**UNDP-RFQ-2022-138: Long Term Agreement for the Provision of Maintenance Services of CISCO Equipment Installed at UNDP Country Office Islamabad.**

**ANNEX 2: QUOTATION SUBMISSION FORM**

*Bidders are requested to complete this form, including the Company Profile and Bidder’s Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

|  |  |  |
| --- | --- | --- |
| Name of Bidder: | Click or tap here to enter text. | |
| RFQ reference: | UNDP-RFQ-2022-138 | Date: Click or tap to enter a date. |

**Company Profile**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item Description** | | **Detail** | | | |
| Legal name of bidder or Lead entity for JVs | | Click or tap here to enter text. | | | |
| Legal Address, City, Country | | Click or tap here to enter text. | | | |
| Website | | Click or tap here to enter text. | | | |
| Year of Registration | | Click or tap here to enter text. | | | |
| Legal structure | | Choose an item. | | | |
| Are you a UNGM registered vendor? | | Yes  No If yes, insert UNGM Vendor Number | | | |
| Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):* | | Yes  No | | | |
| Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? *(If yes, provide a Copy of the valid Certificate):* | | Yes  No | | | |
| Does your Company have a written Statement of its Environmental Policy? *(If yes, provide a Copy)* | | Yes  No | | | |
| Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues *(If yes, provide a Copy)* | | Yes  No | | | |
| Is your company a member of the UN Global Compact | | Yes  No | | | |
| Bank Information | | Bank Name: Click or tap here to enter text.  Bank Address: Click or tap here to enter text.  IBAN: Click or tap here to enter text.  SWIFT/BIC: Click or tap here to enter text.  Account Currency: Click or tap here to enter text.  Bank Account Number: Click or tap here to enter text. | | | |
| **Previous relevant experience: 3 contracts** | | | | | |
| **Name of previous contracts** | **Client & Reference Contact Details including e-mail** | | **Contract Value** | **Period of activity** | **Types of activities undertaken** |
|  |  | |  |  |  |
|  |  | |  |  |  |
|  |  | |  |  |  |

**Bidder’s Declaration**

| **Yes** | **No** |  |
| --- | --- | --- |
|  |  | **Requirements and Terms and Conditions:** I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them. |
|  |  | I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period. |
|  |  | **Ethics**: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer. |
|  |  | I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and wehave read the United Nations Supplier Code of Conduct :<https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct> and acknowledge that it provides the minimum standards expected of suppliers to the UN. |
|  |  | **Conflict of interest:** I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation’s Point of Contact. |
|  |  | **Prohibitions, Sanctions:** l/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. |
|  |  | **Bankruptcy**: l/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future. |
|  |  | **Offer Validity Period:** I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity. |
|  |  | I/We understand and recognize that you are not bound to accept any Quotation you receive, and wecertify that the goods offered in our Quotation are new and unused. |
|  |  | By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf. |

Signature:

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

## **ANNEX 3: TECHNICAL AND FINANCIAL OFFER - GOODS**

*Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

|  |  |  |
| --- | --- | --- |
| Name of Bidder: | Click or tap here to enter text. | |
| RFQ reference: | UNDP-RFQ-2022-138 | Date: Click or tap to enter a date. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description/Specifications of Goods | Response Time | Qty (in Months) | Unit Price (Monthly) | Total Price |
| In PKR | In PKR |
| Maintenance log needs to be prepared and shared with the concerned officials of UNDP on monthly basis which should be signed by UNDP focal point. | | | | |
| 1. Call logging and complaint registering through 24/7 helpdesk. |  | 12 |  |  |
| 2. 24x7 Engineer's online and onsite support to troubleshoot and rectify the problem. |
| 3. Fault rectifications in Network points which occur very frequently due to improper cabling laid down by serena. |
| 4. Warranty renewal of Cisco equipment and online Cisco TAC Support. |
| 5. Backup equipment arrangement for transition time of warranty claim. |
| 6. Modification and changes in configuration as desired. |
| 7. Preventive maintenance on quarterly basis. |
| 8. Configuration and Data Backup of Cisco equipment on quarterly basis. |
| 9. Modification in network depending on agencies requirement without compromising the internal network security. |
| 10. Network configuration optimization. |
| 11. Annual Network Audit. |
| 12. Provide full support to Cisco Call Manager. |
| 13. Provide support for H.323 / SIP gateways along with CUCM |
| 14. Provide IVR and voice mail setup. |
| 15. Provide full support of centralized wireless setup |
| and have expert level knowledge of Cisco Wireless |
| LAN Controllers and it Backup Wireless LAN |
| Controllers. |
| 16. Have experience of routing/switching |
| troubleshooting |
| 13. Up-gradation of software when necessary required |
| for any service enforcement. |
|  | Total Prices of services" | | |  |
| Add: Other Charges (Sales tax) 17% | | |  |
| Total Final and All-Inclusive Price Quotation | | |  |

**Compliance with Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **You Responses** | | | |
| **Yes, we will comply** | **No, we cannot comply** | **If you cannot comply, pls. indicate counter - offer** |
| Minimum Technical Specifications |  |  | Click or tap here to enter text. |
| Delivery Term (INCOTERMS) |  |  | Click or tap here to enter text. |
| Delivery Lead Time |  |  | Click or tap here to enter text. |
| Warranty and After-Sales Requirements |  |  | Click or tap here to enter text. |
| Validity of Quotation |  |  | Click or tap here to enter text. |
| Payment terms |  |  | Click or tap here to enter text. |
| Other requirements *[pls. specify]* |  |  | Click or tap here to enter text. |

**Other Information:**

|  |  |
| --- | --- |
| Estimated weight/volume/dimension of the Consignment: | Click or tap here to enter text. |
| Country/ies of Origin:  (*if export licence required this must be submitted if awarded the contract*) | Click or tap here to enter text. |

|  |  |
| --- | --- |
| I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted. | |
| *Exact name and address of company*  Company NameClick or tap here to enter text.  Address: Click or tap here to enter text.  Click or tap here to enter text.  Phone No.: Click or tap here to enter text.  Email Address: Click or tap here to enter text. | Authorized Signature:  Date: Click or tap here to enter text.  Name: Click or tap here to enter text.  Functional Title of Authorised  Signatory: Click or tap here to enter text.  Email Address: Click or tap here to enter text. |