

ANNEX A

TERMS OF REFERENCE

DATE: 31/01/2024

INVITATION TO BID: No. ITB/2024/01

Provision of ICT equipment and software under Frame Agreements for a period of 2 (two) years, potentially extendable for a further period of 1 (one) additional year

1. Background

The UN Refugee Agency (UNHCR) is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

We work to ensure that everybody has the right to seek asylum and find safe refuge, having fled violence, persecution, war or disaster at home.

UNHCR has established an office presence in Chisinau, Moldova and is present in some of the borders points through Moldova to assist refugees.

2. Scope of the work

UNHCR Moldova is procuring large quantities of ICT equipment and is exploring the possibility of entering into a Frame Agreement for a period of 2 (two) years, potentially extendable for a further period of 1 (one) additional year with multiple qualified suppliers of IT equipment in order to cover the needs of the UNHCR Moldova office and its various partners.

UNHCR will award the Frame Agreement to up to three technically qualified and responsive bidders, which quoted the lowest price. The orders will be placed as needs arise.

3. Details on the work and its delivery

During the contract period, UNHCR estimates to procure the items listed in the Annex C. All figures indicated in the table are estimated based on historical volume of transactions of the UNHCR Moldova, and are not to be taken as a guarantee of business transactions.

Specific orders will be placed based upon the outcomes of the secondary-bidding processes with among the vendors awarded Frame Agreements which UNHCR will run for each individual order.

Quotations submitted in mini-biddings should not exceed the contracted price for individual items by more than 10% and may be accepted if fully justified and documented. UNHCR maintains the prerogative to disqualify such quotations in the mini-bidding exercise.

Additional items not listed in Annex B, which fall within a reasonable scope of ICT equipment, software and accessorize may also be requested.

Purchases are to be delivered in the Republic of Moldova with locations specified in the mini-bidding exercise. Incoterm applicable to all mini-biddings is DAP, Incoterms 2020 incl. off-loading.

4. Warranty & Technical Support

The full warranty shall include maintenance, troubleshooting and repair including provision of spare parts. Bidders shall provide evidence of local authorized technical support services availability for the offered equipment in Moldova, as a minimum requirement. If during the warranty period any defects are discovered or arise in the normal course of usage of the delivered equipment, the successful bidder(s) shall remedy the defect either by replacement or by repair. In case of repair, a competent service person either from the contractor (bidder) or from the local authorized company needs to visit the location of the equipment and provide the detailed state report and troubleshooting/repair schedule within the next business day after the contractor (bidder) or contracted authorized representative was informed of warranty execution. Bidders shall describe the warranty and post-warranty conditions provided and procedures applied.

5. Contractual Arrangements, Pricing Conditions and Placement of Orders

UNHCR Moldova will award the FA to three technically qualified and responsive bidders, which quoted the lowest price overall for the ITB. Bidders shall price their bids based on the envisaged volume and value of IT equipment purchases described in this document. All prices quoted shall comply with DAP Incoterm and shall include loading/unloading, transportation to final destination. Call-offs against the signed FAs shall be made as needs arise by means of placing a Purchase Order. In order to identify the contractor for each individual order, UNHCR Moldova shall conduct secondary bidding among the FA holders. Every FA holder shall be requested to submit a quotation as per requirements of each individual order. Pursuant to an evaluation that shall consist of a compliance check of the offered equipment against the requested, as a guiding principle and with due economical consideration, the order shall be placed with the bidder who quotes the lowest price among those that meet the minimum technical requirements. The FA holder which has been awarded the Purchase Order shall acknowledge the Purchase Order and return it via email.