



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

OPENING DATE: 25 NOVEMBER 2024
REQUEST FOR QUOTATION: RFQ/SC/2024/029

FOR THE ESTABLISHMENT OF THREE (3) THREE-YEAR FRAME AGREEMENT FOR THE PROVISION OF POSTPAID CELLULAR AND DATA SERVICES IN BALOCHISTAN-PAKISTAN

CLOSING DATE AND TIME: 05th December 2024 – 17:00 hrs. PST

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.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 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 <http://www.unhcr.org>.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), sub office at Quetta, Pakistan, invites qualified and licensed cellular service providers in Pakistan, to make a firm offer for **Establishment of three (1+1+1) years' frame agreement for provision of Postpaid Cellular And Data services In Baluchistan** (referred to hereinafter as "Services").

IMPORTANT:

Service Requirements are mentioned in **Annex B** of this document.

The successful bidder(s) will be requested to maintain their quoted prices throughout the duration of the frame agreement.

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 Contract with other UN Agencies.

IMPORTANT:

When a Contract is awarded, either party can terminate the agreement only upon **60 days (2 months)** notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 71** "settlement of disputes" of the UNHCR General Conditions of Contracts for Civil Works shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Quotation document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: This document is not construed in any way as an offer to contract with your company.

BIDDING INFORMATION:

The following annexes form integral part of this RFQ:

- Annex A: Service Requirements Form
- Annex B: Package Proposal Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contract for Services
- Annex E: UN Supplier Code of Conduct

Your offer shall be prepared in English.

IMPORTANT:
 Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

TECHNICAL EVALUATION:

Please note that by submitting a response to this RFQ you are authorizing UNHCR to verify or reference check the authenticity of the information and documentation you have provided, and this shall be done without any notification or further request for authorization from you.

The technical details of the cellular and data services requested for by UNHCR can be found in **Annex B (Service Requirement form)**.

Administrative component of the submission will be assessed using the below criteria. Therefore, the bidders shall include in their technical offer enough relevant documents to satisfy the below administrative and technical criteria.

Sr.	ADMINISTRATIVE CRITERIA	Yes / No
1.	Technical Offer Form / Bid Data Sheet <i>Has the bidder provided filled/completed Annex A – Technical Offer Form/Bid Data Sheet, and have attached the required documentation duly signed and stamped?</i>	Yes / No
2.	Company / Business Registration <i>Is the Bidder registered with Government Authorities (NTN & STRN, Form H, and/or Incorporation Certificate)? Has the Bidder provided copies of company registration documents, along with a brief company profile?</i>	Yes / No
3.	UNHCR General Conditions for Services <i>Has the bidder submitted acknowledged/signed and stamped copy of UNHCR General Conditions for Goods and Services?</i>	Yes / No
4.	UN Supplier Code of Conduct <i>Has the bidder submitted acknowledged/signed and stamped copy of UN Supplier Code of Conduct?</i>	Yes / No

Bidders must fulfil the administrative criteria.

The technical component of the submission will be evaluated using the criteria **PASS or FAIL** by using the below criteria.

Sr.	TECHNICAL CRITERIA	Pass / Fail
5.	Experience in Cellular services voice and Data: Evidence of <i>Contracts/Agreements/Purchase Orders in cellular phone services of at least 2 million PKR per Contract / PO established from 2020 onwards. Please, provide at least three (3) copies of Contracts/Purchase Orders with contact reference details.</i>	Pass / Fail

Sr.	TECHNICAL CRITERIA	Pass / Fail
6.	Customer support services and resolution of complaints and Queries <i>Bidder has a customer support helpline and will provide a dedicated customer service Representative for UNHCR.</i>	Pass / Fail
7.	Network Coverage in Baluchistan <i>The bidder has a cellular network coverage in Baluchistan for the following six (6) Districts Quetta, Chaghi, Qila Saifullah, Loralai, Pishin and Chaman.</i>	Pass / Fail
8.	Network Technology <i>The bidder has a minimum 3G technology service available in all the six (6) districts mentioned in Criteria above.</i>	Pass / Fail

FINANCIAL EVALUATION:

The financial component will be analyzed only for those bidders that pass the technical evaluation. All bids from technically qualified bidders will be evaluated based on:

- Compliance with the established UNHCR requirements/BOQs.
- Lowest price offer of technically qualified 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 needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

RFQ SUBMISSION:

We would appreciate receiving your quotation on or before **05 December 2024 10:00** AM Pakistan Standard Time (PST) by e-mail in PDF format to PAKQURFQ@unhcr.org

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

Your offer shall comprise the following two sets of separate emails:

- Technical offer (First email)
- Financial Offer (Second Email) by submitting only filled and signed Annex-C (Package proposal form)

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

Any delay in UNHCR's response shall not be used or considered as a reason for extending the deadline for submission of bids, unless UNHCR determines that such an extension is necessary and communicates a new deadline to the bidders.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 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/SC/24/029**
- 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 are Net Zero, Within 30 days upon satisfactory delivery of goods and / OR services and acceptance thereof by UNHCR.

Please find attached in **Annex-E** the UNHCR's General Conditions for Services. You must clearly indicate in your quotation if you accept them.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, and submit the Vendor Registration Form (**Annex-D**) along with following documents as a part of your technical proposal.

- Vendor Registration form
- Recent Bank Statement (Not older than 2-months) or Recent Bank Maintenance Letter
- Company Registration Certificate
- NTN Certificate

UNHCR implements a ZERO tolerance on fraud and other proscribed practices and is committed to identifying and addressing all such acts and practices against UNHCR, as well as third parties involved in UNHCR. UNHCR expects its suppliers to adhere to UN Supplier Code of Conduct attached at **Annex-F**.

Thank you for your kind attention.



Richard Musaki
Associate Supply Officer
UNHCR Sub office – Quetta, Pakistan