

DATE: 03/10/2022

REQUEST FOR QUOTATION: No. RFQ MDACH/2022/180

Provision of ICT equipment and software under Frame Agreements for a period of 1 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 recently 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 IT equipment and is exploring the possibility of entering into a Frame Agreement for 1 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 FA to three technically qualified and responsive bidders, which quoted the lowest price. The orders will be placed on a recurrent basis, as needs arise.

3. Details on the work and its delivery

In the course of the contract period, UNHCR estimates to procure the items listed in the Annex A. 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. Additional items not listed in Annex A, which fall within a reasonable scope of ICT equipment, software and accessories may also be requested.

In order to identify the contractor for each individual order, secondary bidding among appointed companies will be launched.

Purchases are to be delivered to UNHCR office located in Chisinau. If delivery place is different, it will be duly notified in advance to the selected company.

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 Chisinau, 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 show up at 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 local authorized company was informed about the need for repair. Bidders shall describe the warranty and post-warranty conditions provided and service/trade customs 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. 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 requested INCOTERMS 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 specifications of the offered equipment against the requested ones, the order shall be placed with the FA holder that quotes the lowest price among those that meet the minimum technical requirements. The FA holder which has been awarded the Purchase Order shall acknowledge receipt of the Purchase Order and shall countersign and return it via email.

6. RFQ Submission:

Interested companies shall submit the following information in response to the RFQ, based on which companies will be evaluated on pass/fail criteria:

- a) Valid Company Registration issued before in or before 2019
- b) Tax certificate
- c) Certificate or auto declaration of the brands for which your company is official dealer
- d) Name and address of the authorized entity in Chisinau, Moldova for warranty/guarantee repair, maintenance services (including certificate)
- e) Balance sheets of the last financial year. Income Statement and Balance Sheet or Auditor's Report for 2019, 2020 & 2021 fiscal year. UNHCR will check the financial capacity of the Bidder. UNHCR has the right to reject any bid if submitted by a Bidder whom investigation leads to a result that it is not financially capable and/or had serious financial problems.
- f) Annex A duly filled in
- g) Annex B duly filled in, signed and stamped.

Prices shall be submitted in MDL and without VAT.

We would appreciate receiving your quotation on or before Monday 10 October 2022 by e-mail to Adelina Arapan arapan@unhcr.org and Andre Lukovics lukovica@unhcr.org in copy clearly indicating the RFQ number.

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

7. Annexes:

Annex A: Specifications and Quotation form → to be submitted duly filled in.

Annex B: Vendor Registration Form → to be submitted duly filled in, stamped and signed.

Annex C: UNHCR's General Conditions of Contracts for the Provision of Goods

Annex D: UNHCR Supplier Code of Conduct

By submitting a quotation, company acknowledges of the provision of documents in Annex C and Annex D.