
DATE: 16 January 2025

REQUEST FOR QUOTATION: No. RFQ/CYP/2025-005

FOR THE FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR TELECOMMUNICATION SERVICES FOR THE NEEDS OF UNHCR CYPRUS

QUOTATION TO BE RECEIVED BY: 30 January 2025 - 23.59hrs (GMT+2).

The Office of the United Nations High Commissioner for Refugees (UNHCR) requests your technical and financial quotation for the provision of telecommunication services to UNHCR Country Office (CO) Nicosia as specified in this Request for Quotation (RFQ) and in more detail in Annex A – Terms of Reference.

1. REQUIREMENTS

- Description: UNHCR CO Nicosia will need the establishment of 3 landlines, 1 fax line, internet services, wi-fi mobile equipment, and an estimated 16 post-paid mobile services.

More details about the specifications of requested services can be found in **Annex A – Terms of Reference**.

UNHCR may award this service contract to a primary and a back-up supplier, with initial duration of two (2) years potentially extendable for an additional period of one (1) year (for a total duration of 2+1 years). The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.

Please note that the figures stated in this document as well as in Annex A, have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities might vary and will depend on the actual requirements and funds available.

Other UN Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidder and could form the basis for a Frame Agreement with other UN Agencies as well.

2. BIDDING INFORMATION

Along with this RFQ, you will receive the following documents:

- Annex A – Terms of Reference
- Annex B – Technical Offer Form
- Annex C – Financial Offer Form
- Annex D – UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex E – UNHCR General Conditions of Contracts for the Provision of Goods – 2018

You are encouraged to read through the whole RFQ package carefully before submitting your offer as it will ensure compliance with submission requirements.

For the competition to run smoothly, we would appreciate your informing us of the receipt of this RFQ package via return email to cypnisupply@unhcr.org Please include in your email:

- Your confirmation of receipt of this RFQ
- Whether or not you will be submitting a proposal.

Requests for Clarifications

In the event bidders have questions or require information or clarifications regarding this RFQ, they are requested to submit them via email to cypnisupply@unhcr.org. **The deadline for receipt of questions is 24 January 2025 COB.** Bidders are requested to keep all questions concise.

Depending on the number and complexity of questions, UNHCR might compile them in a Q&A document and share it with all vendors.

3. RFQ SUBMISSION

3.1. General terms:

Your offer shall be prepared in English and submitted using the Annexes provided. Offers not conforming to the requests might not be taken into consideration.

Note: Certificates, clearances, and other documents issued by Cypriot authorities can be submitted in Greek (there is no need to translate them in English). The rest of the offer must be prepared and submitted in English.

Your offer shall comprise of the following two parts:

- **Technical Offer Form – Annex B**, submitted by your company ensuring that you comply with the requirements as set in Annex A - Terms of Reference.
- **Financial Offer Form – Annex C** containing the financial details of your offer.

3.2. Content of the TECHNICAL OFFER

For your offer to be technically valid, you must comply with the following minimum pass/fail requirements:

- Signed and stamped Terms of Reference (Annex A), confirming acceptance and full compliance with the requirements specified therein.
- Evidence of registration with Commissioner of Communications (OCECPR)
- Evidence of membership to Cyprus Chamber of Commerce and Industry (CCCI)
- Signed and stamped General Conditions of Contracts (Annex D + Annex E), confirming acceptance and full compliance with the requirements specified therein.

Note: Failure to provide any of the above might lead your offer to disqualification.

In addition to the above, you are also requested to submit along with Annex B, the following documentation to assess your ability in providing the services:

- A brief company presentation with year of establishment, list of services provided, technical support and details on the focal point/account manager assigned to UNHCR.
- Map of Cyprus indicating network and data coverage. Phone coverage should be guaranteed on the entire Cyprus territory, while data shall at least be guaranteed on main cities for the company to be considered technical acceptable.
- List of countries with roaming services.
- Details on the offered plans provided with minimum standards met as per Annex A for both mobile/SIM services and internet/landline services.

3.3. Content of the FINANCIAL OFFER

For the financial offer to be valid, the filled-out Annex C must be submitted.

- Annex C must contain an overall offer in Euros.
- Please add information on the charges over rate-plan and roaming fees for each zone.
- The financial offer must cover all services to be provided (price "all inclusive").
- Please specify if there are any other costs.

UNHCR Cyprus is exempt from all direct taxes and custom duties. In this regard: Price has to be given without VAT.

You are requested to hold your offer valid for 120 days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

4. BID EVALUATION

For the award of this project, UNHCR has established evaluation criteria which govern the selection among offers received. Evaluation is made on a technical and a financial basis.

For a bid to be successful, it must adhere to the technical criteria outlined below, based on the requirements outlined in Annex A. The criteria are summarized in the table below.

Criteria	Basis of the evaluation
Confirmation on understanding and full compliance with the requirements listed in the present RFQ	PASS/FAIL Evaluation will be based on the submission of Annex A duly signed/stamped.
Company is registered at the Cyprus Chamber of Commerce and Industry (CCCI)	PASS/FAIL Evaluation will be based on the submission of the Membership to Cyprus Chamber of Commerce and Industry (CCCI)
Company is registered with Commissioner of Communications (OCECPR)	PASS/FAIL Evaluation will be based on the submission of the valid registration with Commissioner of Communications (OCECPR)
Company accepts UNHCR General Terms and Conditions	PASS/FAIL Evaluation will be based on the Annexes D + E duly signed and submitted.
Company has a minimum of 3 years of relevant experience	PASS/FAIL Evaluation will be based on the company registration certificate and the brief presentation.

Company can guarantee phone coverage on the entire Cyprus territory, while data are at least guaranteed on main cities	PASS/FAIL Evaluation will be based on the network coverage map for Cyprus, including the North part.
Company is able to guarantee roaming services in all EU+EEA countries and in most of non-EU countries.	PASS/FAIL Evaluation will be based on the list of countries with roaming services.
Offered plan for mobile and SIM cards meets the minimum requirements listed in Annex A	PASS/FAIL Evaluation will be based on the features of the offered plans for mobile and SIM cards
Offered plan for landline and internet meets the minimum requirements listed in Annex A	PASS/FAIL Evaluation will be based on the features of the offered plans for landline and internet
Company can provide 24/7 technical support, via phone or email every day during the duration of the contract, including weekends and holidays.	PASS/FAIL Evaluation will be based on the evidence of 24/7 technical assistance
A dedicated focal point/account manager is assigned to UNHCR	PASS/FAIL Evaluation will be based on information provided on the dedicated account manager.

Evaluation will be based on the above pass/fail criteria and only companies meeting all the above technical criteria will be considered technically compliant.

Financial Offers of Bidders that have successfully passed the technical evaluation will be considered for financial evaluation.

The outcome of the financial evaluation will be favourable towards the most cost-effective technically compliant offer.

Clarification of Quotations: To assist in the examination, evaluation, and comparison of the quotations, UNHCR may at its discretion ask the Bidder for clarification about the content of the quotation. The request for clarification and the response shall be in writing and no change in price or substance of the quotation shall be sought, offered, or accepted.

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Previous contracts with UNHCR will not be considered as a preference or guarantee for the award of future solicitations on the same subject.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and acceptance by UNHCR of the requested services.

5. SUBMISSION DEADLINE

We would appreciate receiving your quotation on or before **30 January 2025 – 23:59hrs (GMT+2)** by email with the complete forms and relevant documents attached to cypnisupply@unhcr.org

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 20 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ/CYP/2025-005
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

In case of any questions in relation to the present RFQ, please send an email to cypnisupply@unhcr.org Please keep your questions concise.

Thank you for your kind attention.

Charalampos Paraskevopoulos,
Senior Supply Assistant
UNHCR Cyprus, CO Nicosia



