

REQUEST FOR PROPOSAL

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF

CISCO IP TELEPHONY SUPPORT SERVICES

INTRODUCTION TO UNHCR

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.

Across more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

RFP DOCUMENTS

- Annex A1: List of Cisco licenses and servers updated
- Annex A2: List of Hardware and Software Subscriptions
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Terms of Reference (TORs)
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex F: UN Supplier Code of Conduct
- Annex G: ERP Supplier Portal Guidelines

BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

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 requirements, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

Proposals should NOT be addressed to the email addresses in this email. Proposals should be submitted via UNHCR's Cloud ERP Supplier Portal.

Bidder MUST be registered and the Supplier Portal can be accessed via the following URL: <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

Click 'Supplier registration portal' for suppliers new to doing business with UNHCR.

Click 'Supplier portal log-in' for suppliers previously registered with UNHCR.

Please read Annex G carefully for registration and submission via UNHCR's Supplier Portal.

CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

PRE-BID CONFERENCE

UNHCR will organize a supplier pre-bid conference on 25/08/2024 at 11:30 hrs Jordan Local Time via **Microsoft Teams**. To participate in the pre-bid conference, bidders are required to express their interest by using the below link:

Join the meeting through Microsoft Teams using the below:

Meeting ID: 333 231 059 028

Passcode: Qm3JGp

Or

Join on a video conferencing device

Tenant key: unhcr2@m.webex.com

Video ID: 123 883 198 8

RFP KEY DATES:

RFP Launch Date	19/08/2024
Questions submission deadline	16/09/2024
Pre-bid conference date (including ERP submission presentation)	25/08/2024
RFP Submission deadline	30/09/2024

Supply Unit

UNHCR Country Office Jordan

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1 Overview

1.1 General Information

Title **RFP/JOR/2024/197 - CISCO IP TELEPHONY SUPPORT SERVICES**
 Synopsis **The Office of the United Nations High Commissioner for Refugees (UNHCR), Jordan, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of CISCO IP Telephony support services.**

Introduction

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date Open Date **19/08/24 10:49 AM**
 Close Date **30/09/24 12:01 PM** Award Date
 Time Zone **Eastern European Time**

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Multiattribute scoring**

1.4 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.5 Terms

Agreement Start Date	Agreement End Date
Agreement Amount (JOD)	Minimum Release Amount (JOD)
Payment Terms HCR Net 30	Freight Terms FOB
Shipping Method	<input type="checkbox"/> Buyer managed transportation
Negotiation Currency JOD (Jordanian Dinar)	Price Precision 3

2 Requirements

**Response is required*

2.1 Section 1. Preliminary Information (Technical)

1. General Contract Information

The Office of the United Nations High Commissioner for Refugees (UNHCR), [Jordan], invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of **CISCO IP Telephony support services**(referred to hereinafter as Services).

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex D of this document.

UNHCR may award the Frame Agreement with initial duration of Two (2) years, potentially extendable for a further period of One (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified in the attached annexes.

Please note that figures have been stated in order 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 may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance with the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

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

2.

Evaluation Methodology

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical and Financial evaluation:

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 be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received based on Pass/Fail and weighted criteria as below:

PASS/FAIL CRITERIA
Valid registration certificate from the Chamber of Trade and commerce + Business Company Certificate + Licenses to operate in Jordan
At least 10 years of experience in working in the related field and supporting CISCO platforms and IVR systems (Registration Proof Required)
Supplier Code of Conduct
ISO 27001 Certificate in Cyber Security and Information Security
Valid company commercial bank account (personal bank account are not acceptable)

The percentage assigned to each component is determined in advance as follows:
 The Technical offer will be evaluated using inter-alia the following criteria and percentage distribution: 70% from the total score:

Technical Evaluation Criteria	
Relevance and feasibility of	Total: 30

technical proposal	
<p>Relevance of company Profile and Reliability</p> <p>1- Core business</p> <p>2- Years in business</p> <p>3- Number of current clients</p> <p><u>What to upload:</u> Signed and stamped statement with the above information</p>	<u>10</u>
<p>Complete an operational plan, staffing and communications overview to conduct the requirement of the terms of reference supplied as Annex D to this Tender.</p> <p><u>What to upload:</u></p> <p>Organigram</p> <p>Description of reporting lines</p> <p>Profiles of engineers and Project Manager (s)</p>	<u>10</u>
<p>Cyber Security Report Flow</p> <p>Mention what your company's approach is in the event of a security incident is and how it will be dealt with - Including a detailed Report Flow</p> <p><u>What to upload:</u></p> <p>Statement and Report Flow</p>	<u>10</u>
Relevant capacity & quality of work experience	Total: 35

<p>Relevant & documented company expertise</p> <p><u>What to upload:</u></p> <p>Trade license and any other valid and applicable licenses</p>	<u>10</u>
<p>2 X Cisco Engineers (CCIE - Collaboration & Cyber Security)</p> <p><u>What to upload:</u></p> <p>CVs</p>	<u>15</u>
<p><u>What to upload:</u></p> <p>List of 3 X References</p> <p>List in detail including the project nature and client on experience in conducting similar services within the last 5 years.</p> <p>List similar trainings conducted to clients including the name of the client and year conducted.</p> <p>UNHCR staff training on level-one support - 4 X Training per year to be included in Annex C detailed offer</p>	<u>10</u>
Proposed service modality	Total: 5
<p>Service delivery schedule -</p> <p>Including Service Level Agreement</p> <p><u>What to upload:</u> Schedule</p>	<u>3</u>
<p>Cisco Gold Partner</p> <p><u>What to upload:</u> Certificate</p>	<u>2</u>

Grand Total :	<u>70</u>
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The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.
 The cut-off point for submissions to be considered technically-compliant will be 42% out of the 70%.

Clarifications of Proposals:

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

The **Financial offer** will use the following percentage distribution: 30% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

*3. Technical Documents

Please download and study the attached:

- Terms of Reference
- List of Software and Hardware
- List of Cisco Licenses

Attachments:

File Name or URL	Type	Description
List of Hardware and Software	File	
List of Licenses	File	

Terms of Reference	File	
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Select one of the following:-

- a. Technical Documents Downloaded and Studied

2.2 Section 2. Administrative Requirements (Technical)

*1. General Conditions of Contracts

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Services?

Attachments:

File Name or URL	Type	Description
General Conditions of Contract	File	

Hint: Please download the attached UNHCR General Conditions of Contracts for the provision of Services and upload a signed copy.

Select one of the following:-

- a. Upload Signed and Stamped(*Response attachments are required*)

Comments:

- *2. **Eligibility and Commercial/ Supplier Registration Check:** As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors.

Hint: Kindly Ensure your company is not listed in any Ineligibility list.

Select one of the following:-

- a. No, not listed in ineligibility list and proceed

Comments:

*3. Acknowledgment of UN Supplier Code of Conduct:

Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

Attachments:

File Name or URL	Type	Description
UN Supplier Code of Conduct.PD	File	

Hint: If you reply by yes, please upload a signed copy of the document

Select one of the following:-

- a. Yes, Accepted(*Response attachments are required*)

Comments:

*4. Company Capacity:

Please provide:

Valid registration certificate from the Chamber of Trade/Business Company Certificate/License with a company experience in the market that is not less than 10 Years.

Hint: Please upload the statements here.

Select one of the following:-

a. Proof Uploaded(*Response attachments are required*)

Comments:

*5. Valid company business bank account

Please upload a valid commercial bank account:

Showing your company name

Bank Account Number

Signed and stamped by the bank

BANK ACCOUNT

UNHCR will **not accept** offers from companies that do not have the following requirements:

a) Commercial bank account

b) Name of the company has to match with the bank account and the commercial certificate.

Select one of the following:-

a. Uploaded?(*Response attachments are required*)

Comments:

*6. ISO 27001 certificate in the Cyber Security and Information security.

Hint: Please upload ISO Certificate

Select one of the following:-

a. Upload ISO Certificate(*Response attachments are required*)

Comments:

2.3 Section 3. Technical Proposal Part 1 (Technical)

*1. Relevance of company Profile and Reliability

1- Core business

2- Years in business

3- Number of current clients

Upload: Signed and stamped statement with the above information

Hint: Upload: Signed and stamped statement with the above information

Select one of the following:-

a. Uploaded?(Response attachments are required)

Comments:

- *2. Complete an operational plan, staffing and communications overview to conduct the requirement of the terms of reference supplied as Annex D to this Tender

Upload:

Organigram

Description of reporting lines

Profiles of engineers and Project Manager(s)

Hint: Upload: Organigram Description of reporting lines Profiles of engineers and Project Manager(s)

Select one of the following:-

a. Uploaded?(Response attachments are required)

Comments:

- *3. Cyber Security Report Flow

Mention what your company's approach is in the event of a security incident is and how it will be dealt with - Including a detailed Report Flow

Upload:

Statement and Report Flow

Hint: Upload: Statement and Report Flow

Select one of the following:-

a. Uploaded?(Response attachments are required)

Comments:

2.4 Section 4. Technical Proposal Part 2 (Technical)

- *1. Relevant & documented company expertise

Upload:

Trade license

Other valid and applicable licenses

Hint: Upload: Trade license Other valid and applicable licenses

Select one of the following:-

a. Uploaded?(Response attachments are required)

Comments:

- *2. Curriculum Vitae of core staff

2 X Cisco Engineers (CCIE - Collaboration & Cyber Security)

Upload: CVs

Hint: Upload: CVs

Select one of the following:-

a. Uploaded?(Response attachments are required)

Comments:

*3. References

List of 3 X References

List in detail including the project nature and client on experience in conducting similar services within the last 5 years

List similar trainings conducted to clients including the name of the client and year conducted

UNHCR staff training on level-one support - 4 X Training per year to be included in Annex C detailed offer

Select one of the following:-

a. Uploaded?(*Response attachments are required*)

Comments:

2.5 Section 5. Technical Proposal Part 3 (Technical)

*1. Service delivery schedule -

Including Service Level Agreement

Upload: Schedule

Hint: Upload: Schedule

Select one of the following:-

a. Uploaded?(*Response attachments are required*)

Comments:

*2. Cisco Gold Partner

Please upload your Cisco Gold Partner Certification

Hint: Upload Certificate

Select one of the following:-

a. Uploaded(*Response attachments are required*)

Comments:

2.6 Section 6. Financial Proposal (Commercial)

*1. Financial Proposal

The Financial offer will use the following percentage distribution: 30% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive

points in inverse proportion to the lowest price.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

Please provide the cost breakdown of your financial proposal as per the template and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated under "lines" section.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

The cost of preparing a proposal and of 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.

In case of any discrepancies, the information provided in the offer form (Annex C) supersedes the information mentioned under the tab Lines.

Please ensure the form is downloaded, filled, **signed and stamped** then uploaded.

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

a. Donwloaded, Filled and Uploaded(*Response attachments are required*)

Comments:



3 Lines

Instructions	Below must include the total price offer for three years as a lump-sum.
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3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-Cisco Professional Support Service (Total 3-Year Cost)				

3.2 Line Details**3.2.1 Line 1 Cisco Professional Support Service (Total 3-Year Cost)**

Category Name	ICT Software design and development	
Allow Alternate Lines	No	
Target Minimum Release Amount (JOD)		Estimated Total Amount (JOD)
Start Price (JOD)		