

DATE: 26/11/2024

REQUEST FOR QUOTATION: HCR/IRQ/COE/2024/RFQ-038

THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF VEHICLE MAINTENANCE AND PERIODIC SERVICES TO UNHCR VEHICLES IN IRAQ OPERATION (ERBIL, DUHOK, SULAIMANIYA) FOR TWO YEARS.

QUOTATION TO BE RECEIVED BY: 01/12/2024 by 23:59 p.m. hrs (Iraq time)

The Office of the United Nations High Commissioner for Refugees 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.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 15,000 people in more than 128 countries continues to help about 70 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see www.unhcr.org .

1. REQUIREMENTS: Specifications/Sizes

The Office of the United Nations High Commissioner for Refugees (UNHCR), Erbil, invites qualified bidders duly registered with the Government of KRI/Iraq to make a firm offer for the **Establishment of a Frame Agreement(s) for the Provision of Vehicle Maintenance and Periodic Services to UNHCR in Iraq operation (Erbil, Duhok and Sulaymaniyah) for Two Years.**

The estimated annual requirement of UNHCR for regular service and repair is detailed in the attached **Annex A- Terms of reference (ToR)**. Please note that estimated figures have been stated in order to enable bidders to have an indication of the projected services requirements. It does not represent a commitment that UNHCR will purchase the quantities as indicated in the ToR. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

The following Annexes form integral part of this RFQ:

- Annex A: Terms of Reference.
- Annex B: Technical Evaluation Criteria.
- Annex C: Financial Offer Form.
- Annex D: Vendor Registration Form (*For suppliers who are not registered with UNHCR*)
- Annex E: UNHCR General Conditions of Contracts for provisional of Goods and Services.
- Annex F: e-Tender Box Supplier user manual.
- Annex G: How to Joint Microsoft Teams.
- Annex H: e-Tender Box Supplier User Manual.

2. Technical Evaluation

The Bidders must meet below mandatory pre-qualification criteria in order for their bids to be considered for further evaluation.

Technical Criteria:

1. **Business Registration Certificate:** Vendors to be registered as General Trading Company or Specialist in Vehicle maintenance in IRAQ (Federal Government or Kurdistan Region of Iraq), it's required to submit their certificate of registration.
2. **Dealer Authorization:** Provide a valid manufacturer's authorization certificate for 3S (Sales, Service & Spare parts) or 2S (Service & Spare Parts) from TOYOTA
3. **Valid commercial/company bank accounts:** Company business bank account carrying the name of the registered business/company. Bids with a Personal Bank Account will not be accepted. Submission of a letter from the bank showing the company banking information under the company name as evidenced in the Vendor Registration Form.
4. **Acknowledgment of UN Supplier Code of Conduct:** Submission of the acknowledgment UN Supplier Code of Conduct.
5. **Acknowledgment of General Condition:** Submission of acknowledgment of UNHCR General Condition of Goods and Services.
6. **Acknowledgment of Terms of Reference:** Submission of acknowledgment Terms of Reference.

3. **PRE-BID CONFERENCE:**

UNHCR will organize a supplier pre-bid conference on MS Teams, on **28/11/2024 at 14:00 hrs**. A maximum of ONE representative per company is allowed. Name and contact details of the company's representatives must be provided by e-mail to IRQERPROC@unhcr.org and CC: omerr@unhcr.org before **28/11/2024**. Staff changes need to be shared in advance; otherwise, they will not be able to participate.

Participation to the pre-tender conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. However, after the supplier conference, a Questions & Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

4. **FINANCIAL OFFER:**

Please submit your price offer, using financial form (**Annex C**).

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

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

The standard payment terms of UNHCR through EFT (electronic funds transfer) are net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for contracts and supplier code of conduct [Signed copy is not required at this stage.

4. **RFQ Submission**

We would appreciate receiving your quotation on or before **01/12/2024 – 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: hqsmbsbid@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 **90 days**. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Thank you for your kind attention.

Abdikani Hassan GEDI

Supply Officer

Erbil UNHCR Country Office