

ANNEX B
TECHNICAL OFFER FORM
Supply of Cisco Equipment, ICT Equipment and Related Services

ITB NO: ITB/2018/1051
DATE:

Sr. No.		Mandatory Requirements (Pre-Qualification Criteria)	Included		Comments/Remarks
			Yes	No	
1		Brief Description of Company			
	1.1	<i>Company Profile</i>			
	1.1.1	<i>Year founded</i>			
	1.1.2	<i>Multi-location: if so specify headquarters</i>			
	1.1.3	<i>Similar projects and successfully completed projects</i>			
	1.1.4	<i>Similar projects underway</i>			
	1.1.5	<i>Total number of clients</i>			
	1.2	<i>Registration certificate</i>			
	1.3	<i>Last two audited financial reports</i>			
2		Description of Company's Qualifications			
	2.1	<i>Quality certification(s)</i>			
	2.2	<i>Evidence of reliability</i>			
	2.3	<i>Evidence of financial capacity</i>			
	2.4	<i>Evidence of managerial capacity</i>			
3		Clear statement that goods offered fully conform to Annex "A" specifications			
	3.1	<i>Conformance with specifications</i>			
	3.2	<i>Any deviations from specifications: please state and disclose</i>			
4		Clear statement confirm availability of one or more product line price list(s) covering ALL items, Annex "A"			
	4.1	<i>One or more product line price list covering all items (goods)</i>			
	4.2	<i>In case of more than a product use, explain how they are set up</i>			
	4.3	<i>State any other products not covered by price lists</i>			
5		Comprehensive description of how the bidder intends providing world wide maintenance & support services			
	5.1	<i>Comprehensive description of how the bidder intends providing world wide maintenance/support services</i>			
6		Solution Engineer Services			
	6.1	<i>Confirm availability of capacity</i>			
	6.1.1	<i>Capacity to provide remote and on-site services</i>			
	6.2	<i>Confirm requisite profile</i>			
	6.2.1	<i>List of staff proposed for the service</i>			
	6.2.2	<i>Resume, academic and professional qualifications</i>			
	6.2.3	<i>No. of years of relevant professional experience (the minimum required is 5 years)</i>			
	6.3	<i>Capacity to provide minimum 15 person-days/year of services</i>			
7		Incoterms			
	7.1	<i>Bidder accepts use of INCOTERMS 2010</i>			
8		Packaging details/requirements			
	8.1	<i>High standard export packaging</i>			
	8.1.1	<i>Minimum packaging</i>			
	8.1.1.1	<i>Strong corrugated boxes</i>			
	8.1.1.2	<i>Use of filament tape to provide proof of tampering</i>			
	8.2	<i>Additional requirements</i>			
	8.2.1	<i>Sturdy export quality, commercial standards</i>			
	8.2.2	<i>Stackable to height of 4 pallets at static storage and 2 pallets during transport, resistant to puncturing</i>			
	8.2.3	<i>Band-wrapped pallets and black shrink-wrapped</i>			
	8.2.4	<i>Pack/palletize cost-effectively to minimize freight costs</i>			
	8.2.5	<i>Ability to provide detailed packing list</i>			
	8.3	<i>Bidders own alternative packaging proposal, if any</i>			
9		Delivery Capacity			
	9.1	<i>Capacity to deliver directly to HQ locations</i>			
	9.1.1	<i>Budapest</i>			
	9.1.2	<i>Copenhagen</i>			
	9.1.3	<i>Geneva</i>			
	9.2	<i>Capacity to deliver directly to UNHCR Field Offices world wide</i>			
	9.2.1	<i>Africa</i>			
	9.2.2	<i>Americas</i>			
	9.2.3	<i>Asia</i>			
	9.2.4	<i>Europe</i>			
	9.2.5	<i>Middle East</i>			
	9.3	<i>Capacity to obtain export licence(s) from relevant authorities</i>			
	9.4	<i>Pre-shipment inspection</i>			
	9.4.1	<i>Goods conform to PO requirements</i>			
	9.4.1.1	<i>Plug, voltage, frequency</i>			
	9.4.1.2	<i>Keyboard and language</i>			
	9.4.1.3	<i>Manuals</i>			
	9.4.1.4	<i>Memory size</i>			
	9.4.2	<i>Goods are new, according to specifications, in good physical and operational condition</i>			
10		Storage Capacity			
	10.1	<i>Capacity to maintain a dedicated emergency stock at no cost to UNHCR</i>			
	10.1.1	<i>Desktop and Monitors - 20 units</i>			
	10.1.2	<i>Keyboard</i>			
	10.1.3	<i>Printers QWERTY -US English standard - 20 units</i>			
	10.1.4	<i>Laptops - 20 units</i>			
	10.2	<i>Capacity to replenish stockpile to min levels within 15 days</i>			
11		Inspection			
	11.1	<i>Bidder to allow inspection of goods by UNHCR as and when required</i>			
12		Place of Inspection			
	12.1	<i>Bidder to state in offer place of inspection of goods</i>			
13		Country of Origin of Supplier and Place of Manufacture			
	13.1	<i>State city of supplier registration</i>			
	13.2	<i>State city and place of manufacture of goods</i>			
14		Warranty			
	14.1	<i>Provide minimum warranty period</i>			
	14.1.1	<i>2 years - all Laptop, Desktop, Monitor, Printer and Scanner Equipment</i>			
	14.1.2	<i>4 years - Server, Network, and Cisco Communications Equipment</i>			
15		Certificate of Quality			
	15.1	<i>Submit, if available, copy(ies) of internationally recognised quality certification(s)</i>			
16		Vendor Registration Form			
	16.1	<i>If not registered with UNHCR, complete, sign and submit with technical offer</i>			
	16.2	<i>If already registered with UNHCR, submit empty indicating UNHCR vendor ID Number</i>			
17		UNHCR General Conditions of Contracts for the Provision of Goods and Services - 2010			
	17.1	<i>Acknowledge/Acceptance thereof</i>			