INVITATION TO BID (ITB/PS/SF/28/20) Wednesday 3rd, June 2020

Subject: The Provision of Procurement of Fortinet UTM Devices Bundles and Associated Products for UNRWA areas of operations

1. The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) hereby invites you to submit a bid to this Invitation to Bid (ITB) for the above subject. Bids are required to be received by UNRWA no later than Thursday, 25th, June 2020 at 1:00 PM (Amman Time) (the Closing Time).

2. UNRWA seeks to establish systems contracts for the provision of UTM License Support & Maintenance for three years duration

3. This ITB consists of this letter, the subsequent instructions and the following annexes:
   - Annex A: General Tender Instructions
   - Annex B: Acknowledgement Letter
   - Annex C: Compliance sheet
   - Annex D: General Conditions of Contract
   - Annex E: Bid Form – Fortinet UTM Devices
   - Annex E1: Bid Form – Fortinet License Maintenance & Support
   - Annex F: Vendor Profile
   - Annex G: Instructions on UNGM Registration

4. You are kindly requested to return the attached Annex B - Acknowledgement Letter, duly signed by an authorized representative of your company through In -Tend via UNGM no later than Monday 8th, June 2020 at 1:00 PM (Amman Time). The letter should advise whether your company intends to submit a Bid and if not, indicate the reason.

5. For clarifications regarding this ITB, please contact in writing the Procurement Section of the Central Support Services Division, UNRWA Headquarters Amman through In -Tend via UNGM no later than Wednesday 10th, June 2020 at 1:00 PM (Amman Time). Please indicate the ITB reference number in the subject line.

6. We look forward to your Bid and thank you in advance for your interest in UNRWA procurement opportunities.

Yann Kervinio
Chief Central Support Services Division
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<thead>
<tr>
<th>Annex A: General Tender Instructions</th>
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INTRODUCTION:

7. UNRWA solicits Bids in response to this ITB. Bidders must strictly adhere to all the requirements of this ITB.

8. Submission of a Bid shall be deemed to constitute an acknowledgement by the Bidder that all obligations stipulated by this ITB will be met and unless specified otherwise, that the Bidder has read, understood and agreed to all the instructions provided in this ITB.

9. Any Bid submitted will be regarded as a proposal by the Bidder and not as an acceptance by the Bidder of any proposal by UNRWA. This ITB does not commit UNRWA to award a contract.

10. Unless otherwise stated in this ITB, all times indicated in this ITB are Amman time.

BID SUBMISSION

11. Bidders are required to complete, sign and submit in the English language, the Commercial offer.

12. UNRWA does not assume any responsibility for problems related to the submission. All bids received after the tender closure will be rejected except if the delay is determined by UNRWA to have been due to a valid ground. UNRWA does not assume any responsibility for any missing and/or illegible pages of bids, and this may result in rejection of your bid.

13. Bidders are required to download their bids through In -Tend via UNGM, in the ‘Tender Management’ page under the ‘ITB documents’ menu tab, scroll down until the section ‘Tender documents received’ and download all documents. Bidders are required to use the attached Bid Form when submitting their bid

14. Bidders may submit their bids through In -Tend via UNGM, bidders should insert the prices on the excel sheet Bid Form (Annex E) and send it along with stamped and signed hard copy of the bid, and to be sent to UNRWA in accordance with the ITB Instructions (Annex A).

CLOSING TIME

15. It is the responsibility of the Bidders to ensure that the Bid is submitted before the Closing Time. Bids received after the Closing Time may be rejected and therefore not considered or evaluated, except for an exceptional circumstances.

BIDDERS REQUEST FOR CLARIFICATIONS

16. For clarifications regarding this ITB, please contact in writing the Procurement Section of the Central Support Services Division, UNRWA Headquarters Amman through In -Tend via UNGM no later than Wednesday 10th, June 2020 at 1:00 PM (Amman Time). Please indicate the ITB reference number in the subject line.
17. Any communication in connection with this ITB must be written through In-Tend via UNGM clarification.

18. In order to maintain transparency, all Bidders’ requests for clarifications and UNRWA responses will be recorded and published, without indicating the source of the request.

**BID VALIDITY**

19. Your Bid shall be irrevocable and remain valid for acceptance for at least a 180 days period, commencing on the Closing Time.

20. If deemed necessary by UNRWA, Bidders may be requested to extend the validity of their Bids for an additional period(s), in order to finalize the solicitation process. If the extension of the validity period is accepted by a Bidder, the Bidder will not be permitted to otherwise modify or consequently withdraw its Bid.

21. Bids shall be valid for at least the minimum number of days specified in the Invitation to Bid from the date of Bid closure. In the event that a supplier is in a position to extend the validity of his offer for a limited period beyond the required minimum, this should be stated on the Bid Form. UNRWA reserves the right to determine, at its sole discretion, the validity period in respect of Bids which do not specify any such maximum or minimum limitation.

**SOLICITATION DOCUMENTS**

22. Bidders are expected to examine all instructions, forms, specifications, terms and conditions, contained within this solicitation document (the solicitation documents including the cover letter with all annexes are to be signed and stamped by the bidders). Failure to comply with these documents shall be at the bidder’s risk and may affect the evaluation of the bids, or may result in the rejection of the bid.

**PAYMENT TERMS**

23. For DAP incoterm, payment will be made within 30 days from receipt of the original Invoice, and acceptance of goods. However, UNRWA may withhold payment in cases where the goods received at the port(s) of arrival or UNRWA warehouse(s) are not in conformity with UNRWA’s specifications due to the supplier’s default.

24. UNRWA’s policy is to preclude advance payments or payment by Letters of Credit. Such provisions in a Bid will be prejudicial to its evaluation by UNRWA.

**CURRENCY**

25. Prices should preferably be quoted in USD. However, if other currencies are used, they should be clearly indicated in Vendor’s bid. For the purposes of comparison of all Bids, UNRWA will convert the currency quoted in the Bid to USD, in accordance with the prevailing UN Operational Rate of Exchange at the Closing Time.

26. Bidder’s invoices and UNRWA payments will be made in the currency as originally quoted by the Bidder in its Bid.
**PRICE**

27. The offered price should be all inclusive. If Bidders’ price excludes certain fees and/or charges, bidders must provide a detailed list of excluded fees, with a complete explanation of the nature of those fees. Unless otherwise provided in this ITB, the contract shall be concluded on a Firm Fixed Price basis, and shall not be subject to any adjustment, including the actual cost incurred by the Bidder in performing the contract or any market price change.

28. Offers of discount other than for prompt payment will be a consideration in award of contracts.

**PRESENTATION**

29. Vendors are requested to submit their price proposal in **excel format** as well as in **pdf format** with signature and stamp. The prices in excel format must be the same as the prices in the pdf format. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. A completed duplicate of the Bid Form should be retained by the Bidder for records purposes. All documentation must be written in English. All Bids must be signed by a duly authorized representative of the Bidder.

30. Bidders are reminded of the importance to submit a comprehensive and well-structured bid. Missing documents may jeopardize their chances to be awarded. Bidders should therefore pay attention to all required documentation stipulated in this Invitation to Bid.

**WITHDRAWAL AND MODIFICATION OF BIDS**

31. Bids may be modified or withdrawn at any time prior to the Closing Time.

32. Bids may not be modified or withdrawn after the Closing Time. In addition, the bidder may be subject to review by the UNRWA Vendor Review Committee, which may lead to its suspension.

**REJECTION OF BID**

33. UNRWA reserves the right to reject a Bid if it does not adhere to the ITB instructions.

**SELECTION PROCESS**

34. Awards will be made only to bids which meet the minimum technical requirements and offer the lowest total cost of ownership for UNRWA.

35. UNRWA reserves the right, at its sole discretion, to:

   a. Award separate or multiple contracts for same or different elements covered by this ITB in any combination it may deem appropriate, or only a portion of the requirements. If a Bid is submitted on an “all or none” basis, it should be clearly stated as such.
b. Reject any or all Bids received in response to this ITB and negotiate with any of the Bidders in any manner deemed to be in the best interest of UNRWA.
c. Add new considerations, information or requirements at any stage of the process.

36. In exceptional situations, UNRWA may cancel this ITB by a written notification to Bidders.

**CONTRACT AWARD PUBLICATION**

37. UNRWA shall publish the contract award on UNRWA website:
https://www.unrwa.org/procurement/tenders

**SIGNING OF THE CONTRACT**

38. UNRWA shall send the successful bidder the Purchase Order, which constitutes the notification of award. The successful bidder shall sign, date the Purchase Order and return it to UNRWA within 2 days of receipt of the Purchase Order. After receipt of the Purchase Order, the successful bidder shall deliver the commodities in accordance with the quantity, quality and delivery schedule outlined in its bid in conjunction with UNRWA General Conditions of Contracts.

39. This ITB is subject to the UNRWA General Conditions of Contract (GCC). By submitting a Bid, the Bidder confirms that it has accessed, read, understood, agreed and accepted UNRWA’s GCC.

40. This ITB does not commit UNRWA to award a contract or to pay any costs incurred in the preparation or submission of bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by UNRWA. No contractual relationship will exist except pursuant to a written contract document signed a duly authorized official of UNRWA and by the successful Bidder.

**UNGM VENDORS REGISTRATION**

41. Bidders must register with the United Nations Global Market (UNGM) at www.ungm.org prior to the award at least at Level 1. Bidders who have already registered in the UNGM shall keep the information updated at http://www.ungm.org.

**SUPPLIER CODE OF CONDUCT**

42. By submitting a Bid, the Bidder confirms that it has accessed, read, understood and agrees to comply with the UN Supplier Code of Conduct, which, amongst others, prohibits collusive bidding, anti-competitive conduct, improper assistance and corrupt practices. Bidders should refer to the UN Supplier Code of Conduct at:

**COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT**
43. Bidders and their employees, officers, advisers, agent or subcontractors must not engage in any collusive bidding or other anti-competitive conduct, or any other similar conduct, in relation to:

- The preparation or submission of bids,
- The clarification of bids, and
- The conduct and content of negotiations, including final contract negotiations, in respect of this ITB or procurement process, or any other procurement process being conducted by UNRWA in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to UNRWA, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

In addition to any other remedies available to it, UNRWA may, at its sole discretion, immediately reject any bid submitted by a Bidder that, in UNRWA’s sole opinion, has engaged in any collusive bidding, other anti-competitive conduct, or any other similar conduct with any other Bidder, person or entity in relation to the preparation or lodgment of bids, whether in respect of this ITB or procurement process, or any other procurement process being conducted by UNRWA in respect of any of its requirements.

44. Bids that, in the sole opinion of UNRWA, have been compiled:

- with the assistance of current or former employees of UNRWA, or current or former contractors of UNRWA in violation of confidentiality obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- with the utilization of confidential and/or internal UNRWA information not made available to the public or to the other Bidders,
- in breach of an obligation of confidentiality to UNRWA, or
- Contrary to these terms and conditions for submission of a bid, shall be excluded from further consideration.

45. Without limiting the operation of the above clause, a Bidder must not, in the absence of prior written approval from UNRWA, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person:

- at any time during the 6 months immediately preceding the date of issue of this ITB was an official, agent, servant or employee of, or otherwise engaged by, UNRWA,
• at any time during the 12 months immediately preceding the date of issue of this ITB was an employee of UNRWA personally engaged, directly or indirectly, in the planning or performance of the requirement, project or activity to which this ITB relates, or
• At any time, was an employee of UNRWA involved, directly or indirectly, in the preparation of this ITB including any earlier versions or the management of this procurement process

CORRUPT AND FRAUDULENT PRACTICES

46. UNRWA requires that all suppliers observe the highest standard of ethics during procurement and execution of work. Pursuant to this policy, UNRWA defines the terms set forth as follows:

i. Corrupt practice means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in the execution of a contract;

ii. Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the client, and includes collusive practice among suppliers (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the client of the benefits of free and open competition.

47. UNRWA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNRWA-financed contract/agreement if at any time it determines that the supplier has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNRWA-financed contract/agreement.

UNETHICAL BEHAVIOR

48. UNRWA strictly enforces a policy of zero tolerance concerning unethical, unprofessional or fraudulent acts of UNRWA suppliers. Accordingly, any registered company that is found to have undertaken unethical, unprofessional or fraudulent activities, as defined above, will be suspended or forbidden to continue business relations with UNRWA.

ZERO TOLERANCE POLICY ON GIFT AND HOSPITALITY

49. UNRWA has adopted a zero tolerance policy on gifts and hospitality. In view of this, UNRWA personnel is prohibited from accepting any gift, even of a nominal value, including drinks, meals, food products, hospitality, calendars, stationery, transportation, recreational trips to sporting or cultural events, theme parks or offers of holidays, or and any other forms of benefits. The supplier shall not offer any forms of gifts, hospitality or benefits to UNRWA personnel.

50. Bidder may also visit the below mentioned link to obtain more information on UNRWA procurement policy: https://www.unrwa.org/procurement/policy
CONFLICT OF INTEREST

51. A Bidder must not, and must ensure that its employees, officers, advisers, agents or subcontractors do not, place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of UNRWA and the Bidder’s interests during the procurement process.

52. If during any stage of the procurement process or performance of any UNRWA contract a conflict of interest arises, or appears likely to arise, the Bidder must notify UNRWA immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of UNRWA, or cases in which any UNRWA official, employee or person under contract with UNRWA may have, or appear to have, an interest of any kind in the Bidder’s business or any kind of economic ties with the Bidder. The Bidder must take steps as UNRWA may reasonably require to resolve or otherwise deal with the conflict to the satisfaction of UNRWA.

GLOBAL COMPACT

53. UNRWA strongly encourages all vendors to UNRWA to participate in the Global Compact. You can find more under www.unglobalcompact.org/participation/join/.
Annex B: Acknowledgement Letter

**IMPORTANT:** Bidders are requested to return a completed copy of this acknowledgement letter even if they do not intend to submit a bid for this tender.

**SUBJECT:** ITB – PS/SF/28/20 - The Provision of Procurement of Fortinet UTM devices bundles and associated products for UNRWA areas of operations

Dear Madam / Sir,

We the undersigned acknowledge receipt of your ITB – PS/SF/28/20 for the subject matter and hereby confirm that:

( ) We intend

( ) We do not intend

to submit a bid to UNRWA “The Provision of Procurement of Fortinet UTM devices bundles and associated products” **by the deadline date of Thursday, 25th, June 2020 before 1:00 PM Amman, Jordan time.**

Very Truly Yours,

Name & Title of Authorized Representative: ________________________________

Signature: __________________________________________________________

Company Name & Address: ___________________________________________

Telephone No.: ______________________________________________________

If you do not intend to submit a bid to UNRWA, please indicate the reason:

( ) We do not have the capacity to submit a bid at this time.

( ) We cannot meet the technical requirements for this ITB.

( ) We do not think we can make a competitive offer at this time.

( ) Others: Please specify ___________________________________________

**Kindly return this acknowledgement by Monday 8th, June 2020 through In-tend via UNGM**
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<th>Description</th>
<th>Comply Yes / No</th>
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<td>1.</td>
<td>UNRWA General Conditions of Contract – Annex-D for the procurement of goods &amp; Services initialed, signed and stamped by the bidder.</td>
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<td>2.</td>
<td>Evidence of UNGM (UNGM ID#) minimum registration at level 1 prior to award</td>
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<td>3.</td>
<td>Vendor is not on any UN Sanctions List.</td>
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<td>4.</td>
<td>A certification that vendor is a Fortinet authorized certified dealer/partner</td>
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<td>5.</td>
<td>Vendor must have local Jordan based representation and support.</td>
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<td>6.</td>
<td>Summarized CV of at least one trained technical specialist on the proposed Fortinet UTM. The technical specialist must be officially trained on Fortinet UTM (certificates should be provided) and have at least 3 years of experience working with Fortinet UTMs</td>
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<td>7.</td>
<td>References: Contact &amp; information for three (3) references with successful completion of Fortinet related projects/services of a similar size and complexity delivered &amp; supported by the bidder</td>
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<td>8.</td>
<td>Fortinet solution offer should include Unified (UTM) Protection (24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam, FortiSandbox Cloud)</td>
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<td>9.</td>
<td>Fortinet solution offer should include the Fortinet Analyzer appliance able to analyze and collect logs from the proposed Fortigate UTM</td>
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<td>10.</td>
<td>Vendor must provide licensing subscription options for both 1 year and 3 years</td>
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<td>11.</td>
<td>One year warranty, starting from the installation and activation date</td>
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<td>12.</td>
<td>Vendor must be able to deliver the UTM devices for UNRWA premises (Head Quarter Amman, Jordan Field Office, Lebanon Field Office, Gaza Field Office, &amp; West Bank Field Office)</td>
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Introduction

54. A representative list of the items required by UNRWA is attached as **Annex E & E1 – Bid Forms**.

55. Other United Nations Agency, shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a frame agreement with other Agencies.

56. **Country of Origin**

Bidders shall clearly state the country of origin for each product in **Annex E & E1 – Bid Forms**. Country of origin is defined as the country where at least 80% of the product is manufactured.

Supplier’s Responsibility for Rejected or Returned Products

57. In case of non-compliance in the quality of the product, the supplier will be requested to replace the goods at supplier’s own cost or reimburse UNRWA as well as and take appropriate actions to eliminate risks.

58. Should any part of the Goods fail to meet the workmanship and requirements of the specifications, the supplier shall replace the items within the time specified for delivery, or extension granted.

Delivery Information

59. **Delivery Lead Time**

Bidders shall indicate the guaranteed maximum lead time for delivery of each list offered **Annex E & E1 – Bid Forms**. Bidders are advised to state realistic lead times since UNRWA shall monitor and measure delivery performance in comparison with guaranteed minimum lead time indicated in this Bid. Once contracted, the supplier shall regularly update UNRWA’s Procurement Officer on the manufacturing if applicable and delivery schedule. In the event of any change to the good readiness or delivery date, the supplier shall immediately inform UNRWA Procurement Officer via email of the change.

60. **Receipt and Confirmation of Purchase Orders**

Once contracted, the supplier shall acknowledge receipt and acceptance of the UNRWA Purchase Order within two (2) business days (for non-emergency orders) from the receipt of the UNRWA Purchase Order by acknowledgement of receipt of Purchase Order to UNRWA Procurement Officer (via email).
Request for Clarification of Bids

61. To assist in the examination, evaluation and comparison of bids, UNRWA may ask bidders for clarification of their bids. The request for clarification and the response shall be in writing by UNRWA and no change in price or substance of the bid shall be sought, offered or permitted.

62. Bidders shall submit clarifications or missing information and documentations by the deadline given in the request. Bids shall be rejected once the deadline for submission of clarification is passed without satisfactory response from the suppliers.

Responsiveness of bids

63. A substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the bidding documents without material deviation, reservation, or omission.

64. A material deviation, reservation, or omission is one that:

- affects in any substantial way the scope, quality, or performance of the goods and related services specified in the contract; or
- limits in any substantial way, inconsistent with the bidding documents, UNRWA’s rights or the bidder’s obligations under the contract; or
- if rectified would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

65. UNRWA considers material deviation to include, but not to be limited to the following situations:

65.1. During preliminary examination of bids (verification of formal criteria):

   65.1.1. Absence of completed bid form(s), change in the wording or lack of signature on key portions of the bid form when this is clearly specified in the tender document as a requirement. Any change in wording that is consistent with the standard format of the bid form(s) is not a material deviation;

   65.1.2. The bidder indicates in the bid that they do not accept important contract conditions, i.e. related to Warranty, Force Majeure Applicable Law, Delivery Schedule, Payment Terms, General Conditions and Limitation of Liability;

   65.1.3. Non-historical documents required in the solicitation document have not been provided, such as documents specifically related to the bidding process and that the bidder could not be expected to possess before the solicitation document was issued;

   65.1.4. Non-eligibility of the bidder;
65.2. During technical evaluation of bids and qualification of bidders:

65.2.1. Specifications of the item quoted vary in one or more significant respect(s) from the minimum required technical specifications specified in this ITB;

65.2.2. The bidder does not meet the minimum conditions for qualification;

65.3. During financial evaluation of bids:

65.3.1. The bidder submits its bid in another template than the one attached to the ITB.

65.3.2. The Bidder submits a financial offer, which does not entail all price components. All costs (packing, packing materials, etc...) must be included in the unit price taking into consideration the required Incoterm.

66. Bids shall be disqualified if it contains any statements preventing an accurate and complete comparison of the offers (such as “to be discussed,” “depending on...,” etc.) or referring to external circumstances (such as an already existing but separate contract). Conditional offers are not accepted.

67. Preliminary examination of Bids

UNRWA shall examine the bids to determine whether they are complete, that all documents and technical documentation requested as per the instructions to Bidders under this ITB have been provided and to determine the completeness of each document submitted. UNRWA will also examine whether the documents are properly signed, and whether the bids are generally in order.

68. Examination of Terms and Conditions and Technical Evaluation

UNRWA shall examine the bid to confirm that it does not contain any material deviations, reservation, or omission related to the conditions and requirements specified in UNRWA General Conditions of Contract for the Provision of Goods & Services. If after the examination of the terms and conditions and the technical evaluation UNRWA determines that the bid is not substantially responsive, the bid shall be rejected.

Evaluation Criteria of Bids:

Evaluation criteria for bids are established to identify the “lowest priced, substantially compliant offer and for whom meet the eligibility criteria set forth in the solicitation documents and is evaluated to be the “best value for money” to the Agency.

69. Financial Evaluation

The total cost of the bids will be evaluated taking into consideration the Agency best value for money.
UNRWA’s evaluation will exclude and not take into account Customs duties and other import taxes, sales and other similar taxes, which will be payable on the goods if the contract is awarded to the bidder.
Annex D: General Conditions of Contract
Annex G: Instructions on UNGM Registration

السوق العالمية للأمم المتحدة

دليل السوق العالمية للأمم المتحدة

تعليمات حول كيفية التسجيل مع U والدخول الى عطاءات الانروا

www.ungm.org

عمولة التسجيل في السوق العالمية للأمم المتحدة

تم دمج نظام العطاءات الالكتروني للايرونا مع بوابة السوق العالمية للأمم المتحدة (www.ungm.org). ارجو الاطلاع على التعليمات حول كيفية تسجيل شركتكم وكيفية الوصول الى وثائق العطاء. للحصول
على مزيد من المساعدة، يرجى الاتصال بالسوق العالمية للأمم المتحدة على العنوان: registry@ungm.org

الخطوة الأولى: إنشاء حسابك على السوق العالمية للأمم المتحدة

كي تقوم بالدخول إلى وثائق العطاء، يجب ان تكون قد أنهيت عملية التسجيل على المستوى الأساسي وتكون لديك وضع ‘Registered’ مع الانروا على السوق العالمية للأمم المتحدة.

اذهب الى www.ungm.org وانقر على خانة ‘Register’. اقرأ الإيضاحات بشأن عملية تسجيل تجار السوق العالمية للأمم المتحدة وانقر على الزر ‘Continue to registration’.
For more information on the UNGM vendor registration process, please click here.

It should take approximately 5 to 10 minutes to complete the Basic level of registration.

If you need any assistance or require more information, please do not hesitate to use the Help? button in the right-hand corner of the page.

Registering with the relevant UN organizations

During the online registration process, vendors are automatically matched with the UN organizations which buy the products and services the vendor offers. You are able to deselect any of these UN organizations, should you wish to do so. If your company is unable to register with a particular UN organization, it is because that organization does not buy the goods or services you provide.

After completion of your registration

Once the required information has been provided, you will be able to submit your registration for review. Some UN organizations automatically accept submissions, while others review and evaluate each submission based on specific criteria. This process can take up to 10 working days. Once a vendor has been accepted by at least one UN organization, the vendor's profile is visible to all UN staff.

Help?

Please click the Help? button. From here you are able to get in touch with our HelpDesk who will assist you with your query. We try to answer all queries within 48 hours. For the most efficient service, please ensure that you are logged in. Provide a detailed comment and screenshot where possible.

Continue to registration

Registration for UN staff. Click here to start registration.
اكتب تفاصيل تسجيل الدخول الخاص بك ومن ثم انقر على الزر ‘Create login’

الخطوة الثانية: تفعيل حسابك على السوق العالمية للأمم المتحدة

بمجرد ان تنتهي من انشاء حسابك على السوق العالمية للأمم المتحدة، لا تنس من فضلك ان تقوم بتفعيله. اذهب الى صندوق الوارد في بريدك الالكتروني الشخصي حيث تكون قد تلقيت رسالة بريد الكتروني من السوق العالمية للأمم المتحدة تحوي على رابط التفعيل. يرجى تفعيل حسابك على السوق العالمية للأمم المتحدة بواسطة النقر على رابط التفعيل.

تهنئنا لقد تم تفعيل حسابك الآن.

إذا لم تكن قد استلمت رسالة بريد الكتروني بشأن التفعيل، يرجى التأكد من فلتر البريد التطعيمي/صندوق الورد. يرجى ملاحظة ان بإمكانك إرسال رسالة بريد الكتروني بشأن التفعيل إلى نفسك من صندوق الورد للسوق العالمية للأمم المتحدة الخاص بك.
قم بمراجعة رابط 'Registration Process' على القائمة الجانبية من الناحية اليسرى للحصول على مزيد من المعلومات وتعليمات مفصلة حول كيفية البدء من أجل استكمال تسجيلك على السوق العالمية للامم المتحدة.

بالإضافة إلى ذلك، تجدون أدناه رابط الفيديو الإرشادي حول كيفية تسجيل شركة بنجاح على السوق العالمية للامم المتحدة:

https://www.ungm.org/Public/Video/View/3

هام: ارجو ان نذكركم ان المقصود بعملية 'Registration for UN staff' هم أفراد الامم المتحدة فقط ولا ينطبق على التجار.

الخطوة الثالثة: تسجيل الدخول الى حسابك على السوق العالمية للامم المتحدة
لكي تقوم بتسجيل حسابك على السوق العالمية للامم المتحدة يرجى النقر على رابط 'Log in' على الزاوية العليا من اليمين من الصفحة. سوف تحتاج إلى استخدام اسم المستخدم الخاص بك وهو عنوان البريد الإلكتروني الذي سجلت بموجبه اضافة إلى كلمة المرور.

إذا نسيت كلمة المرور يرجى استخدام خدمة 'forgotten password'.

الخطوة الرابعة: تعبئة نموذج تسجيل التاجر الخاص بك في السوق العالمية للامم المتحدة يمكنكم تعبئة نموذج التسجيل الخاص بكم من رابط 'Registration' على القائمة في الجانب الأيسر. يستغرق إتمام التسجيل الأساسي الخاص بك ما يقارب خمس إلى ثمان (5 – 8) دقائق فقط.

يرجى ملاحظة أن بعض علامات التبويب تظهر باللون الاحمر فيما البعض الآخر يظهر باللون الأخضر. علامات التبويب الحمراء تعني معلومات مفقودة لا يتم تعبئتها. تشير النجمة (*) إلى المعلومات المطلوبة ولا يمكنك تسليم التسجيل بدون هذه المعلومات.
يرجى عدم نسيان تسجيلك التام إلى منظمات الأمم المتحدة المطابقة لبيانات الشركة الخاصة بك.
يرجى التحقق من ان الانروا هي جزء من قائمة منظمات الأمم المتحدة التي تطابق بيانات شركتك في علامة تبويب ‘UN organizations’.

الخطوة الخامسة: تحقق من أوضاعك ورقم السوق العالمية للأمم المتحدة في لوحة الإعدادات.

إذا كنت قد قمت بتسجيل المستوى الأساسي الخاص بك في الماضي، يرجى التأكد من أن التسجيل الأساسي الخاص بك مع الانروا كاملا. يمكنك التأكد من هذه المعلومات إما من خلال لوحة الإعدادات الخاصة بك (على سبيل المثال حالة التسجيل الخاصة بك هي تسجيل/تاجر للتحديث) أو مباشرة في التسجيل الخاص بك. وإذا لم يكن ذلك كذاك، يرجى تحديث/تعديل المعلومات المطلوبة من قبل نظام السوق العالمية للأمم المتحدة قبل البدء.
الخطوة الأولى: ابحث عن إشعارات العطاءات الصادرة من قبل الأطراف

'Business Opportunities' من الصفحة الرئيسية للسوق العالمية للأمم المتحدة انقر على خانة ‘show more criteria’.

Tender notices أو انقر على رابط ‘Tender notices’ في القائمة على الجانب الايسر. انقر على زر ‘show more criteria’.

في حقل ‘UN organizations’ (يرجى طباعة الأطراف) (UNRWA) سوف يقوم النظام تلقائيا بإظهار جميع إشعارات العطاءات القائمة طالما اصدرت عن الأطراف.

بإظهار جميع إشعارات العطاءات القائمة فعلا الصادرة عن الأطراف.
سوف تجد على جانب كل إشعار عطاء زر اخضر اللون اما "Express interest" إذا كانت هذه هي المرة الاولى التي تعرض فيها الاشعار) او 'View documents' هي المرة الأولى التي تعرض فيها الإشعار) أو
When entering for the first time click 'Express interest' to let UNRWA know you are interested to participate in this tender. After a few seconds, the button will turn green to 'View documents'. Click on this button (on the left) to be able to enter the tender documents.

First step: Express interest

When entering for the first time click 'Express interest' to let UNRWA know you are interested in participating in this tender. After a few seconds, the button will turn green to 'View documents'. Click on this button (on the left) to be able to enter the tender documents.

Second step: Management of the tender

You will be redirected from the United Nations Global Marketplace to the UNRWA tender management system. You will then see the Tender Management screen. If the tender management screen does not appear, please report to UNRWA immediately on: intend.admin@unrwa.org or cpdl@unrwa.org.
أنت الآن على نظام العطاءات الإلكتروني الخاص بالإنروا. وفي إطار هذه المساحة، سوف تجد العديد من قائمة علامات التبويب:

- العطاء: معلومات عامة عن هذا العطاء
- وثائق طلب تقديم العروض: هام، هنا يوجد الموعد النهائي اضافة إلى وثائق عملية العطاء (طلب تقديم العروض والدعوة إلى العطاء). في نفس المساحة، يوجد لديك وعاء لتحميل عرضك وجميع الوثائق الخاصة بك.
- المراسلات: مساحة تستطيع أن تكتب فيها رسالة بريد إلكتروني واستلام إجابات من الإنروا.
- التوضيحات: مكان لقراءة التوضيحات الصادرة عن الإنروا والمتميزة لجميع مقدمي العروض.
- التاريخ: سجل للنشاطات السابقة المتصلة بهذا العطاء.

يرجى التأكد من قراءة جميع الإيضاحات لأنها أصبحت جزء من المواصفات.

من هذه النقطة فصاعدا، نعتقد أن النظام أصبح أكثر سهولة وسيكون بمقدورك التنقل من خلاله بدون صعوبات كبيرة. ولكن ان كان لديك أسئلة أو استفسارات، يرجى الاتصال بنا باستخدام علامة تبويب المراسلات لنظام العطاءات الإلكتروني أو بواسطة البريد الإلكتروني على العنوان: intend.admin@unrwa.org and cpld@unrwa.org.

الخطوة الثالثة: الدخول إلى العطاء في مرحلة لاحقة

يوجد هناك اختصار (short-cut) لإشعارات العطاءات. بعد تسجيل الدخول في السوق العالمية للام المتحدة، يمكن اختيار الخيار 'My tenders/contracts' من القائمة على الجانب الأيسر.

يمكنك أيضا النقر على زر 'View document' بجانب الإشعارات أو النقر على رابط الإنروا تحت إشعار العطاء ووثائقه الخاصة به.
الخطة الرابعة: تحميل وثائق العطاء

في صفحة 'Tender Management'، الرجاء اختيار علامة تبويب قائمة ‘RFP documents’، ثم انتقل للأسفل إلى ‘Tender documents received’، ومن ثم فم ‘Tender documents received’، ثم قم بتحميل جميع الوثائق.
الخطوة الخامسة: إرفاق الوثائق وتقديمها

إذا تم طلب إية وثائق إلزامية فسوف تظهر في قسم 'My tender return' على زر احمر.

وإذا طلب تعبئة استبانة فسوف تظهر باللون الاحمر محددة بـ 'Not Started' في قسم 'My Tender Return'. وبعد تعبئة إية استبانة أمرًا إلزامية.

لإرفاق وثائق إضافية ترغب في تقديمها كجزء من العطاء، انقر على زر تحت قسم 'My Tender Return' (إن وجد). وسوف تظهر هذه في قسم 'My Tender Return'.

ملاحظة: قد تستغرق الملفات الكبيرة بعض الوقت للتحميل. ننصح بحفظ الملفات بحجم يقل عن 5 ميجابايت.
سوف لن يسمح زر تقديم الطلبات حتى تقوم بتحميل جميع الوثائق الإلزامية والإجابة على أي استبانة لربما يكون قد تم إرسالها.

** أدوات إضافية **

خدمة التنبيه للعطاء

"Tender Alert Service" بمثابة خدمة إضافية للتجار الذين يرغبون

بإعلامهم باشعارات العطاءات ذات الصلة عبر البريد الإلكتروني. وبموجب خدمة التنبيه للعطاءات، بوساطة خدمة التنبيه للعطاءات،

، بوسعك أن تستلم إشعارات بشأن فرص الأعمال التجارية ذات الصلة التي تتطابق خدمات / أو منتجات شركتك مباشرة على عنوان بريدك الإلكتروني.

يتم توفير هذه الخدمة برسوم بـ 250 دولار أمريكي سنويا. كما يمكنك أيضًا الدخول إلى إشعارات العطاءات "Tender Notices" مجانًا تحت إشعارات العطاءات.
إذا احتجت إلى مساعدة "Help" في أي مرحلة من مراحل العملية، يمكنك الاتصال من خلال خدمة "Help" على موقع السوق العالمية للأمم المتحدة على الإنترنت. نسعى للرد على جميع الأسئلة والاستفسارات في غضون ثمان وأربعين (48) ساعة. يرجى ملاحظة أنه يمكنك تصنيف تساؤلاتك والاستفسارات الأمر الذي يمكننا من التعامل معها بشكل أكثر كفاءة.
If you need assistance, we also welcome your call on the email address registry@ungm.org for urgent assistance. Visit www.ungm.org.

إذا كنت في حاجة ماسة للمساعدة، نرحب بك أيضاً للاتصال بنا على العنوان registry@ungm.org لتقدم المساعدة العاجلة.