

DATE: 11/08/2024

REQUEST FOR QUOTATION No.: HCR/IRQ/COE/2024/RFQ-029

PROVISION OF INTERNET SERVICE TO UNHCR OFFICES, CAMPS AND SITES IN KRI, IRAQ FOR THE DURATION OF THREE (3) MONTHS

QUOTATION TO BE RECEIVED ON OR BEFORE: 18 August 2024 23:59 hrs. IRAQ TIME

The Office of the United Nations High Commissioner for Refugees (UNHCR), office in Erbil, requests your price offer for the **Provision of Internet Service to UNHCR Offices, Camps and Sites in KRI for the duration of three (3) months** as specified below in this Request for Quotation (RFQ).

The following Annexes are an integral part of this RFQ:

Annex A: Financial Offer Form. (Bidders are kindly required to submit signed & stamped PDF version)

Annex B: Terms of Reference

Annex C: UNHCR's General Conditions of Contracts for the Provision of Services.

Annex D: Supplier's Code of conduct

Annex E: Vendor Registration Form

Annex F: E-Tender Box Supplier User Manual

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for contracts.

1. Requirement:

- Establishment of Purchase Order (PO) for the Provision of Internet Service for three months.
- Delivery Locations
- UNHCR Offices, Camps and Sites as stipulated in the financial proposal form
- Offer Validity:60 Days
- Copy of Bank account under company name.
- Registration Certificate and Authorization from Ministry of Transportation and communication to provide internet service in Iraq.
- Tax Certificate/Clearance
- Currency of your offer should be IQD (Iraqi Dinar)
- Filled, signed, and stamped Vendor Registration form (for the suppliers who are not registered with UNHCR)
- Filled, signed, and stamped Financial Offer forms (Annex A)

2. Technical Evaluation Criteria (Pass/Fail)

No	Evaluation Criteria	The documents to be provided
1	Business Registration Certificate	Did the company Submit a Registration Certificate, and have authorization to provide the internet service in KRI or Iraq, from Ministry of Transportation & Communication?
2	Tax Certificate	Has the Company Submitted a valid Tax Clearance/Certificate.
3	General Qualification of the Service Provider	Did the company submit a company profile that includes all relevant documents e.g., company structure, the vision of the company, list of permanent staff, company assets, and a brief description of activities.
4	Technical Requirement	Does the company confirm that the services will be provided in accordance with the TOR by acknowledgment of the ToR document (Annex B).
5	Experience	Does the Company have experience in the provision of internet service for more than 5 Years? Please provide proof for experience by submitting Contracts, Frame Agreements, Long Terms Agreements, Purchase Order..etc.

3. Financial Offer:

Please submit your price offer, using the financial offer form (**Annex A**).
Quoted prices should remain fixed/valid for the period of the contract.

UNHCR is VAT exempted, with this regard, the price has to be given without VAT.

The fairly priced, substantially compliant offer will subsequently be recommended for a contract award.

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

4. RFQ Submission:

We would appreciate receiving your quotation on or before **18/08/2024 – 23:59 hrs. Iraqi Time** by submission online via eTenderBox Tool, which can be accessed at <http://etenderbox.unhcr.org>

To submit a proposal against UNHCR tender, the bidder needs to register in **eTenderbox system**. Please refer to the eTenderbox user manual for bidders at **Annex F: e-Tender Box Supplier user manual**. You are requested to get familiar with this tool and create a login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders. Bidders can access the specific tender by clicking on the “tender reference number”, the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be done.

It is the bidder’s responsibility to upload only technical documentation under the “Technical” category and Financial documentation under the “Financial” category.

Note: The official submission of the selected files for upload is done by clicking the ‘Save & Submit’ button, therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier’s responsibility to ensure that all files of the final offer are submitted before the tender expiration deadline. In order to ensure the safe submission of



the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff, however it is preferable to upload PDF files. Executable files (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled. The maximum size limit per file is 10MB.

UNHCR Iraq encourages suppliers to make their offer well in advance of the deadline to avoid last-minute technical glitches in the submission. In case of technical query regarding the eTenderBox, please send an email to the following helpdesk email address: hqsmsbid@unhcr.org

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

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

Please find attached in [ANNEX C] the UNHCR's General Conditions of Contracts for the Provision of Services-2010. You must clearly indicate in your quotation if you accept them.

Thank you for your kind attention.

Supply Unit

Giorgia Anesin, Snr. Supply Officer

UNHCR Country Office, Baghdad