

**DATE: 11 SEP 2025**

**REQUEST FOR QUOTATION: No. SC/RFQ/25/009 (RE-TENDER)**  
**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE REPAIR AND**  
**MAINTENANCE OF MAIN SECURITY GATES & TURNSTILE INSTALLED AT**  
**UNHCR COUNTRY OFFICE-ISLAMABAD**  
**FOR A PERIOD OF TWO YEARS AND POSSIBILITY OF 1 YEAR EXTENSION**  
**QUOTATION TO BE RECEIVED BY: 23 SEP 2025, 23:59 Hrs PST**

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The Office of the United Nations High Commissioner for Refugees (UNHCR), established on 14<sup>th</sup> December 1950 by the United Nations General Assembly<sup>1</sup>, UNHCR Office in Islamabad invites qualified firms to provide proposals to establish a local frame agreement for two years with the possibility of extension for another year for the services specified in this Request for Quotation (RFQ).

The following annexes form integral part of this RFQ:

- *Annex A: Terms of Reference*
- *Annex B: UNHCR General terms and Conditions for Services-2018*
- *Annex C: Price Proposal Form*
- *Annex D: UN Supplier Code of conduct.*
- *Annex E: Vendor registration form (for new suppliers only)*

## **1. REQUIREMENTS**

**Description:** To establish a local frame agreement for the repair and maintenance services for the Main Security Gates & one turnstile door installed at UNHCR country office Islamabad as specified in the Annex A “Terms of Reference” (TORs).

UNHCR is exempt from all direct taxes and customs duties. Since UNHCR is undertaking local procurement, therefore, the quotation should be given without VAT/GST. If requested by the successful bidder, UNHCR shall obtain from authorities GST exemption only, upon provision of all required documents by bidder.

Please include the following price information in your quote (without GST):

- Currency: Pak Rupees
- Total Cost: It should be inclusive of all costs. to be submitted as per Annex C
- Additional charge: If any please specify.

## **2. QUERIES**

Bidders can send queries against this RFQ to [pakissc@unhcr.org](mailto:pakissc@unhcr.org) by or before **17:00 hours on 16 SEP 2025**. Replies to all queries (if raised by bidders) will be posted on <https://www.unhcr.org/pk/work-us/become-supplier> web page and simultaneously will be shared with interested bidders.

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For further information on UNHCR, please see <http://www.unhcr.org>

### **3. TECHNICAL ELIGIBILITY OF THE BIDDERS**

Only interested bidders with the following eligibility factors are requested to submit their proposals. Therefore, the bidders shall include in their proposals enough documentation to satisfy the below mentioned requirement.

Sr #	Eligibility Criteria	Yes/No
1	<p><b><u>Company / Business Registration</u></b>            Provide copies of company registration documents with Government Authorities (NTN / STRN/ Form H and/or Incorporation Certificate).</p>	
2	<p><b><u>Bidder's Profile and Core Services/Experience</u></b>            Provide the detailed company profile containing the following information.</p> <ul style="list-style-type: none"> <li>• Core services and experiences.</li> <li>• CV of technical staff</li> <li>• At least one Copy of Purchase Order / Work Order / Contract of similar nature in the last three (3) years</li> <li>• List of technical equipment.</li> </ul> <p><i>(Suppliers based in Islamabad with working experience in Diplomatic Enclave are encouraged to apply.)</i></p>	
3	<p><b><u>Acceptance of TORs (Annex-A)</u></b>            Please provide acceptance of TORs by providing a signed and stamped copy of Annex-A</p>	
4	<p><b><u>UNHCR General Conditions of contract for Services</u></b>            The bidder should confirm the acceptance of UNHCR General Conditions of contract for Services (Annex B) by submitting a signed and stamped copy.</p>	
5	<p><b><u>UN Supplier Code of Conduct</u></b>            The bidder should acknowledge the UN Supplier Code of Conduct (Annex D) by submitting a signed and stamped copy.</p>	

***Note: Submission of above-mentioned documents (technical offer) are mandatory for all bidders (existing suppliers already registered with UNHCR and new potential bidders).***

***Failing to provide above-mentioned documentation may lead to disqualification of bidders for further process.***

### **4. FINANCIAL EVALUATION**

The financial component will be analysed only for eligible bidders. All eligible bids will be evaluated based on:

- Completeness of financial offer
- 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 Frame Agreement will be awarded to the offer considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

### **5. RFQ SUBMISSION**

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

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

- Technical offer (First email) by submitting the company registration forms, company profile, relevant experience, copies of contracts/POs of similar nature of work/services, signed

TORs, signed stamped copies of UNHCR General terms and conditions and code of conduct as prescribed in section 3: “Technical eligibility of the bidders”.

If bidder is not registered with UNHCR, complete filled and signed vendor registration form (Annex E) should also be provided as well.

- Financial Offer (Second Email) by submitting only the filled and signed Annex-C (Price proposal form) in PDF format.

Please indicate in the e-mail subject field:

- **PAKIS/RFQ/25/009/Technical OR Financial whichever is applicable**
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

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.

Please be aware 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.

We would appreciate receiving your quotation on prescribed form i.e., Annex C along with supporting documentation on or before **23 SEP 2025 23:59 Hrs Pakistan Standard Time (PST)** by e-mail in PDF format to [pakissc@unhcr.org](mailto:pakissc@unhcr.org)

Your quotation must be valid at least for 60 days from the date of submission of proposal. However, the selected bidder will maintain the same prices for duration of the frame agreement.

**Currently, UNHCR has temporarily extended the payment term to Net 45 days after satisfactory delivery/ implementation of the ordered goods/services and receipt of documents in order.**

Please find attached in Annex B the UNHCR’s General Conditions of Contracts for the Provision of Services-2018. You must clearly indicate in your quotation if you accept them by submitting the signed and stamped copy.

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-D.

***UNHCR reserves the right to accept the whole or part of your bid or cancel it without any liability.*** UNHCR may at its discretion increase or decrease the proposed content and other terms and conditions which will be notified accordingly.

If your company is not registered with UNHCR, kindly provide filled Annex “E” Vendor Registration Form.

Thank you for your kind attention.

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**Kristof Benedek Horvath**  
Senior Supply Officer  
UNHCR Country Office  
Islamabad