



**UNHCR**

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

**DATE: 26<sup>TH</sup>-APRIL 2023**

**REQUEST FOR QUOTATION: No. RFQ/SC/2023/011**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR MAINTENANCE AND REPAIR OF CCTV AND INTERGRATED FIRE ALARM SYSTEM FOR AN INITIAL PERIOD OF 2 YEARS POTENTIALLY EXTENDABLE FOR 1 YEAR SUBJECT TO SATISFACTORY PERFORMANCE FOR UNHCR SUB-OFFICE IN QUETTA.**

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**QUOTATION TO BE RECEIVED BY: 8<sup>th</sup> MAY 2023 by COB**

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## **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to lead and coordinate 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 the 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 34 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>.

## **1. REQUIREMENTS**

- **Description: CCTV Annual Repair & Maintenance Services for UNHCR Office in Quetta**
- **Please refer to TORs attached as Annex-B**
- **List of CCTV Equipment is attached as Annex-C**

Find attached in **ANNEX B -Specification** - more information about the requirement for the **“FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR MAINTENANCE AND REPAIR OF CCTV AND INTERGRATED FIRE ALARM SYSTEM FOR UNHCR SUB-OFFICE IN QUETTA”**

Your offer shall be prepared in English.

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Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration. Your offer should be exclusive of all taxes and duties but must have the transportation charges up to its delivery point. A vendor should provide the rates for in Annex C.

- Currency: PKR
- Unit Cost: delivered at place (DAP - Others)
- Cost of all items/goods: in PKR

- Additional charge, if any (please specify): Transportation, Installation, and labor charges
- Total Cost for goods / Services (all inclusive).
- **Quoted unit prices will remain fixed for the time of the proposed frame agreement period (2+1 years)**

The following annexes form an integral part of this request for quotation:

<i>Annex A:</i>	<i>Technical Requirements</i>
<i>Annex B:</i>	<i>Term of Reference</i>
<i>Annex C:</i>	<i>Price Proposal Form</i>
<i>Annex D:</i>	<i>Vendor Registration Form</i>
<i>Annex E:</i>	<i>UNHCR General Terms and Conditions for Purchase of Services (January 2010 version)</i>
<i>Annex F:</i>	<i>UN Supplier Code of Conduct</i>

## 2. RFQ Submission

We would appreciate receiving your quotation on or before **8<sup>th</sup> May 2023** i.e. **Monday** by **COB**. The quotations must be accompanied by the below-mentioned documents. Those vendors whose company profiles have already been submitted need not submit them again. However, the vendors should provide the quotation.

**Your offer/quotation must be sent with all supporting documents to [pakqurfq@unhcr.org](mailto:pakqurfq@unhcr.org) in PDF format at [PAKQURFQ@UNHCR.ORG](mailto:PAKQURFQ@UNHCR.ORG)**

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**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR MAINTENANCE AND REPAIR OF CCTV AND INTERGRATED FIRE ALARM SYSTEM IN QUETTA**

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**Closing Date: 8<sup>th</sup> MAY 2023**

IMPORTANT: Quotations that are otherwise addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation.

Your quotation must be valid at least for **30** days after the closing date of submission. The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in ANNEX E, the UNHCR's General Conditions of Contracts for the Provision of Services-2010. You must indicate in your quotation if you accept them.

Thank you for your kind attention.



Supply Chain Unit  
UNHCR Sub Office Quetta

**ANNEX A: TECHNICAL REQUIREMENTS  
SUPPLIERS SHOULD FILL BELOW TABLE AS PART OF THEIR  
OFFER**

<b>Other information pertaining to our Quotation is as Follows</b>	<b>Yes, we will comply (State, as required)</b>	<b>No, we cannot comply (state as required)</b>
Production/ Delivery lead time: Acceptance to deliver of services within a maximum of 24 hours from the date UNHCR sends an order/Complain to the supplier.		
Delivery Locations, Various locations indicated in Annex C- Quetta, Loralai, Dalbandin, Chaman, Baleli.		
Offer Validity: (30 Calendar Days minimum)		
Acceptance of UNCHR General Terms and Conditions for goods 2018 attached		
Acceptance to deliver genuine/original items with a warranty as per technical details in Annex B.		

Company Name:

Authorized Person & Title:

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Signature and Stamp:

\_\_\_\_\_

Date:

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**ANNEX-B**

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***TOR FOR RFQ OF SECURITY EQUIPMENT MAINTENANCE***

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**Background:**

- SOQ locations are generally experiencing frequent electricity breakdown/ fluctuations and inclement weather condition. These conditions substantially increase chances of breakdown/malfunctioning of security risk management measures (SRMM) which require continuous inspection and maintenance and immediate response from a recognized technical company to address on need basis.

**SOQ Requirement:**

- Sub Office Quetta require thorough check and maintenance on the following equipment:
  - **CCTV system:**
    - That company should have the experts/knowledge and required spare parts be able to fix the current installed system.
    - Respond time for any technical malfunction should be within the same day, including weekends and official holidays periods.
    - Capability to enhance the system when required without the need to replace it.
    - Work shall be carried out even on Sundays and holidays (If urgency arises) in prior coordination with UNHCR supply and security unit.
    - The vendor will need to treat all the information about UNHCR facilities as “CONFIDENTIAL” and shall not share with any other person, entity without prior Witten permission from UNHCR management.
    - The general inspection time should be on quarterly basis while immediate response within 24hrs to resolve malfunction reported.
  - **Fire Alarm with integrated detectors and fire extinguishers**
    - The service provider be able to work with the installed system including fixing, replace nonfunctional part, upgrading and expand whenever requested without the need to replace it.
    - Scope of work include visits to all UNHCR sites quarterly or every month (you decide on this please, detailed inspection all the equipment regardless of their current status, make a list of expired extinguishers, non-functional fire alarm panels/smoke/heat detectors and accessories.
    - To have capacity for responding to and resolving any malfunction in the system Like, false alarms activation, any sort of mal function/fault in any of the equipment.
    - The response time should be within the same day including weekends and official holidays periods.
    - To be able to deliver training on use of fire extinguishers, fire alarm system. Work shall be carried out even on Sundays and holidays (If urgency arises) in prior coordination with UNHCR supply and security unit.
    - The vendor will need to treat all the information about UNHCR facilities as “CONFIDENTIAL” and shall not share with any other person, entity without prior Witten permission from UNHCR management.
    - The general inspection time should be on quarterly basis while immediate response within 24hrs to resolve malfunction reported.
  - **Proper maintenance of main gates and all iron doors with magnetic functions.**
    - The company should have expertise to inspect, check and resolve problems affecting proper functioning of main gates and iron doors and functionality of magnetic attached.

The general inspection time should be on quarterly basis while immediate response within 24hrs to resolve malfunction reported.

**A. CCTV CAMERAS**

CCTV System per UNHCR Locations					
S.No	Location	Bullet Camera	Dome Camera	PTZ	Total
1	Main Office	6	19	2	27
2	New Protection Office	7	5	Nil	12
3	New Guest House	7	3	Nil	10
4	Old Guest House	5	3	Nil	8
5	Dalbandin Field Office	6	2	Nil	8
6	Loralai Field Office	10	4	Nil	14
7	VRC	16	4	1	21

**B. INTEGRATED FIRE ALARM SYSTEM**

Fire Alarm per UNHCR Locations		
S.No	Location	Status
1	Main Office	Integrated Fire alarm System
2	New Protection Office	Integrated Fire alarm System
3	New Guest House	Integrated Fire alarm System
4	Old Guest House	Integrated Fire alarm System
5	Dalbandin Field Office	Integrated Fire alarm System
6	Loralai Field Office	Integrated Fire alarm System
7	VRC	Standalone Smoke Detector ( Battery Operated)
8	Chaman	Standalone Smoke Detector ( Battery Operated)

**C. COLLECTION AND DELIVERY FROM VARIOUS SITES OF FIRE EXTINGUISHER FOR ANNUAL REFILLING**

S.No	Location	DCP Cylinder	DCP (Trolley)	CO2 Cylinder	CO2 (Trolley)	Total
1	Main Office-Quetta	42	1	3	4	50
2	New Protection Office- Quetta	4	Nil	2	Nil	6
3	New Guest House-Quetta	11	Nil	1	1	13
4	Old Guest House-Quetta	14	Nil	4	Nil	18
5	Dalbandin Field Office	6	1	Nil	2	9

6	Loralai Field Office	5	Nil	Nil	4	9
7	VRC- Baleli	28	3	Nil	Nil	31
8	Chaman	1	Nil	1	Nil	2

### Annex C - Price Proposal Form

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S.No	JOB	QTY	UOM	Rate	Total
1.	Maintenance of Fire Alarm system (Quetta)		Job		
2	Maintenance of Fire Alarm system (Loralai)		Job		
3	Maintenance of Fire Alarm system (Chaghi)		Job		
4	Maintenance of Fire Alarm system (Baleli)		Job		
5	Maintenance of CCTV Camera Maintenance (Quetta)		Job		
6	Maintenance of CCTV Camera Maintenance ( Loralai)		Job		
7	Maintenance of CCTV Camera Maintenance (Chaghi)		Job		
8	Maintenance of CCTV Camera Maintenance (Baleli)		Job		
			Job		
9	Collection and delivery for Re-Filling of Fire Extinguisher& Maintenance (Quetta)-DCP		KG		
10	Collection and delivery for Re-Filling of Fire Extinguisher& Maintenance (Quetta)-CO2		KG		
11	Collection and delivery for Re-Filling of Fire Extinguisher& maintenance (Loralai)-DCP		KG		
12	Collection and delivery for Re-Filling of Fire Extinguisher& maintenance (Loralai)-CO2		KG		
13	Collection and delivery for Re-Filling of Fire Extinguisher& Maintenance (Chaghi)-DCP		KG		
14	Collection and delivery for Re-Filling of Fire Extinguisher& Maintenance (Chaghi)-CO2		KG		
15	Collection and delivery for Re-Filling of Fire Extinguisher& Maintenance (Baleli)-DCP		KG		
16	Collection and delivery for Re-Filling of Fire Extinguisher& Maintenance (Baleli)-CO2		KG		

**Payment terms:** acceptance of UN payment terms (i.e., **30 days net from receipt of documents**)

YES  NO

*Name of the Bidder:* \_\_\_\_\_

*Company Name:* \_\_\_\_\_

*Phone / Cell Number:* \_\_\_\_\_

*Company Address:* \_\_\_\_\_

*Authorised Signature:* \_\_\_\_\_

*Company Stamp:*

*Date:*