leading non-profit, independent, rights-based refugee organisation. The organisation’s vision is to assist refugees, internally displaced people, and their host communities to a dignified life. DRC protects lives and human rights and empowers beneficiaries throughout conflict displacement by providing shelter, food, and hope in terms of work, education, and integration towards a sustainable future. Since 1998, programmes in the South Caucasus have been designed through a “protection lens”, ensuring that all activities integrate protection principles. As such, the organisation will continue to work on expanding its knowledge and ensure durable solutions are provided to IDPs, returnees, and host communities, as well as make IDPs, returnees, host communities, and persons in a refugee-like situation aware of and actively claim their rights, through legal assistance and awareness raising, in line with its strategic aspirations.

**DONOR: Swedish International Development Agency (SIDA)**

**As part of this operation, the DRC requires the** **digitalisation of existing training materials developed by the UPG Knowledge Hub, transforming them into interactive, user-friendly e-learning modules for integration into an online learning platform.**

**The service provider will not develop a new platform but will prepare the existing materials in formats fully compatible with the designated e-learning system.**

**Requested Service: Digitalisation of Elaborated Training Courses for E-Learning Platform**

**For detailed requirements, please be guided by the RFP/ Annex A.1 & Annex A1.1 Technical Requirements and ToR**

**Your proposal must be expressed in *English* and valid for a minimum of 90 days after RFP#PR\_00370876 closure.**

# Tender Details

The Tender details are as follows:

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Time, date, and address as appropriate** |
| 1 | RFP\_PR\_00370876 | 10th of November,2025 |
| 2 | Deadline for submitting questions and the Technical Q&A session | 17th of November, 2025 12:00 Georgia Time Via Zoom on the link below  <https://zoom.us/j/93958848960?pwd=adQL2FpYX6ZSzJy6vXK9EleSFsRXVK.1> |
| 3 | Closing date and time for receipt of Tenders | **8th of December 2025 17:00** |
| 4 | Tender Opening Location | Tbilisi, Badri Shoshitashvili str #13 |
| 5 | Tender Opening Date and Time | 9th of December 2025 12:00 |

**PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE**

# Important information regarding this RFP

This RFP seeks a qualified service provider to digitalize existing UPG Knowledge Hub training materials into interactive, user-friendly e-learning modules for integration into an online platform.

# Selection and Award Criteria

# The evaluation process consists of three stages:

1. Administrative
2. Technical
3. Financial.

**Bidders will be evaluated using the following criteria, with points allocated on a scale from 1 – 10 for each of the criteria stipulated below. The weighting for each category is as follows:**

**1. Qualifications (Total 50%)**

* **Documented experience in relevant sectors: 20%**
* **Proven experience in developing digital learning courses: 30%.**

**2. Proposed Services (Total 30%)**

* **Quality and appropriateness of the proposed content in addressing DRC’s requirements: 15%**
* **Clarity of understanding and alignment with the Terms of Reference (ToR): 15%**

**3. Budget / Best Value for Money (Total 20%)**

* **Reasonableness and competitiveness of the proposed budget relative to the scope of work and expected deliverables: 20%.**

**The Applicants are required to propose a comprehensive overall budget along with a detailed breakdown aligned with the project phases, including costs for scripting, digitalization, multimedia production, and testing, in accordance with the TOR.**

## Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. The documents listed below shall be submitted with your bid.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Annex #** | **Mandatory Documents** | **Instructions** |
| 1 | A.1 | Technical Proposal (Annex A.1/ Annex A.1.1) in EUR, with a detailed timeline, involved human resources   * CVs of team members, including designers and technical staff. * List of relevant consultancy services conducted over the last 3 years indicated relevant links of at least one manual and one video tutorial. * List of digital training courses developed within the past three years, including links to publicly accessible sources or, where applicable, access to internal platforms. If access cannot be provided, a demo video or other visual evidence of the digital training course should be shared to demonstrate relevant experience. * Recommendation letters from previous contractors (at least 2 recommendation letters). | Mandatory- Sign, stamp and submit  All required documentation is part of the technical evaluation |
| 2 | B | Tender and Contract Award Acknowledgement Certificate | *Sign, stamp, and submit* |
| 3 | C | Terms of Reference (ToR) | Sign, stump and submit |
| 4 | D | General Conditions of Contract | Reference documents: Read and familiarize (will be required at the signing of the contract) |
| 5 | E | Supplier code of conduct | Sign, stamp, and submit |
| 6 | F | Supplier Profile and Registration Form | Complete ALL sections in full, sign, stamp, and submit |
| 7 | G | Registration Certificate (NAPRN) |  |

## B. Technical Evaluation

To be technically acceptable, the bid shall meet the stipulated requirements and specifications in the attached Terms of Reference and Technical Bid Annex A.1.Annex A 1.1

## C. Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically non-compliant will not be financially evaluated. The applicant is expected to propose the overall budget and a detailed budget breakdown based on the deliverables per phase, including costs for scripting, digitalization, multimedia production, and testing.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by DRC after it has received the Proposal.

DRC will give a weighted combined Technical and financial score. The weighted score will determine the contract award.

The final decision will be made after the interview considering applicants’ relevant experience, qualification, and cost efficiency of the offer.

# Tender Process

The following processes will be applied to this Tender:

* Tender Period
* Tender Closing
* Tender Opening
* Administrative Evaluation
* Technical Evaluation
* Financial Evaluation
* Contract Award
* Notification of Contract Award

# Submission of Bids

Bidders are solely responsible for ensuring that the full bid is received by DRC by the RFP requirements, before the specified date and time mentioned above. DRC will consider only those portions of the bids received before the closing date and specified time.

Bids not received before the indicated time and date as set forth on page 1, or delivered to any other email address, or physical address, will be disqualified.

Bids submitted by mail, or courier by so are at the Bidders’ risk and DRC take no responsibility for the receipt of such Bids.

Bidders are solely responsible for ensuring that the full Bid is received by DRC by the RFP requirements.

## Hard Copy:

Hard copy Bids shall be separated into ‘Financial Bid’ and ‘Technical Bid’:

* + The Financial Bid shall only contain the financial bid form, Annex A.2
  + The Technical Bid Annex A.1 shall contain all other documents required by the tender as mentioned in section A. Administrative Evaluation but excluding any pricing information.

Each part shall be placed in a **sealed** envelope, marked as follows:

**TECHNICAL BID**

**RFP No PR\_00370876**

Bidder Name:

**FINANCIAL BID**

**RFP No** **PR\_00370876**

Bidder Name:

Both envelopes shall be placed in an outer **sealed** envelope, addressed, and delivered to:

RFP No. PR\_00370876

Danish Refugee Council

Tbilisi

Badri Shoshitashvili str#13

## Email submission.

## Bids can be submitted by email to the following dedicated, controlled, & secure email address: [rfq.geo.tbs@drc.ngo](mailto:rfq.geo.tbs@drc.ngo)

When Bids are emailed, the following conditions shall be complied with:

* **The RFP number shall be inserted in the Subject Heading of the email.**
* **Separate emails shall be used for the ‘Financial Bid’ and ‘Technical Bid’, and the Subject Heading of the email shall indicate which type the email contains.**
  + The financial bid shall only contain the financial bid form (the bidder can provide their financial bid).
  + The technical bid shall contain all other documents required by the tender, excluding all pricing information.
* Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or Excel formats will result in the bid being disqualified.
* Email attachments shall not exceed 4MB; otherwise, the bidder shall send his bid in multiple emails.

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of Bids submitted by email as part of the e-tendering process.

**Bids can be submitted in hard copy or electronically. If the Bidder submits a Bid in both Hardcopy and electronically, DRC will choose the version that is the most advantageous to DRC.**

# Completion of Bid Form

## Prices Quoted

Any discount offered shall be included in the Bid price. All costs related to digitalization (e.g., design, scripting, voice-over, QA, testing) must be included in the Bid price.

## Currency

The currency of the Bid shall be in ***EUR,* VAT excluded.** No other currencies are acceptable.

## Language

The Bid Form and all correspondence and documents related to this RFP shall be in **English.**

## Presentation

All documentation shall be written in ***English***. A duly authorized representative of the Bidder shall sign all Bids.

## Validity Period

Bids shall be valid for a minimum of **90 Days** after RFP tender closure.

# Acceptance

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete; c) withdraws and/or supplementary information submitted after the time and date of the RFP Closure.

# Award of Contracts

This RFP does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except under a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC will notify successful Bidders of its decision concerning their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any RFP, to reject any or all Bids in whole or in part, and to award any contract.

# Payment terms

Payments will be made in four tranches linked to the acceptance of deliverables, as follows:

1. **1st payment (25%) – Upon submission and approval of inception report and finalized work plan.**
2. **2nd payment (25%) – Upon delivery and approval of the first batch of digitalized modules.**
3. **3rd payment (25%) – Upon delivery and approval of the remaining modules and user testing feedback.**
4. **4th payment (25%) – Upon final acceptance of all deliverables and submission of source files and documentation.**

# Confidentiality

This RFP or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFP is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFP, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this RFP.

# Improper Assistance

Bids that, in the sole opinion of DRC, have been compiled:

* In breach of an obligation of confidentiality to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration.

# Corrupt Practices

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration, or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought, or accepted – directly or indirectly – as an inducement or reward about activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC’s policy about Anti-Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via [www.drc.dk/where-we-work](http://www.drc.dk/where-we-work), or DRC’s Code of Conduct Reporting Mechanism: [www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism](http://www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism). Reports of suspected corruption can also be reported directly to DRC HQ at [c.o.conduct@drc.dk](mailto:c.o.conduct@drc.dk).

# Conflict of Interest

A Bidder shall not and shall ensure that its employees, officers, advisers, agents, or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential, or perceived conflict of interest between the interests of DRC and the Bidder’s interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder’s business or any kind of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

# Withdrawal/Modification of Bids

Requests to withdraw a Bid after the Bid Closure Time shall not be honoured. If the selected Bidder withdraws its Bid, DRC shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, DRC shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the RFP closure. Any such modification shall be submitted in writing and a sealed envelope, marked with the original Bid number. **No modification shall be allowed after the RFP closure.**

# LATE BIDS

All Bids received after the RFP closure will be rejected.

# Opening of the RFP

The Tender Opening will take place at the time and location stated above.

# Conditions of Contract

All Bidders shall acknowledge that the DRC General Conditions of Contract or the Special Conditions of Contract, as applicable, are acceptable.

# Cancellation of the RFP

In the event of an RFP cancellation, Bidders will be notified by DRC. If the RFP is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders.

The RFP may be cancelled in the following situations:

* where no qualitatively or financially worthwhile Bid has been received or there has been no response at all.
* the economic or technical parameters of the project have been fundamentally altered.
* exceptional circumstances or force majeure render normal performance of the project impossible.
* all technically compliant Bids exceed the financial resources available; or
* there have been irregularities in the procedure, which have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (damages for loss of profits) or relationship to the cancellation of an RFP, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the program or project announced.

In the event of cancellation, bidders will be notified by email, and no costs related to bid preparation will be reimbursed.

# Queries about this RFP

**A technical meeting** will be held on **November 17th at 12:00 Georgia Time via the Zoom link below.** This session is open to all interested parties who wish to gain a comprehensive understanding of the requirement.

<https://zoom.us/j/93958848960?pwd=adQL2FpYX6ZSzJy6vXK9EleSFsRXVK.1>

The primary objectives of the meeting are as follows:

* To provide an overview of the requirements and expectations related to the RFP, including the types of contracts to be entered into.
* To offer potential service providers an opportunity to further understand DRC’s requirements and to seek clarifications regarding the programme and the application process.

**Interested applicants are invited to register their expression of interest and confirm participation in the meeting by sending an email to** [**Ekaterine.basaria@drc.ngo**](mailto:Ekaterine.basaria@drc.ngo) **before the scheduled date above. In case of any changes, those will be informed to the bidders via e-mail.**

**A summary of all questions and official responses will be shared with all interested bidders via email following the meeting.**

# This RFP CONTAINS the following:

1. Annex A.1 Technical Bid
2. Annex A.1.1 Technical Proposal Form
3. Annex A.2 Financial Bid (The potential supplier can provide their own template)
4. Annex B: Tender and Contract Award Acknowledgment Certificate
5. Annex C: Terms of Reference (TOR)
6. Annex C.1 ToR – UPG learning material script outline
7. Annex D: DRC General Conditions of Contract
8. Annex E: DRC Supplier Code of Conduct
9. Annex F: Supplier Profile and Registration

Under DRC’s Anticorruption Policy, Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing the Contract.

Yours sincerely

Basaria Ekaterine

Supply Chain Coordinator

10th November 2025

ANNEX B

**RFP\_00370876 Tender and Contract Award Acknowledge Certificate**

**This attachment shall be signed and submitted with the Bid.**

1. In compliance with the RFP Instructions and General Conditions of Contract, we, the undersigned, offer to furnish some or all the service quoted for, at the prices entered in the attached DRC Bid Form No **RFP#PR\_00370876** delivered to the destination specified therein.
2. We accept the terms and conditions outlined in the RFP Letter, and the following requirements have been noted and will be complied with where applicable:
   1. We confirm that for any offer made where the delivery destination is not as requested in the RFP, DRC reserves the right to disregard the offer.
   2. That conditional Bids cannot be accepted.
   3. That the currency of the Bid should be in **EUR*, VAT Exclusive.***
   4. DRC reserves the right, at its discretion:
      1. To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder.
   5. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract and acknowledgement copy. In case of urgency, successful Bidders may also be notified by email.
   6. We confirm that the validity of this offer is for **90 calendar** days from the date of the RFP closure.
   7. We agree to the terms and conditions outlined in the DRC General Conditions of Contract (Annex D)
   8. We certify that the below-mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or executing any Contracts.
   9. We agree to abide by the DRC Supplier Code of Conduct as attached as Annex E

We agree to the above terms and conditions.

**Submitted by:**

***Company Name***

***Place***

***Date***

***Title/Position***

***Print Name***

***Signature***

A duly authorized company representative

Company Stamp