

**DATE: 12/8/2024**

**REQUEST FOR QUOTATION: No. RFQ/CAI/023/2024**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF  
MAINTENANCE SERVICES FOR UPS IN ALL UNHCR OFFICES IN EGYPT**

**QUOTATION TO BE RECEIVED BY: 24 AUG 2024 by 23:59 Hrs.**

## **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

### **1. REQUIREMENTS**

The United Nations High Commissioner for Refugees (UNHCR) in Egypt invites qualified bidders to submit proposals for the establishment of a frame agreement for the provision of UPS maintenance services across all UNHCR offices in Egypt. The initial contract duration will be one (1) year, with the possibility of two additional one-year extensions (1+1) for a total period of (3) three years, subject to satisfactory vendor performance and operational requirements. As per the following specs:

- **Description:** Quarterly and ad-hoc Maintenance service
- **Specifications:** as indicated in Annex A
- **Visits:** as indicated in Annex B
- **Locations:** As indicated in Annex A

### **2. REQUEST FOR CLARIFICATIONS:**

Bidders are required to submit any request for clarification or any questions in respect of this RFQ by e-mail to ARECASUP@UNHCR.ORG. The deadline for receipt of questions is 16 August 2024 by 23:59 Egypt time.

Bidders are requested to keep all questions concise. UNHCR will copy any reply to a question to all other invited suppliers. All the emails sent requesting clarification MUST have the following Subject line:

Email subject: RFQ/CAI/023/24 [QUERY]

UNHCR reserves the right NOT TO REPLY to emails which have no "Query" mark in the email Subject line.

- RFQ/CAI/023/24 Frame Agreement of Maintenance Service for UPS
- Number of e-mails that are sent (example: 1/2, 2/2).

Please find attached in **Annex A** more information about the services required (Terms of reference).

**UNHCR reserves the right to procure one or more of the requested services and recurrency may vary according to operational requirements.**

### **3. RFQ SUBMISSION:**

We would appreciate receiving your quotation on or before 24/08/2024 – 23:59 hrs by email in PDF format **ONLY TO** [arecasup@unhcr.org](mailto:arecasup@unhcr.org) failing to do so may result in disqualification of your offer and marked **INVALID**.

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 Reference: RFQ/CAI/023/2024
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Your quotation must be valid as least for **60 days**. The standard payment terms of **UNHCR is net 30 days** upon satisfactory delivery and installation of goods/services and acceptance thereof by UNHCR.

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR vendor ID. If not, you should complete, sign and submit the **Vendor Registration Form “Annex C”**.

Please find attached in **“Annex D” the UNHCR’s General Conditions of Contracts for Services**. You must clearly indicate in your quotation if you accept them.

Please find attached in **“Annex E” the UN Supplier Code of Conduct**, please note that submitting an offer is deemed as full acceptance of UN Supplier Code of Conduct.

Please find attached in **“Annex F” the “Confirmation on Vendor Sanctions”** that you should complete, sign and stamp.

Your offer shall be prepared in English and/or Arabic. In case of error in the total, UNIT price will be considered for calculation.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration. Your offer should be inclusive of taxes and duties.

Offer: To be conducted via the attached financial form ***Annex B – Financial Form*** **UPS Maintenance**

- Currency: EGP and/or USD
- Unit Cost: including TAX/VAT
- Cost of all Services/Goods all inclusive: EGP/USD

### **4. BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your quotation. UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of quotation, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

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

**IMPORTANT: Your Company must be in the business for a minimum of three (3) years. Bidders in business for less than 3 years shall be disqualified.**

UNHCR reserves the right not to retain bid(s) submitted by a vendor that has performed poorly in the past 12 calendar months in terms of quality defaults, late deliveries and/or non-compliance with the contractual terms and conditions.

#### 5. Qualification/Evaluation Criteria:

The technical component of your offer will be evaluated using the PASS or FAIL criteria as per below:

Sr. No.	Criteria	Assessment
1	The offered services should fully conform to the TOR given in Annex – A	Pass / Fail
2	The Company must provide proof that they have been in the business for minimum three (3) years on the tender closing date	Pass / Fail
3	Submission of company documents: License, Registration, and most recent tax certificate registration (رخصة شركة, شهادة إثبات سداد الضريبة, مستخرج من السجل التجاري العام)	Pass / Fail
4	Article of association indicating the company's authorized activities which must be relevant to the solicited goods/ Services. (عقد تأسيس الشركة)	Pass / Fail
5	The supplier must have proof of experience of three years of specialized experience in UPS systems maintenance up to the present date.	Pass / Fail
6	The supplier's mobilization and service delivery time is in line with the requirement specified in Annex A	Pass / Fail
7	The Vendor has submitted a signed and stamped copy of Vendor Registration Form or existing UNHCR vendor ID (Annex C)	Pass / Fail
8	The Vendor acknowledges the UNHCR General Conditions of Contract (Annex D) – a signed and stamped copy to be submitted	Pass / Fail
9	The Vendor acknowledges UN Supplier Code of Conduct (Annex E) a signed and stamped copy to be submitted	Pass / Fail
10	The Vendor has signed and stamped Annex F (Confirmation on sanction lists)	Pass / Fail

**Only Offers that PASS all the above criteria shall be considered for financial evaluation.**

**6. TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFQ will be made in the currency of your offer. Payment will be made in accordance with the General Conditions for the provision of services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR focal point.

**7. Zero Tolerance Policy**

Please note that UNHCR strictly follows zero tolerance policy and as such, advises to its bidders not to offer any gifts, favor, hospitality, commission, etc. to UNHCR Staff. Any bidder found to be offering gifts, favor, hospitality, commission, etc. to UNHCR Staff will be placed on United Nations sanctioned list.

Thank you for your kind attention.

Asmaa Boukhait  
Supply Officer - UNHCR Egypt Office

