Annex B: Technical Offer Form
RFP # HCR/MYS/SUP/RFP/010/22

FOR DEVELOPMENT OF QUEUE MANAGEMENT SYSTEM FOR UNHCR REPRESENTATION OFFICE IN KUALA LUMPUR, MALAYSIA

IMPORTANT:

> **No pricing information should be included in the Technical Offer. Failure to comply may result in disqualification. The Technical Offer should contain all information required.**

Name of Bidding Organization / Firm:	
Country of Registration:	
Name of Contact Person for this Bid:	
Address:	
Phone / Fax:	
Email:	

The technical component of your proposal should include, but not necessarily be limited to, the following information:

A description of your company with the following information/documents:
- Legal mandates/authorized business activities
- Registration and license to operate
- Company profile
- List of previous and current clients
- Location of other offices/branches in Malaysia
- Year of incorporation
- Financial audited reports or Bank statements
- History of litigation and arbitration that could adversely affect or impact delivery of goods and/or services, indicating status/result
- Financial Capacity – last 3 years of Audited Financial Statement (Income Statement and Balance Sheet) describing financial capacity (liquidity, stand-by credit lines, etc.) of bidder to engage into contract.
- Track Record and Experiences for similar projects or more
- Reference letters

	Bidders Qualification and capacity	
1	*Company's organizational structure for Escalations, Skilled Technical Staff, Proper Helpdesk, Technicians*	Attached detailed company profile, CVs of core staff, organogram etc.
2	*Company's General Experience*	Specified the number of years your company has been providing queue management system services
3	*Financial Capacity*	Provided last three (03) year audited financial statements reflecting the income statement and balance sheet of the company.
4	*Conformance to provide backup on system breakdown*	Provide backup option with confirmation and guarantee.
	Proposed Work Plan and Approach	
1	*Understanding of the required services*	Pleased provide conformance to specification in TORs and proposal with band with catalogue and response to TORs.
2	*Clear Service Provision*	Provided clear and concise vision of the services you will be providing.
	Company's past experience and reference	
1	*Bidders experience in Queue Management System Services*	Provided evidence in the form of contracts and POs with UN agencies/ INGO/ NGO/ Government Organization /Private Organization.
2	*Reference / Recommendation letters*	Provided at least three references/recommendation letters from past or current clients confirming the satisfactory services.

IMPORTANT NOTE:

Since Information provided in the above tables and related attachments will be used to evaluate technical bids and decide on qualification or otherwise, therefore, please provide complete and clear information duly substantiated by documentary proof. **Failure to provide the above-mentioned documents with your technical bid at the time of submission may lead to disqualification. Please note that only relevant information mentioned in article 2.4.1 of the tender documents should be submitted as irrelevant information will not be considered. Since the evaluation committee will be short on time for evaluating large number of bids therefore, provision of required information in orderly manner is highly desirable which will facilitate evaluation of bids. Please provide a "Table of Contents" duly cross referenced with relevant attachments.**

Declaration: I hereby confirm my intention to serve in the stated position and present availability to serve for the term of the proposed frame agreement. I also understand that any willful misstatement from me may lead to my disqualification, before or during my engagement.

For and on behalf of: _____

Authorized Person & Title: _____

Signature & stamp: _____

Date: _____