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Sustained impact.

**REQUEST FOR QUOTATION (RFQ)**  
**Upgrade Cisco IP Telephony and maintain the network Infrastructure**

<b>NAME &amp; ADDRESS OF FIRM</b>	<b>DATE: August 7, 2018</b>
	<b>REFERENCE: UNDP/ICT/001/2018</b>

Dear Sir / Madam:

We kindly request you to submit your quotation for upgrading Cisco IP Telephony and maintain the network infrastructure as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2

Quotations may be submitted on or before September 20, 2018 and via

☒ e-mail, ☒ courier mail or ☐ facsimile to the address below:

**E-mail: [procurement.bh@undp.org](mailto:procurement.bh@undp.org)**

**And**

**United Nations Development Programme UN House 69, Road 1901, Hoor 319, Kingdom of Bahrain**

**[Jehan Restam, Procurement Associate Tel: +973 17319405, Fax: +973 17311500, email: [procurement.bh@undp.org](mailto:procurement.bh@undp.org) ]**

Quotations submitted by email must be limited to a maximum of 5MB, virus-free and no more than one email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, **shall not** be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good.

Exact Address/es of Delivery Location/s (identify all, if multiple)	UN House 69, Road 1901, Hooraa 319
Latest Expected Delivery Date and Time ( <i>if delivery time exceeds this, quote may be rejected by UNDP</i> )	The contractor shall start delivering the maintenance service immediately after the contract signature date.  Upgrading shall not take more than two months upon receiving the parts.
Preferred Currency of Quotation	BHD
Deadline for the Submission of Quotation	September 20, 2018 (12:00 midnight Bahrain Time)
All documentations, including catalogs, instructions and operating manuals, shall be in this language	English
Documents to be submitted	Contractors must include the following information in their submission under the appropriate headings identified below: <ul style="list-style-type: none"> <li>a. <b>Company:</b> Brief description of company capability, size etc.</li> <li>b. Proven experience of at least five (5) years in Cisco and Network security.</li> <li>c. <b>Having valid Cisco Certified Partnership is an advantage.</b></li> <li>d. List of available expertise in Cisco (Names + experience years + qualifications).</li> <li>e. Preferable to provide list of projects related to telecommunication and VoIP achieved with brief description.</li> <li>f. Copy of the commercial registration (CR) – Latest.</li> </ul>
Period of Validity of Quotes starting the Submission Date	90 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Payment Terms	Up to 30days Upon satisfactory completion of services and/or production of goods and receiving the Original Invoice.

Evaluation Criteria	<ul style="list-style-type: none"> <li>• Compliance with the minimum technical requirements as specified in the Terms of Reference</li> <li>• Technical capability and experience in in Cisco, Networking and telecommunication fields. <ul style="list-style-type: none"> <li>○ Cisco Certified Partnership.</li> <li>○ List of available CCNA, CCNP and CCIE certified engineers.</li> <li>○ Projects achieved related to telecommunication and Cisco IP Phone systems.</li> <li>○ Number of years available in the market.</li> </ul> </li> <li>• Prior experience dealing with United Nations agencies.</li> <li>• Value for money.</li> <li>• Full acceptance of the PO/Contract General Terms and Conditions.</li> </ul>
UNDP will award to:	<ul style="list-style-type: none"> <li>• Supplier(s) meeting the evaluation criteria.</li> </ul>
Type of Contract to be Signed	Long Term Agreement
Conditions for Release of Payment	After satisfactory delivery of services as per the TOR
Annexes to this RFQ	<ul style="list-style-type: none"> <li>• Terms of Reference (Annex 1)</li> <li>• Form for Submission of Quotation (Annex 2)</li> <li>• General Terms and Conditions / Special Conditions (Annex 3)</li> </ul> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</p>
Contact Person for Inquiries (Written inquiries only)	<p><i>Email: <a href="mailto:procurement.bh@undp.org">procurement.bh@undp.org</a></i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

*KAF*

*[Signature]*



After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

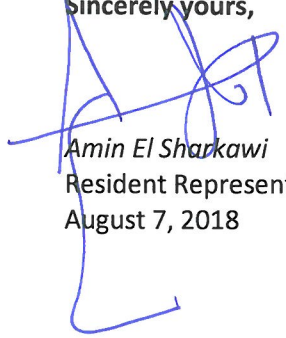
Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

**UNDP encourages every prospective Vendor to** avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

Sincerely yours,

  
Amin El Sharkawi  
Resident Representative  
August 7, 2018



