



REQUEST FOR QUOTATION (RFQ)

DATE: May 19, 2015
REFERENCE: LEB/CO RFQ/67/15

Dear Sir / Madam:

We kindly request you to submit your quotation for the delivery and installation of IT and Communication Equipment in 4 different Government institutions in Lebanon, 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 June 18, 2015 11:00 a.m. Beirut Local Time** and via **e-mail, or via courier mail or by hand to the address below:**

United Nations Development Programme
Procurement Unit, UNDP Lebanon
Room # 310, 3rd Floor
Arab African International Bank Building, Riad El Solh Street
Nejmeh, Beirut 2011 5211, Lebanon
Tel: +961 1 962 500
Fax: +961 1 962 491
E-mail: procurement.lb@undp.org

Quotations submitted by email must be limited to a maximum of 8 MB, virus-free and no more than 2 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.

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

Delivery Terms [INCOTERMS 2010]	DDP
Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> UNDP
Exact Address/es of Delivery Location/s	Delivery Locations: <ul style="list-style-type: none"> ▪ Ministry of Education and Higher Education ▪ Beirut Rafic Hariri International Airport ▪ Mouhafaza of South (Saida Serail) ▪ Mouhafaza of North (Tripoli Serail)
UNDP Preferred Freight Forwarder, if any	Not Applicable
Distribution of shipping documents (<i>if using freight forwarder</i>)	Not Applicable
Latest Expected Delivery Date and Time (<i>if delivery time exceeds this, quote may be rejected by UNDP</i>)	<input checked="" type="checkbox"/> Within Four Months from the issuance of the Purchase Order.
Delivery Schedule	<input checked="" type="checkbox"/> Required
Packing Requirements	Please refer to the attached Technical Specifications.
Preferred Currency of Quotation	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Quotation	<input checked="" type="checkbox"/> If applicable, must be inclusive of VAT and other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Warranty on Parts and Labor for the minimum periods mentioned in the attached Technical Specifications <input checked="" type="checkbox"/> Technical Support <input checked="" type="checkbox"/> Provision of Service Unit when pulled out for maintenance/ repair
Deadline for the Submission of Quotation	Thursday, June 18, 2015 at 11:00 a.m. Beirut Local Time
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1;

	<input checked="" type="checkbox"/> Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured; <input checked="" type="checkbox"/> Quality Certificates (ISO, etc.): ISO qualification certificates or equivalent (professional/expert certifications) for the products that shall be offered; <input checked="" type="checkbox"/> Latest Business Registration Certificate ; <input checked="" type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input checked="" type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer); <input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top Three Clients in terms of Contract Value the past Three years; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List. <input checked="" type="checkbox"/> VAT Registration Certificate (if applicable); <input checked="" type="checkbox"/> Information that reflects the firm's capability to provide adequate hardware maintenance and other services which are required to be performed with this project. The firm should clearly state that it guarantees that adequate, specialized hardware, maintenance capabilities and related software expertise are already available in Lebanon, or will be based in the country following the execution of the project to ensure that the support services are responsive and adequate; <input checked="" type="checkbox"/> Schedule of Delivery, installation, integration and configuration of all the equipment, including training on proper usage and equipment maintenance.
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 120 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.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> One Hundred (100%) of the Goods Value shall be paid to the Supplier upon UNDP acceptance and satisfactory completion of the Delivery and Testing of the Goods.
Performance Security	<input checked="" type="checkbox"/> Required Amount : 10% of the Purchase Order Value Form: See Enclosed – Form for Performance Security

Liquidated Damages	If the Supplier fails to supply the specified goods within the time period(s) stipulated by the purchase order, the Purchaser shall, without prejudice to its other remedies under the purchase order, deduct from the purchase order price, as liquidated damages, a sum equivalent to 0.5 percent of the delivered price of the delayed installations for each week of delay until actual delivery, up to a maximum deduction of 10 percent of purchase order price. Once the maximum is reached, the Purchaser may consider termination of the purchase order.
Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price <input checked="" type="checkbox"/> Full compliance to the qualification requirements for the firms <input checked="" type="checkbox"/> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Full acceptance of the Purchase Order General Terms and Conditions
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order
Special conditions of Contract	<input checked="" type="checkbox"/> Cancellation of Purchase Order if the delivery/completion is delayed by 20 days. <input checked="" type="checkbox"/> Others, refer to Annex 3 – General Terms and Conditions / Special Conditions
Conditions for Release of Payment	<input checked="" type="checkbox"/> Complete Delivery and Installation of Goods as requested <input checked="" type="checkbox"/> Passing all Testing <input checked="" type="checkbox"/> Training on Operation and Maintenance <input checked="" type="checkbox"/> Delivery of technical documentation, specifications and maintenance manuals <input checked="" type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements.
Annexes to this RFQ	<input checked="" type="checkbox"/> List of Requirements and Technical Specifications (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.

Contact Person for Inquiries (Written inquiries only) ¹	UNDP Lebanon Procurement Unit Email: procurement.lb@undp.org 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.
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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.

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, 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 Contract 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, 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 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:

¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

Thank you and we look forward to receiving your quotation.

Sincerely yours,

Luca Renda
Country Director
May 19, 2015

List of Requirements and Technical Specifications

Procurement and Installation of IT and Communication Equipment in 4 different Government institutions in Lebanon

Contents

- 1. Background**
- 2. List of goods and their checklists**
- 3. Technical specifications (Appendix 1)**
- 4. List of related services and completion schedule**
- 5. Hardware, Software and Licenses**
- 6. Support**
- 7. Quantity**
- 8. Packing of goods**
- 9. Delivery date and place**
- 10. Firms qualifications**
- 11. Site Visits**

1. Background

Lebanon is subject to a wide range of natural hazards, the biggest threat being of a severe earthquake and/or an associated Tsunami. Smaller-scale disasters which the country also faces include floods, forest fires, landslides and drought.

Accordingly, In May 2009, UNDP and the Lebanese Government represented by the Prime Minister signed a project document on “Strengthening Disaster Risk Management Capacities in Lebanon”. The project aims to help the Lebanese Government develop its disaster management and corresponding risk reduction strategy. Recent events, such as the Haiti Earthquake (January, 2010), the Ethiopian Airlines airplane crash (February, 2010) as well as recurring earthquakes in the South of Lebanon have prompted both internal and external focus on disaster risk reduction.

A major breakthrough progress at the national level has been accomplished in 2013 through the finalization of the National Response Plan which has become a reference document for all concerned agencies, stakeholders and decision makers.

To this end and as part of supporting disaster preparedness at the national and sectoral levels, UNDP has been supporting the government of Lebanon in equipping the National Operations Center located within the premises of the Office of the Prime Minister with related IT and communication equipment necessary for enabling the Lebanese State to respond adequately to national emergencies and disasters and to manage and control the entire response such events. This initiative is still in progress and will be completed within a month time.

At this stage, the Lebanese State wishes to procure and install IT and communication equipment at 4 different government institutions being the Ministry of Education and Higher Education, the Beirut Rafic Hariri International Airport, the Mouhafaza of South and Mouhafaza of North. By the end of this project, these 4 Government institutions shall be able to be directly connected to the National Operations Center, which is why some compatibility conditions have been mentioned in the technical specifications (Appendix 1) for items such as the NSA, the Video End Point, the IP Phones...

The United Nations Development Programme through its “Strengthening Disaster Risk Management Project in Lebanon” project shall purchase, handle and follow up this project on behalf of the Office of the Prime Minister and will hand over the equipment to the related Government institutions upon the project completion and UNDP testing and acceptance.

Given the requirements imposed by the donors, this project shall be completed by the awarded bidder within 4 months from contract signature.

2. List of goods and their checklists

The bidder is requested to deliver one complete quotation in accordance with the below schedule of requirements, the List of related services and completion schedule mentioned in the below section 4 and the Technical Specifications mentioned as Appendix 1.

2.1. Schedule of Requirements

Sections	Description and technical specifications of Goods	Quantity	Physical Unit	Final Destination
1 – Operations Center	IP Phone (price includes license and all accessories, headset, cables...)	16	IP Phone	Ministry of Education and Higher Education, Beirut Rafic Hariri International Airport, Mouhafaza of South and Mouhafaza of North
	Video Endpoint (price includes license and all accessories, cables, etc...)	4	IP Camera	
	Outlets (All inclusive price - price includes all accessories, outlet boxes, cables, etc.)	28	Outlet	
	1-Meter Patch Cords	28	Cable	
	Covered Power Installations (All inclusive price - for all components)	Lump Sum	Labor	
2 – Cabling Cabinet	15U Cabinets	4	Cabinet	
	Patch Panel Ports - Price per Port	32	Port	
	Covered Cable Guides (for each patch panel or active component)	8	Cable	
	Rack-Mounted Power Strips	4	Strip	
	Rack-Mounted UPS (1 KVA)	4	UPS	
	Router	4	Router	
	Switch (24-port 10/100/1000 MB)	4	Switch	
	Network Security Appliance (NSA) Series License for up to 5 users per site	4	NSA	
	Server	4	Server	
	Minor Electrical Installations	4	Labor	
3 - Support	Labor charges related to installation, configuration, testing and training of 2 - 3 sessions per location	4	Labor	

Note: *Cabling components are approximate and will be re-measured by the acceptance committee*

3. Technical specifications

For the technical specifications of the above-listed items, please refer to **Appendix 1 “Technical Specifications”**

4. List of related services and completion schedule

4.1 Special Consideration

For all activities, the following must be taken into consideration:

- a) Unless otherwise specified, all equipment must operate at 220V.
- b) all equipment must be ISO 9000 certified (for parts and assembly);
- c) unless otherwise specified, the proposed version of any and all required software packages must be the latest available market-tested version, complete with all relevant patches and service packs;
- d) The supplier is responsible for installing, configuring and integrating all needed software packages with all appropriate licenses;
- e) The supplier is responsible for providing all accessories, licenses and all activities that are necessary to complete the installation, configuration, integration and proper functioning of equipment and software purchased for the project. Prices quoted shall automatically reflect the following accessories and licenses:
 - I. Cables (e.g. electric, printer, network or other needed cables);
 - II. Screws, nuts, bolts, hooks, cables, cable guides, filler panels (for unused rack space), side panels, front and rear doors that provide adequate ventilation, rack-mounted power distribution units with a sufficient number of outlets (a few should be available after installation of needed components) for any rack-mount solution;
 - III. Necessary controllers (network cards, RAID controller, etc..) where applicable;
 - IV. Software, endpoints and applications licenses;
 - V. Other (mouse pads, etc.);
- f) where civil works are applicable, the bidder is responsible for all the temporary moves of furniture and/or any other blocking item;
- g) Before drilling, breaking or constructing walls, care must be taken not to break or damage any existing set-up (power lines, water pipes, etc.). Metal detectors or x-ray machines must be used to ensure a damage-free installation process. Damages caused by not using or misusing a metal detector will be the sole responsibility of the bidder.
- h) the bidder shall rebuild, refinish and paint with the same wall paint type and color all the breaks or damages resulting from drilling and/or wall, glass and ceiling penetration;
- i) The supplier shall ensure that, during its warranty period, a piece of equipment shall be serviced and fixed within forty eight hours of a support call. The supplier further guarantees that an equivalent piece of equipment will be delivered and installed within forty-eight hours, if the twenty-four hour period cannot be honored.
- j) Configuration instruction will be provided at a later stage to the winning bidder

4.2 Cabling/Networking

The selected supplier shall provide the following:

1. a full set of documentation (in electronic and paper formats) that include site-plans, shop drawings, floor-plans, as-built drawings (in AutoCAD and printed formats) clearly showing the location of cabinets and outlets as well as the paths of all installed cables, a schematic showing the configuration of installed cabinets, test and certification results as well as related technical documentation;

2. all cables, patch cords (1 meter at patch panel, 3 meters at component), faceplates, patch panels and other needed passive components;
3. cabinet;
4. UPSs;
5. Switches;
6. minor electrical installations;
7. Labor and civil works for the installation and integration of all network outlets.

4.3 Minimum Design Requirements

The bidder shall abide by the following minimum design requirements:

1. The useful life of the installation is to exceed 10 years.
2. **A warranty of 3 years on Parts and Labor is required on the whole installation (including all components and hardware).**
3. All cables must be able to accommodate data, video and voice. Cables used for connectivity to the endpoint must be shielded twisted pair category 6 (**UTP** CAT 6) or better. **UTP** cables must be certified to support 1000 Mb/s.
4. Where UTP cables, components and accessories are required, the proposed solution must use CAT 6 components exclusively (end-to-end).
5. All cables of the same type must originate from the same manufacturer.
6. All cables must be properly labeled with a standard, unique number on both ends.
7. All cables should be properly managed and arranged. No exposed or unprotected cables are permitted.
8. The length of **UTP** cables shall not exceed 90 meters from a patch panel to an outlet.
9. Splicing of cables is not allowed.
10. Each link to a node is independent of the others.
11. Cabinets must have proper ventilation, be lockable, with a transparent front door. They must be able to host all switches, UPSs, as well as all patch panels needed for all wired outlets (suppliers must make sure that their proposed equipment fits the dimensions of the proposed cabinets), while leaving room for future expansion.
12. Cabinets must be able to accommodate standard 19" rack-mount equipment.
13. Networking cables must be properly separated from electrical cables.
14. Outlets shall be RJ45, ISO 8877 compliant. They must be properly labeled and securely mounted at their locations.
15. All areas of installation must be cleaned and returned to a "finished" state at the end of the day (e.g. re-installation of ceiling tiles, re-arranging of furniture). Areas affected by civil works must be re-finished in a manner that is consistent with or better than the areas surrounding them. Debris must be removed and disposed of by the supplier.
16. All stocks must be kept out of sight at an area designated by the project representative.
17. (Last but not least) The quality of workmanship must be foremost on the installation team members' minds.

4.4 Minimum Specifications

4.4.1 Horizontal Wiring

Horizontal wiring shall extend from an outlet to a telecommunications cabinet. Cables used for horizontal wiring shall be 4-pair, 100-ohm unshielded twisted pair (**UTP**) cables of Category 6 or better with appropriate certifications showing that they meet the required international standards. Only one cable may be used to link an outlet to the patch panel in the cabinet. This cable may not be spliced.

The bidder must provide full technical details of the proposed **UTP** cable, including model number and a fully detailed manufacturer catalogue.

4.4.2 Trunks (Cable trays, Cache-Cables and PVC Tubes)

All cables shall be enclosed in trunks and/or secured on hot-dipped galvanized cable trays (as required). The supplier shall use white plastic trunks (cache-cables) to distribute cables to data outlets within rooms. PVC tubes and junction boxes are required under false ceilings and in high-traffic areas. All bends shall be installed using the correct fittings according to the manufacturer's installation instructions (full accessories required).

Cache-cables must be standard across rooms. The size shall be 8 square centimeters (bigger where required).

When pulling cables through PVC tubes, the filling ratio must conform to EIA/TIA 569.

The bidder must provide full technical details of the proposed trunks (cable trays, cache-cables and PVC tubes), including model number and a fully detailed manufacturer catalogue.

4.4.3 Outlets

White, surface-mounted, RJ45 outlet boxes with dust cover doors that are compliant to ISO 8877 are required. They shall be securely mounted at planned locations.

The bidder must provide full technical details of the proposed RJ45 Category 6 outlets, including model number and a fully detailed manufacturer catalogue.

4.4.4 Cabinets

Cabinets shall be used for the exclusive purpose of housing equipment that is associated with the proposed network. They shall provide room for all required passive and active devices. They shall be properly ventilated with a rack-mounted UPS and a rack-mounted power strip with a minimum of seven power outlets. For the detailed specifications of the required cabinets and UPSs, please refer to the attached technical specification sheet.

The bidder must provide full technical details of the proposed cabinets, including model number and a fully detailed manufacturer catalogue.

4.4.5 Horizontal Cable Guides (Wire Managers within Cabinets)

Horizontal cable guides are required inside of each cabinet. Horizontal cable guides shall be placed at equal intervals (between each patch panel) allowing for a neat, structured, well-laid out cabling scheme. Horizontal cable guides must have a cover (the exposed ring-type are not allowed).

The bidder must provide full technical details of the proposed cable guides, including model number and a fully detailed manufacturer catalogue.

4.4.6 Patch Panels

The supplier shall supply and install 12, 16, 24, 32 or 48-port RJ45 patch panels within the cabinets. The number of patch panel ports in each cabinet must equal the number of connected outlets with an additional 10 percent for future expansion.

The bidder must provide full technical details of the proposed patch panels, including model number and a fully detailed manufacturer catalogue.

4.4.7 Patch Cords

The supplier shall supply and install all patch cords (UTP) that are required for the full functioning of each outlet. 1-meter patch cords are required inside telecom cabinets, 3-meter patch cords at RJ45 outlets. For required quantities, please refer to the attached schedule of requirements.

UTP patch cords must:

1. Meet the performance requirements specified in category 6 (or better) products.
2. Have a boot jacket and be factory terminated.

4.4.8 Civil Works

The supplier shall be responsible for all indoor civil works that are required for the full installation of the network. Indoor civil works are needed to provide proper routing and protection for cables. Supplier should comply with instructions from the maintenance team of each site location.

4.4.9 Cable Handling

All cables must be handled with great care. The following restrictions apply:

1. 90-degree bends are totally prohibited.
2. Scoring of copper.
3. Twisting.
4. Torn jackets.
5. Stepping on the cable.
6. Putting strain on the cable.
7. Sharp edges.

4.4.10 Cable Management

All cables must be properly labeled (at both ends), managed and arranged. The following restrictions apply:

1. All cables running in conduits and junction boxes should be tied together in bundles (e.g. cables belonging to a specific room must be tightened in one bundle, making it easy to pinpoint groups of cables belonging physically to the same location).
2. All cables running in cable trays should be tied together using cable ties (e.g. cables belonging to a specific room must be tightened in one bundle).
3. Under no circumstances shall any cable be exposed. All cables shall be in conduits, on cable trays, in housing and junction boxes, ducts, or raceways.

4.4.11 Pulling Strategy

The supplier shall apply the following methodology:

1. A PVC pulling box distributes ½" PVC conduits to different outlets with one conduit per outlet. The pulling box also connects a distribution conduit tray or the vertical riser through PVC conduits (3/4", 1", or 2"). There should be no more than one pulling box per horizontal run.
2. A PVC conduit extending from an outlet can connect directly to a riser or a cable tray when it does not pass through the junction box.
3. Inside some rooms wall mount trunks may be used (a typical example is a room with a high density of outlets). A wall mount trunk will always extend to reach a PVC pull box.
4. Floor mount trunks may be used to reach outlets located in the middle of a room.
5. PVC items must be installed away from heat-generating equipment or material.

4.4.12 Labeling

The supplier must label all data outlets and corresponding patch panel positions using clear black on white indelible printed identification.

The bidder must provide full details of the proposed labeling system.

4.4.13 Minor Electrical Installations

The supplier is responsible for minor electrical installations in the areas where telecommunications closets are situated. The supplier must install and connect to the grounding system a duplex receptacle (15A and 250V), a housing box and accessories under or next to each telecommunications closet. The supplier must also install and connect to the receptacle a surge protector. The protector must be 20 KA, 240 volts.

All materials and accessories must be UL listed, ASTM and ANSI/IEEE verified. The use of Chatterton's tape is prohibited (approved wire connectors with plastic caps for connections are recommended).

The minimum size of wires must be #12 AWG (4 mm). Color-coding must be as follows:

- Phase I: red
- Phase II: blue
- Phase III: black
- Neutral: white
- Ground: green
- Return: yellow

4.4.14 Testing & Certification

The supplier must test the full wiring system in accordance with international norms and standards (results shall be submitted to the acceptance committee and site representative during the acceptance process). Certification testing of the wiring system includes but is not limited to:

1. rate testing for cables;
2. continuity testing within and between rooms;
3. transmission requirement testing;
4. Testing for protection devices.

The supplier must provide full details of the proposed testing methodology.

4.4.15 Final Quantities

The winning supplier shall note that all cabling and network infrastructure quantities are approximate. Final quantities should be provided by the winning supplier after a careful inspection of the various sites. To make the task of measurement easier, the supplier shall observe the following:

1. keep an accurate count of installed outlets, patch panel ports, manholes, etc.;
2. make sure that the location of installed outlets is appropriately shown on the floor plans;

4.5 Set-Up, Configuration and Integration

In coordination with, and under the direct supervision of the project manager, the supplier shall:

- a) pull and install all the required cabling and outlets;
- b) install the required switches, UPSs and cabinets;
- c) perform the minor electrical installations mentioned in the document above;
- d) train project personnel on the use and maintenance of all components;
- e) make sure that the installed equipment is in full working condition by fully testing all the components and features of every installed product under the direct supervision of a project representative;
- f) Certify the proper functioning of the cabling infrastructure in accordance with the specifications set in this document. The supplier shall submit the results of its cabling/signal tests to the project representative for evaluation and acceptance;
- g) Provide all required documents as mentioned above.

5. Hardware, Software and Licenses

The supplier shall provide the equipment, software and licenses listed in the present Terms and Reference, in particular the Schedule of requirements mentioned under section 2.1 of the present Terms of Reference and in accordance with Appendix 1 “Technical Specifications”, where all technical specifications and required quantities are included.

5.1 Set-up and Integration

In coordination with the project representative, the supplier shall perform the following installation, configuration and integration tasks for the hardware, software and peripherals as such:

- a) install, configure and integrate the Router (ensure the operations room is connected to the NOR over the WAN as well as to the internet);
- b) install, configure and integrate the NSA (including VPN encryption, security features, guest access and intrusion prevention – software will be provided by the supplier);
- c) install and configure the server including OS (ensure that it connects to the Data Center in the NOR and can access the share drive);
- d) install and configure the IP-Phones (ensure they can register to the NOR IP-PBX and Voice Mail Platform with all required licenses);
- e) install and configure the Video endpoint (ensure it can communicate with the NOR Video Conference Server and endpoint including the installation of all licenses);
- f) If needed install and configure AD, DNS, DHCP;

- g) If needed install and configure the laptops and their OS (including all configuration on the back end in the NOR);
- h) ensure all equipment and peripherals are connected to the relevant UPS's in coordination with the project representative. The bidder shall provide all supplies and accessories that are needed for the installation of the UPS and its connection to the power grid;
- i) make sure that the installed equipment, software and licenses are in full working order (hardware, software, drivers, communication with the network, etc.) by fully testing all the components and features

6. Support

The supplier shall be responsible for user support issues, maintenance of products and software needed upgrades Labor charges related to installation, configuration, testing and training of 2 -3 sessions per institution

7. Quantity

As described in the schedule of requirements and technical specifications

8. Packing of goods

All goods should be packaged in a manner that shall provide adequate protection of the goods for carriage to final destination including remote location, subsequent in-land distribution. The bidder shall assume full responsibility of the products till they are installed, tested and functional. The packing shall take into account any special requirements for dangerous or hazardous goods or cold chain items.

9. Delivery date and place

Delivery place:

- **Ministry of Education and Higher Education**
- **Beirut Rafic Hariri International Airport**
- **Mouhafaza of South (Saida Serail)**
- **Mouhafaza of North (Tripoli Serail)**

Final completion date: Within 4 months from contract signature

Incoterms: Delivery Duty Paid (DDP)

10. Firms qualifications

The following are the qualification requirements for the firms applying:

10.1 The firm shall be an established company supplying and integrating similar products for a minimum of ten years.

10.2 Supplying and maintenance for Computer Equipment, Networking Infrastructure and Security equipment, and VoIP and video products shall be a major activity of the firm as established from the company's sales records for the last ten years. The firm should have sold during the last year similar equipment of an amount comparable to the amount of this project.

10.3 The firm shall provide information that reflects its capability to provide adequate hardware maintenance and other services which are required to be performed with this project. The firm should clearly state that it guarantees that adequate, specialized hardware, maintenance capabilities and related software expertise are already available in Lebanon, or will be based in the country following the execution of the project to ensure that the support services are responsive and adequate.

10.4 The firm shall provide ISO qualification certificates or equivalent (professional/expert certifications) for the products that shall be offered.

Offers from firms who do not meet the above criteria shall be disqualified and not considered for award.

**Pls. attach delivery schedule.*

Additional Notes:

The bidder is requested to include in his offer the delivery, installation, integration and configuration of all the equipment, covering including training on proper usage and equipment maintenance

11. Site Visits

Site visits will be organized for interested bidders at the below mentioned locations:

- Beirut Rafic Hariri International Airport: Wednesday 10/6/2015 at 1:30pm
- Mouhafaza of North (Tripoli Serail): Thursday 11/6/2015 at 11:00am
- Mouhafaza of South (Saida Serail) will be on Friday 12/6/2015 at 10:00am

For the Ministry of Education and Higher Education, no site visit will be organized for the moment. Until further notice, bidders are requested to take into account while preparing their proposals that **the maximal distance between the server location and the operation room (hosting the rest of the equipment as per the ToR) is less than 100 meters.**

The visits are being organized by Mr. Bilal El Ghali (UNDP Field Officer of the DRM project) in the presence and technical advisory of Mrs. Carole Sadaka (Senior ICT Officer, UNDP PMO project) and in the presence of one representative of UNDP governmental counterpart.

Mr. Bilal's phone number is: 01/980353 or 71/363344.

Interested bidders shall send an e-mail to procurement.lb@undp.org, mentioning the name of their representative to each site. Only one representative from each bidder is allowed to attend the site visits.

FORM FOR SUBMITTING SUPPLIER'S QUOTATION²
(This Form must be submitted only using the Supplier's Official Letterhead/Stationery³)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. LEB/CO RFQ/67/15:

TABLE 1: Offer to Supply Goods Compliant with Technical Specifications and Requirements

Activity	Item	Quantity	Unit	Latest Delivery Date	Unit Price (USD)	Total Price (USD)
Operations Center	IP Phone (price includes license and all accessories, headset, cables...)	16	#			
	Video Endpoint (price includes license and all accessories, cables, etc...)	4	#			
	Outlets (All inclusive price - price includes all accessories, outlet boxes, cables, etc.)	28	#			
	1-Meter Patch Cords	28	Cable			
	Covered Power Installations (All inclusive price - for all components)	Lump Sum	Lot			
Cabling Cabinet	15U Cabinets	4	#			
	Patch Panel Ports - Price per Port	32	#			
	Covered Cable Guides (for each patch panel or active component)	8	Cable			
	Rack-Mounted Power Strips	4	#			
	Rack-Mounted UPS (1 KVA)	4	#			
	Router	4	#			
	Switch (24-port 10/100/1000 MB)	4	#			
	Network Security Appliance (NSA) Series License for up to 5 users per site	4	NSA			
	Server	4	#			
	Minor Electrical Installations	4	Lot			

² This serves as a guide to the Supplier in preparing the quotation and price schedule.

³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

Support	Labor charges related to installation, configuration, testing and training of 2 -3 sessions per location	4	Lot			
Total Prices of Goods⁴ (in US\$)						
Add : Cost of Transportation						
Add : Cost of Insurance (if applicable)						
Add : Customs fees (if applicable)						
Add : VAT Value (if applicable)						
Add: Other Charges (pls. specify)						
Total Final and All-Inclusive Price Quotation (in US\$) - DDP						

TABLE 2: Estimated Operating Costs (if applicable)

List of Consumable Item/s (Include fast moving parts, if any)	Estimated Average Consumption	Unit of Measure	Unit Price	Total Price per Item

TABLE 3: Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows :	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Delivery Lead Time			
Estimated weight/volume/dimension of the Consignment:			
Country/ies Of Origin ⁵ :			
Warranty and After-Sales Requirements			
a) Training on Operations and Maintenance			
b) Minimum three (3) years warranty on both parts and labor			

⁴ Pricing of goods should be consistent with the INCO Terms indicated in the RFQ

⁵ If the country of origin requires Export License for the goods being procured, or other relevant documents that the country of destination may require, the supplier must submit them to UNDP if awarded the contract.

c) Service Unit to be Provided when the Purchased Unit is Under Repair			
d) Brand new replacement if Purchased Unit is beyond repair			
e) Others			
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			
Other requirements <i>[pls. specify]</i>			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]

[Designation]

[Date]

General Terms and Conditions

1. ACCEPTANCE OF THE PURCHASE ORDER

This Purchase Order may only be accepted by the Supplier's signing and returning an acknowledgement copy of it or by timely delivery of the goods in accordance with the terms of this Purchase Order, as herein specified. Acceptance of this Purchase Order shall effect a contract between the Parties under which the rights and obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order, including these General Conditions. No additional or inconsistent provisions proposed by the Supplier shall bind UNDP unless agreed to in writing by a duly authorized official of UNDP.

2. PAYMENT

- 2.1 UNDP shall, on fulfillment of the Delivery Terms, unless otherwise provided in this Purchase Order, make payment within 30 days of receipt of the Supplier's invoice for the goods and copies of the shipping documents specified in this Purchase Order.
- 2.2 Payment against the invoice referred to above will reflect any discount shown under the payment terms of this Purchase Order, provided payment is made within the period required by such payment terms.
- 2.3 Unless authorized by UNDP, the Supplier shall submit one invoice in respect of this Purchase Order, and such invoice must indicate the Purchase Order's identification number.
- 2.4 The prices shown in this Purchase Order may not be increased except by express written agreement of UNDP.

3. TAX EXEMPTION

3.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for utilities services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize UNDP's exemption from such taxes, duties or charges, the Supplier shall immediately consult with UNDP to determine a mutually acceptable procedure.

3.2 Accordingly, the Supplier authorizes UNDP to deduct from the Supplier's invoice any amount representing such taxes, duties or charges, unless the Supplier has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Supplier to pay such taxes, duties or charges under protest. In that event, the Supplier shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

4. RISK OF LOSS

Risk of loss, damage to or destruction of the goods shall be governed in accordance with Incoterms 2010, unless otherwise agreed upon by the Parties on the front side of this Purchase Order.

5. EXPORT LICENCES

Notwithstanding any INCOTERM 2010 used in this Purchase Order, the Supplier shall obtain any export licences required for the goods.

6. FITNESS OF GOODS/PACKAGING

The Supplier warrants that the goods, including packaging, conform to the specifications for the goods ordered under this Purchase Order and are fit for the purposes for which such goods are ordinarily used and for purposes expressly made known to the Supplier by UNDP, and are free from defects in workmanship and materials. The Supplier also warrants that the goods are contained or packaged adequately to protect the goods.

7. INSPECTION

7.1 UNDP shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to this Purchase Order; payment for goods pursuant to this Purchase Order shall not be deemed an acceptance of the goods.

7.2 Inspection prior to shipment does not relieve the Supplier from any of its contractual obligations.

8. INTELLECTUAL PROPERTY INFRINGEMENT

The Supplier warrants that the use or supply by UNDP of the goods sold under this Purchase Order does not infringe any patent, design, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify, defend and hold UNDP and the United Nations harmless from any actions or claims brought against UNDP or the United Nations pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Purchase Order.

9. RIGHTS OF UNDP

In case of failure by the Supplier to fulfil its obligations under the terms and conditions of this Purchase Order, including but not limited to failure to obtain necessary export licences, or to make delivery of all or part of the goods by the agreed delivery date or dates, UNDP may, after giving the Supplier reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

- 9.1 Procure all or part of the goods from other sources, in which event UNDP may hold the Supplier responsible for any excess cost occasioned thereby.
- 9.2 Refuse to accept delivery of all or part of the goods.
- 9.3 Cancel this Purchase Order without any liability for termination charges or any other liability of any kind of UNDP.

10. LATE DELIVERY

Without limiting any other rights or obligations of the parties hereunder, if the Supplier will be unable to deliver the goods by the delivery date(s) stipulated in this Purchase Order, the Supplier shall (i) immediately consult with UNDP to determine the most expeditious means for delivering the goods and

(ii) use an expedited means of delivery, at the Supplier's cost (unless the delay is due to Force Majeure), if reasonably so requested by UNDP.

11. ASSIGNMENT AND INSOLVENCY

11.1. The Supplier shall not, except after obtaining the written consent of UNDP, assign, transfer, pledge or make other disposition of this Purchase Order, or any part thereof, or any of the Supplier's rights or obligations under this Purchase Order.

11.2. Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, UNDP may, without prejudice to any other rights or remedies, immediately terminate this Purchase Order by giving the Supplier written notice of termination.

12. USE OF UNDP OR UNITED NATIONS NAME OR EMBLEM

The Supplier shall not use the name, emblem or official seal of UNDP or the United Nations for any purpose.

13. PROHIBITION ON ADVERTISING

The Supplier shall not advertise or otherwise make public that it is furnishing goods or services to UNDP without specific permission of UNDP in each instance.

14. CHILD LABOUR

The Supplier represents and warrants that neither it nor any of its affiliates is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

Any breach of this representation and warranty shall entitle UNDP to terminate this Purchase Order immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind of UNDP.

15. MINES

The Supplier represents and warrants that neither it nor any of its affiliates is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

Any breach of this representation and warranty shall entitle UNDP to terminate this Purchase Order immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind of UNDP.

16. SETTLEMENT OF DISPUTES

16.1 Amicable Settlement. The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Purchase Order or the breach, termination or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the Parties.

16.2 Arbitration. Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Purchase Order or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Section within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or related to these General Terms and Conditions or this Purchase Order shall be deemed a waiver of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. SEXUAL EXPLOITATION:

18.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

18.2 UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

19.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

20. AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possess the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.

FORM FOR PERFORMANCE SECURITY

(This must be finalized using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made in this template.)

To: UNDP
[Insert contact information as provided in Data Sheet]

WHEREAS *[name and address of Contractor]* (hereinafter called "the Contractor") has undertaken, in pursuance of Contract No. *Click to enter* dated *Click to enter*, to deliver the goods and execute related services *Click here to enter text*. (hereinafter called "the Contract"):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract:

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of *[amount of guarantee]* *[in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Date.....

Name of Bank.....

Address.....
