United Nations Relief and Works Agency for Palestine Refugees in the Near East

INVITATION TO BID (ITB)

PROVISION OF ICT EQUIPMENT AND MAINTENANCE SERVICES FOR UNRWA INSTALLATIONS AT JORDAN FIELD OFFICE (JFO) AND HEAD QUARTER-AMMAN (HQA).

ITB Reference No.: ITBS-3322000008
UNRWA Field Office: Jordan Field Office and Head Quarters Amman

SECTION 1: LETTER OF INVITATION

United Nations Relief and Works Agency for Palestine Refugees in the Near East, hereinafter referred to as UNRWA, hereby invites prospective bidders to submit a bid in accordance with the General Conditions of Contract and the Schedule of Requirements as set out in this Invitation to Bid (ITB).

To enable you to submit a bid, please read the following documents carefully.

Section 1: This Letter of Invitation
Section 2: Instructions to Bidders
Section 3: Data Sheet
Section 4: Schedule of Requirements
Section 5: Evaluation Criteria
Section 6: Conditions of Contract, Contract Forms and Performance Security
Section 7: Bidding Forms
  • Form A: Acknowledgement letter
  • Form B: Checklist
  • Form C: Bid Submission
  • Form D: Bidder Information
  • Form E: Joint Venture/Consortium/Association Information
  • Form F: Price Schedule
Section 8: Instructions for UNGM Registration and Bid Submission

If you are interested in submitting a bid in response to this ITB, please prepare your bid in accordance with the requirements and procedure as set out in this ITB and submit it by the deadline for submission of bids set out in Section 3: Data Sheet.

Please acknowledge receipt of this ITB by completing and returning the attached Form A: Acknowledgement letter by email to tender.queries@unrwa.org no later than **04 October 2022**, indicating whether you intend to submit a bid or not. Should you require further clarifications, kindly communicate with the contact person/s identified in Section 3: Data Sheet as the focal point for queries on this ITB.

You are encouraged to respond with Form A even if you do not intend to bid to ensure that you can be included in future solicitations.

All UNRWA vendors are required to comply with the United Nations Supplier Code of Conduct. We encourage all bidders to join the United Nations Global Compact and support the Women’s Empowerment Principles (WEP).

We look forward to receiving your bid.

____________________________
Julius Birungi
Ag. Chief Central Support Services Division
Date: 19 September 2022
SECTION 2: INSTRUCTIONS TO BIDDERS

### GENERAL

1. **Scope**

   Bidders are invited to submit a bid for the requirements specified in Section 4: Schedule of Requirements, in accordance with this Invitation to Bid (ITB). A summary of the scope of the bid is included in Section 3: Data Sheet.

   Bidders shall adhere to all the requirements of this ITB, including any amendment made in writing by UNRWA.

2. **Interpretation of the ITB**

   Any bid submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of the bid by UNRWA. UNRWA is under no obligation to award a contract to any bidder as a result of this ITB.

3. **Supplier Code of Conduct**

   All bidders must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at the [UN website](#).

   The bidder must acknowledge that UNRWA strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices.

   In pursuance of this policy, UNRWA:

   (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question.

   (b) Further to UNRWA’s vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract with UNRWA or any other entity of the United Nations system of organizations if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNRWA contract.

   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. Proposers shall not offer any forms of gifts, hospitality or benefits to UNRWA personnel.

   Consistent with the United Nations Supplier Code of Conduct, by submitting a Proposal, the Proposer certifies that:

   1. the prices offered in the Proposal have been arrived at independently, without any consultation, communication, or agreement in any manner that would result in restriction of competition with any other Proposer or competitor relating to (a) those prices; (b) the intention to submit a Proposal, and/or (c) the methods or factors used to calculate the prices offered;

   2. the prices in the Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before UNRWA issues an award under this solicitation; and

   3. no attempt has been made or will be made by the Proposer to induce any other entity to submit or not to submit a Proposal for the purpose of restricting competition.

   Failure to comply with any of the above provisions shall result in the rejection of the Proposal(s). In addition, UNRWA reserves the right to exercise any other rights and remedies available to it.
4. **Eligible bidders**

Bidders shall have the legal capacity to enter into a binding contract with UNRWA. Registration with UNGM at Level 1 is strongly encouraged for all vendors wishing to conduct business with UNRWA. Instructions on how to register with UNGM can be found on the [UNGM website](#).

All bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest if they are or have been associated in the past, with a firm or any of its affiliates that have been engaged by UNRWA to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process.

Bidders shall not be eligible to submit a bid if at the time of bid submission:

- is included in the Ineligibility List, hosted by [UNGM](#), that aggregates information disclosed by Agencies, Funds or Programs of the UN System;
- is included in the [Consolidated United Nations Security Council Sanctions List](#), including the [UN Security Council Resolution 1267/1989 list](#);
- is included in the [World Bank Corporate Procurement Listing of Non-Responsible Vendors](#) and [World Bank Listing of Ineligible Firms and Individuals](#).

5. **Proprietary information**

The ITB documents and any specifications, plans, drawings, patterns, samples or information issued or furnished by UNRWA are issued solely for the purpose of enabling a bid to be completed and may not be used for any other purpose. The ITB documents and any additional information provided to bidders shall remain the property of UNRWA. All documents which may form part of the bid will become the property of UNRWA, who will not be required to return them to your firm.

6. **Publicity**

During the ITB process, a bidder is not permitted to create any publicity in connection with the ITB.

### SOLICITATION DOCUMENTS

7. **Clarification of solicitation documents**

Bidders may request clarifications on any of the ITB documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.

UNRWA will provide the responses to clarifications through the method specified in Section 3: Data Sheet.

UNRWA shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNRWA to extend the submission date of the bids, unless UNRWA deems that such an extension is justified and necessary.

8. **Amendment of solicitation documents**

At any time prior to the deadline of bid submission, UNRWA may for any reason, such as in response to a clarification requested by a bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.

UNRWA may extend the deadline for submission of bid to give the bidders reasonable time to incorporate the amendment into their bids.

### PREPARATION OF BIDS

9. **Cost of preparation of bid**

The bidder shall bear all costs related to the preparation and/or submission of the bid, regardless of whether its bid is selected or not. UNRWA shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
10. **Language**

The bid, as well as any related correspondence exchanged by the bidder and UNRWA, shall be written in the language(s) specified in Section 3: Data Sheet.

11. **Documents establishing eligibility and qualifications of the bidder**

The bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a bidder, its qualifications must be documented to UNRWA’s satisfaction.

12. **Technical bid**

The bidder is required to submit a technical bid using the Form provided in Section 7 and taking into consideration the requirements in the ITB.

13. **Price Schedule**

The Price Schedule shall be prepared using the Form provided in Section 7 and taking into consideration the requirements in the ITB.

The prices and discounts quoted by the bidder shall conform to the requirements specified below.

- All items and lots (if applicable) must be listed and priced separately.
- The price to be quoted shall be the total price of the bid.
- The bidder shall quote any unconditional discounts and indicate the method for their application.
- The INCOTERM shall be governed by the rules prescribed in the 2020 edition of INCOTERMS, published by The International Chamber of Commerce. The INCOTERM rules and place of destination is specified in Section 4: Schedule of Requirements.
- Prices quoted by the bidder shall be fixed during the bidder’s performance of the contract and not subject to variation on any account, unless otherwise specified in Section 3: Data Sheet.

14. **Currencies**

All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet.

- For the purposes of comparison of proposals, UNRWA will convert the currency quoted in the proposal into the UNRWA preferred currency, in accordance with the UN Operational Rate of Exchange on the closing date.

15. **Duties and taxes**

Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNRWA as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All bids shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet.

16. **Bid validity period**

Bids shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of bids. A bid valid for a shorter period may be rejected by UNRWA and rendered non-responsive.

During the bid validity period, the bidder shall maintain its original bid without any change, including the availability of the key personnel, the proposed rates and the total price.

In exceptional circumstances, prior to the expiration of the bid validity period, UNRWA may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing and shall be considered integral to the bid.

If the bidder agrees to extend the validity of its bid, it shall be done without any change to the original bid but will be required to extend the validity of the bid security, if required, for the period of the extension, and in compliance with Article 17 (Bid security) in all respects.

The bidder has the right to refuse to extend the validity of its bid without forfeiting the bid security, if required, in which case, the bid shall not be further evaluated.

17. **Bid Security**

A bid security, if required by Section 3: Data Sheet, shall be provided in the amount
and form indicated in the Section 3: Data Sheet. The bid security shall be valid for a minimum of thirty (30) days after the final date of validity of the bid. The bid security shall be included along with the bid. If a bid security is required by the ITB but is not found in the bid, the offer may be rejected.

If the bid security amount or its validity period is found to be less than is required by UNRWA, UNRWA may reject the bid.

In the event an electronic submission is allowed in Section 3: Data Sheet, bidders shall include a copy of the bid security in their bid and the original of the bid security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet. Unsuccessful bidders’ bid securities will be discharged/returned as promptly as possible after the expiration of the period of bid validity prescribed by UNRWA pursuant to Article 16 (Bid Validity Period).

The bid security may be forfeited by UNRWA, and the bid rejected, in the event of any, or combination, of the following conditions:

- If the bidder withdraws its offer during the period of the bid validity specified in Section 3: Data Sheet, or;
- In the event the successful bidder fails:
  - to sign the Contract after UNRWA has issued an award; or
  - to furnish the Performance Security, insurances, or other documents that UNRWA may require as a condition precedent to the effectivity of the contract that may be awarded to the bidder.

18. **Joint Venture, Consortium or Association**

If the bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for bid, each such legal entity will confirm in their joint bid that:

- they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised Agreement among the legal entities, which will be submitted along with the bid; and
- if they are awarded the contract, the contract shall be entered into by and between UNRWA and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture.

After the deadline for submission of bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNRWA.

If a JV, Consortium or Association’s bid is the bid selected for award, UNRWA will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.

The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Bid) herein in respect of submitting only one bid.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNRWA.

A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:

- Those that were undertaken together by the JV, Consortium or Association; and
- Those that were undertaken by the individual entities of the JV, Consortium or Association.
Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

| 19. Only one bid | The bidder (including the individual members of any Joint Venture) shall submit only one bid, either in its own name or as part of a Joint Venture. Bids submitted by two (2) or more bidders shall all be rejected if they are found to have any of the following:  
- they have at least one controlling partner, director or shareholder in common; or  
- any one of them receive or have received any direct or indirect subsidy from the other/s; or  
- they have the same legal representative for purposes of this ITB; or  
- they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the bid of another bidder regarding this ITB process; or  
- they are subcontractors to each other’s bid, or a subcontractor to one bid also submits another bid under its name as lead bidder; or some key personnel proposed to be in the team of one bidder participates in more than one bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one bid. |

| 20. Alternative bids | Unless otherwise specified in Section 3: Data Sheet, alternative bids shall not be considered. If submission of alternative bid is allowed in Section 3: Data Sheet, a bidder may submit an alternative bid, but only if it also submits a bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNRWA reserves the right to award a contract based on an alternative bid.  
If multiple/alternative bids are being submitted, they must be clearly marked as “Main Bid” and “Alternative Bid”. If no indication is provided as to which bid is the main bid and which is/are the alternative bid(s), then all bids will be rejected. |

| 21. Pre-bid conference | When appropriate, a pre-bid conference will be conducted at the date, time and location according to any instructions specified in Section 3: Data Sheet.  
If it is stated in Section 3: Data Sheet that the pre-bid conference is mandatory, a bidder which does not attend the pre-bid conference shall become ineligible to submit a bid under this ITB.  
If it is stated in Section 3: Data Sheet that the pre-bid conference is not mandatory, non-attendance shall not result in disqualification of an interested bidder.  
UNRWA will not issue any formal answers to questions from bidders regarding the ITB or bid process during the pre-bid conference. All questions shall be submitted in accordance with Article 39 (Clarification of Bids).  
The pre-bid conference shall be conducted for the purpose of providing background information only. Without limiting Article 24 (Bidders Responsibility) bidders shall not rely upon any information, statement or representation made at the pre-bid conference unless that information, statement or representation is confirmed by UNRWA in writing.  
Answers to questions raised during the pre-bid conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference
shall modify the terms and conditions of the ITB, unless specifically incorporated in
the minutes of the bidder’s conference or issued/posted as an amendment to ITB.

### 22. Site inspection

When appropriate, a site inspection will be conducted at the date, time and location
and according to any instructions specified in Section 3: Data Sheet.

If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a bidder
which does not attend the site inspection shall become ineligible to submit a bid under
this ITB.

If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-
attendance, shall not result in disqualification of an interested bidder.

Bidders participating in a site inspection shall be responsible for making and obtaining
any visa arrangements that may be required for the bidders to participate in a site
inspection.

Prior to attending a site inspection, bidders may need to execute an indemnity and a
waiver releasing UNRWA in respect of any liability that may arise from:

(i) loss of or damage to any real or personal property;
(ii) personal injury, disease or illness to, or death of, any person;
(iii) financial loss or expense, arising out of the carrying out of that site inspection;
and
(iv) transportation by UNRWA to the site (if provided) as a result of any accidents
or malicious acts by third parties.

UNRWA will not issue any formal answers to questions from bidders regarding the ITB
or bid process during a site inspection. All questions shall be submitted in accordance
with Article 7 (Clarification of solicitation documents).

A site inspection will be conducted for the purpose of providing background
information only. Without limiting Article 24 (Bidders Responsibility), bidders shall not
rely upon any information, statement or representation made at a site inspection
unless that information, statement or representation is confirmed by UNRWA in
writing.

### 23. Errors or omissions

Bidders shall immediately notify UNRWA in writing of any ambiguities, errors,
omissions, discrepancies, inconsistencies or other faults in any part of the ITB, with
full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or
other faults.

Bidders shall not benefit from such ambiguities, errors, omissions, discrepancies,
inconsistencies or other faults.

### 24. Bidders responsibility to inform themselves

Bidders shall be responsible for informing themselves in preparing their bid. In this
regard, bidders shall ensure that they:

- examine and fully inform themselves in relation to all aspects of the ITB, including
  the Contract and all other documents included or referred to in this ITB;
- review the ITB to ensure that they have a complete copy of all documents;
- obtain and examine all other information relevant to the project and the scope
  of the requirements available on reasonable enquiry;
- verify all relevant representations, statements and information, including those
  contained or referred to in the ITB or made orally during any clarification meeting
  or site inspection or any discussion with UNRWA, its employees or agents;
- attend any Pre-bid conference or site inspection if it is mandatory under this ITB;
- fully inform and satisfy themselves as to requirements of any relevant authorities
  and laws that apply, or may in the future apply, to the supply of the goods, works
  and/or services; and
- form their own assessment of the nature and extent of the goods, works and/or
  services required as included in Section 4: Schedule of Requirements and properly
  account for all requirements in their bid.
25. **No material change(s) in circumstances**

The bidder shall inform UNRWA of any change(s) of circumstances arising during the ITB process, including but not limited to:

- a change affecting any declaration, accreditation, license or approval;
- major re-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the bidder or its major sub-contractors;
- a change to any information on which UNRWA may rely in assessing bids.

### SUBMISSION AND OPENING OF BIDS

26. **Instruction for bid submission**

The bidder shall submit a duly signed and complete bid comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The Price Schedule shall be submitted together with the Technical Bid. The bid shall be delivered according to the method specified in Section 3: Data Sheet.

The bid shall be signed by the bidder or person(s) duly authorized to commit the bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or, if requested, a Power of Attorney, accompanying the bid.

Bidders must be aware that the mere act of submission of a bid, in and of itself, implies that the bidder fully accepts UNRWA’s General Conditions of Contract, which are available on the UNRWA website.

27. **Deadline for bid submission**

Complete bids must be received by UNRWA in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Bid should be submitted, refer to the Time and Date website. It shall be the sole responsibility of the bidders to ensure that their bid is received by the closing date and time.

UNRWA may, at its discretion, extend this deadline for the submission of bids by amending the solicitation documents in accordance with Article 8 (Amendment of solicitation documents). In this case, all rights and obligations of UNRWA and bidders subject to the previous deadline will thereafter be subject to the new deadline as extended.

28. **Withdrawal, substitution and modification of bids**

A bidder may withdraw, substitute or modify its bid after it has been submitted at any time prior to the deadline for submission by sending a written notice to UNRWA, duly signed by an authorized representative. The corresponding substitution or modification of the bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of bids.

If submission via mail / courier is acceptable as per Section 3: Data Sheet, proposals must be clearly marked as “WITHDRAWAL”, “SUBSTITUTION” OR “MODIFICATION”. However, after the deadline for bid submission, the bids shall remain valid and open for acceptance by UNRWA for the entire bid validity period, as may be extended.

29. **Storage of bids**

Bids received prior to the deadline of submission and the time of opening shall be securely kept unopened until the specified bid opening date stated in Section 3: Data Sheet. No responsibility shall be attached to UNRWA for prematurely opening an improperly addressed and/or identified bid.

30. **Bid opening**

Bids will be opened by a committee formed by UNRWA consisting of at least three (3) personnel including the chairperson.

31. **Late bids**

Any bid received by UNRWA after the deadline for submission of bids will be destroyed unless the bidder requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned bidding documents.

In exceptional circumstances, late bids may be accepted if it is determined that the submission was sent in ample time prior to the bid closing and the delay could not be reasonably foreseen by the bidder or was due to force majeure or in other cases
where UNRWA at its sole discretion determines it is in the interest of the Agency to accept a late bid.

**EVALUATION OF BIDS**

**32. Confidentiality**

Information relating to the examination, evaluation, and comparison of bids, and the recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process, even after publication of the contract award.

Any effort by a bidder or anyone on behalf of the bidder to influence UNRWA in the examination, evaluation and comparison of the bids or contract award decisions may, at UNRWA’s decision, result in the rejection of its bid and may subsequently be subject to the application of prevailing UNRWA’s vendor sanctions procedures.

**33. Evaluation of bids**

UNRWA shall evaluate a bid using only the methodologies and criteria defined in this ITB. No other criteria or methodology shall be permitted.

UNRWA shall conduct the evaluation solely on the basis of the bids received according to the evaluation criteria in Section 5.

**34. Preliminary examination**

UNRWA shall examine the bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the bids are generally in order, among other indicators that may be used at this stage. UNRWA reserves the right to reject any bid at this stage.

**35. Evaluation of eligibility and qualification**

Eligibility and Qualification of the bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in Section 5: Evaluation Criteria and in Article 4 (Eligible Bidders).

**36. Evaluation of technical bids**

Technical evaluation will be conducted to establish substantial compliance, as per the criteria included in Section 5: Evaluation Criteria. When the bid varies in one or more aspect/s from the minimum technical specifications and/or delivery requirements specified in Section 4: Schedule of Requirements, the bid will not be considered substantially compliant and will not be evaluated further.

**37. Evaluation of prices**

The prices of bids found to be substantially compliant, will be compared to identify the most substantially compliant bid which represents the lowest overall costs to UNRWA.

**38. Post-qualification**

UNRWA reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:

a) Verification of accuracy, correctness and authenticity of information provided by the bidder;

b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;

c) Inquiry and reference checking with Government entities with jurisdiction on the bidder, or with previous clients, or any other entity that may have done business with the bidder;

d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;

e) Physical inspection of the bidder’s offices, branches or other places where business transpires, with or without notice to the bidder;

f) Other means that UNRWA may deem appropriate, at any stage within the selection process, prior to awarding the contract.

**39. Clarification of bids**

UNRWA may request clarification or further information in writing from the bidders at any time during the evaluation process.

UNRWA may use such information in interpreting and evaluating the relevant bid but is under no obligation to take it into account.
### 40. Responsiveness of bid

UNRWA's determination of a bid's responsiveness is to be based on the contents of the bid itself. 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. A material deviation, reservation, or omission is one that:

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

If a bid is not substantially responsive, it shall be rejected by UNRWA and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.

### 41. Nonconformities, reparable errors and omission

Provided that a bid is substantially responsive, UNRWA may waive any nonconformities or omissions in the bid that, in the opinion of UNRWA, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other bidders.

Provided that a bid is substantially responsive UNRWA may request the bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.

For bids that have passed the preliminary examination, UNRWA shall check and correct arithmetical errors as follows:

- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNRWA there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

If the bidder that submitted the lowest evaluated bid does not accept the correction of errors, its bid shall be rejected and its bid security may be forfeited.

### 42. Right to accept any bid and to reject any or all bids

UNRWA reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for UNRWA's action. UNRWA shall not be obliged to award the contract to the lowest priced offer.

### 43. Samples

Where required as per Section 4: Schedule of Requirements, free, non-returnable samples shall be provided by the bid submission deadline for evaluation and testing by UNRWA or their representative, of the item and/or the packing and packaging, prior to any award. Samples will be subject to technical review and laboratory analysis where appropriate. Samples provided to UNRWA are non-returnable, unless otherwise stated. Samples should be marked with the ITB number.

If a bidder fails to provide samples or documents requested by UNRWA in a timely manner, UNRWA may declare the bid unsuccessful.
### AWARD OF CONTRACT

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>44.</td>
<td><strong>Award criteria</strong>&lt;br&gt;In the event of a Contract award, UNRWA shall award the Contract to a bidder who has been determined as eligible and qualified and whose bid has been determined to be the lowest priced, substantially compliant offer to the ITB. UNRWA reserves the right to conduct negotiations with the bidder recommended for award on the content of their bid.</td>
</tr>
<tr>
<td>45.</td>
<td><strong>Right to vary requirement at time of award</strong>&lt;br&gt;At the time the Contract is awarded, UNRWA reserves the right to increase or decrease the quantity of goods, works and/or services originally specified in Section 4: Schedule of Requirements and without any change in the unit prices or other terms and conditions of the bid and the bidding document.</td>
</tr>
<tr>
<td>46.</td>
<td><strong>Notification of award</strong>&lt;br&gt;UNRWA will notify the successful bidder in writing by email or post, that its bid has been accepted.</td>
</tr>
<tr>
<td>47.</td>
<td><strong>Debriefing</strong>&lt;br&gt;In the event that a bidder is unsuccessful, the bidder may request a debriefing from UNRWA. The purpose of the debriefing is to discuss the strengths and weaknesses of the bidder’s submission, in order to assist the bidder in improving its future bids for UNRWA procurement opportunities. The content of other bids and how they compare to the bidder’s submission shall not be discussed.</td>
</tr>
<tr>
<td>48.</td>
<td><strong>Publication of Contract Award</strong>&lt;br&gt;UNRWA may publish the contract award on United Nations Global Marketplace, with the ITB reference number, the information of the awarded bidder company name, contract amount or LTA and the date of the contract.</td>
</tr>
<tr>
<td>49.</td>
<td><strong>Performance security</strong>&lt;br&gt;The successful bidder, if so specified in Section 3: Data Sheet shall furnish a performance security in the amount and form specified therein, within the specified number of days after receipt of the contract from UNRWA. Banks issuing performance securities must be acceptable to UNRWA comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. UNRWA shall promptly discharge the bid securities of the unsuccessful bidders pursuant to Article 17 (Bid Security).&lt;br&gt;Failure of the successful bidder to submit the above-mentioned performance security or sign the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security. In that event UNRWA may award the contract to the next lowest evaluated bidder, whose offer is substantially responsive and is determined by UNRWA to be qualified to perform the contract satisfactorily.</td>
</tr>
<tr>
<td>50.</td>
<td><strong>Bank guarantee for advance payment</strong>&lt;br&gt;Except when the interests of UNRWA so require, it is UNRWA’s standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the bidder shall submit a Bank Guarantee in the full amount of the advance payment. Banks issuing bank guarantees must be acceptable to the UNRWA comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank.</td>
</tr>
<tr>
<td>51.</td>
<td><strong>Liquidated Damages</strong>&lt;br&gt;If specified in Section 3: Data Sheet, UNRWA shall apply Liquidated Damages for the damages and/or risks caused to UNRWA resulting from the Contractor’s delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.</td>
</tr>
<tr>
<td>52.</td>
<td><strong>Bid protest</strong>&lt;br&gt;Any bidder that believes to have been unjustly treated in connection with this bid process or any contract that may be awarded as a result of such bid process may submit a complaint. The bidder may as a first step protest directly to the relevant Awarding Authority within ten working days of receipt of the notification that the bidder has not been awarded a contract (or publication of award). The Awarding Authority will review the protest and provide a reply to the bidder. The bidder may forego this step and protest directly to the Chief, Central Support Services Division of UNRWA.</td>
</tr>
</tbody>
</table>
**SECTION 3: DATA SHEET**

The following specific data shall complement, supplement or amend the Provisions in Section 2: Instructions to Bidders. In case there is a conflict, the provisions herein shall prevail over those in Section 2: Instructions to Bidders.

<table>
<thead>
<tr>
<th>Ref. Article in Section 2</th>
<th>Specific Instructions / Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Scope</td>
<td>The reference number of this Invitation to Bid (ITB) is ITBS-3322000008 The service is for the provision of ICT Equipment and Maintenance Services. as further described in Section 4 of this ITB. Based on the results of this competitive bidding exercise, UNRWA intends to enter into non-exclusive Long-Term Agreement(s) (LTAs) with the successful bidder(s) for the supply of an indefinite quantity of the specified service in support of UNRWA’s operations. The successful bidder shall accord the same terms and conditions to any other organisation within the United Nations System that wishes to avail of such terms, after written consent from UNRWA. The expected duration of the LTA is: three years with the possibility of extension for up to two additional years subject to the Supplier’s satisfactory performance and competitiveness of prices. LTAs are considered non-exclusive, and the estimated volume is based on a forecast of needs and does not constitute a commitment to place orders up to the volume. UNRWA reserves the right to enter into LTAs with more than one supplier and the right to split the award of contracts among the LTA holders if it is in the best interests of UNRWA The award of contract under the LTA will not be subject to secondary competition among the LTA holders.</td>
</tr>
<tr>
<td>4. Eligible bidders</td>
<td>Proposers from all countries/territories are eligible to participate in this proposal process.</td>
</tr>
<tr>
<td>7. Clarification of solicitation documents</td>
<td>Contact details for clarification of solicitation documents: E-mail address: <a href="mailto:tender.queries@unrwa.org">tender.queries@unrwa.org</a> Clarifications are only accepted either i) via e-mail to <a href="mailto:tender.queries@unrwa.org">tender.queries@unrwa.org</a> (please specify “ITBS-3322000008 /(DG)” under the subject) or ii) via in-tender “correspondences” tab. <strong>ATTENTION: BIDS SHALL NOT BE SUBMITTED TO THE ABOVE-MENTIONED E-MAIL OR CORRESPONDANCE TAB. PLEASE REFER TO INSTRUCTIONS FOR BID SUBMISSION IN ARTICLE 26 OF SECTION 3 (BID DATA SHEET). FAILING TO FOLLOW SUBMISSION INSTRUCTIONS MAY LEAD TO DISQUALIFICATION OF THE YOUR BID</strong></td>
</tr>
<tr>
<td>10. Language</td>
<td>All bids, information, documents and correspondence exchanged between UNRWA and the bidders in relation to this bid process shall be in <strong>English</strong>.</td>
</tr>
</tbody>
</table>

**Deadline for submitting requests for clarifications / questions:**
- **Date:** 26 September 2022
- **Time:** 13:00 PM
- **Time zone:** Amman Time

**Manner of disseminating supplemental information to the ITB and responses / clarifications to queries:**
- UNGM website
<table>
<thead>
<tr>
<th>14.</th>
<th>Currency</th>
<th>Prices shall be quoted preferably in USD. However, if other currencies are used, they should be clearly indicated in Vendor’s Proposal. For the purposes of comparison of all Bids, UNRWA will convert the currency quoted in the Bid to US Dollar, in accordance with the prevailing UN Operational Rate of Exchange at the Closing Date and Time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.</td>
<td>Duties and taxes</td>
<td>All prices shall: Be exclusive of VAT and other applicable indirect taxes.</td>
</tr>
<tr>
<td>16.</td>
<td>Bid validity period</td>
<td>120 days</td>
</tr>
<tr>
<td>17.</td>
<td>Bid security</td>
<td>Not Required</td>
</tr>
<tr>
<td>20.</td>
<td>Alternative bids</td>
<td>Shall not be considered.</td>
</tr>
<tr>
<td>21.</td>
<td>Pre-bid conference</td>
<td>Will not be conducted</td>
</tr>
<tr>
<td>22.</td>
<td>Site inspection</td>
<td>A site inspection will not be held.</td>
</tr>
<tr>
<td>26.</td>
<td>Instruction for bid submission</td>
<td>Allowable manner of submitting proposals: ☒ E-tendering (In-Tend) The bids shall be submitted via the UNRWA e-tendering system (In-Tend) which can be accessed through the United Nations Global Marketplace. This document contains general guidance on how to register with UNGM and make a submission. The UNGM website also contains a help section with further guidance.</td>
</tr>
<tr>
<td>27.</td>
<td>Deadline for bid submission</td>
<td>Date: 04 October 2022 Time: 13:00PM Time zone: Amman Time</td>
</tr>
<tr>
<td></td>
<td>Expected date for commencement of contract</td>
<td>16 November 2022</td>
</tr>
<tr>
<td></td>
<td>Contract award to one or more bidder</td>
<td>UNRWA may award a contract to: One or more Bidders, depending on the following factors: lowest price technically compliant bid for each item</td>
</tr>
<tr>
<td>49.</td>
<td>Performance security</td>
<td>Required in the amount of 10 Percentage of contract price</td>
</tr>
<tr>
<td>50.</td>
<td>Advance payment</td>
<td>Not Allowed</td>
</tr>
<tr>
<td>51.</td>
<td>Liquidated Damages</td>
<td>Will not be imposed</td>
</tr>
</tbody>
</table>
**SECTION 4: SCHEDULE OF REQUIREMENTS**

1. **General Description**

The United Nations Relief and Works Agency for Palestine Refugees in the Near East ("UNRWA") is an autonomous subsidiary organ of the United Nations, established by General Assembly Resolution 302 (IV) of 8 December 1949.

UNRWA is mandated to provide assistance and protection to over 5.7 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA’s services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

For more information about UNRWA and its operations, please visit the following website: [http://www.un.org/unrwa/english.html](http://www.un.org/unrwa/english.html).

In the context of its institutional activities, UNRWA wishes to seek the services from a qualified service provider to provide maintenance services for all UNRWA premises at headquarters in Amman and several installations of UNRWA Jordan Field Office.

The maintenance services include maintenance of desktop, PCs, printers, scanners, servers, notebook, and other supplies. Accordingly, UNRWA requires the services of a contractor with the required structure, technical expertise and means to perform the service of maintenance the ICT equipment’s for all UNRWA installations for Jordan Field Office and Head Quarter- Amman (HQ-A), as might be required and approved by Information System Office.

UNRWA intends to award a contract to the contractor it may select for the Services, regulating the performance thereof in accordance with its rules, regulations and procedures including without limitation UNRWA’s General Conditions of Contract for the Provision of Services (the “Service Contract”).

2. **Duration:**

This requirement will lead to LTA for a period of 3 years with an option to extend for additional two (2) one-year periods (3+1+1). The successful vendor will be required to comply with the methodology, deliverables, delivery times and output requirements as indicated in the Terms of Reference and scope of requirements.

3. **Scope of Requirements:**

Table 1 below describes the scope and nature of the required services. Vendors are advised to clearly read and understand the requirements as fully described. If you find a section in the entire terms of reference that need clarification, please do not hesitate to request clarifications within the timeline set in this Invitation to Bid.

<table>
<thead>
<tr>
<th>Table 1: Scope of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a) Background and Nature of Service</strong></td>
</tr>
<tr>
<td><strong>b) Duration of delivery of Services</strong></td>
</tr>
</tbody>
</table>
### c) Detailed Description of Services

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i)</td>
<td>Preparation of new PCs/notebook computers for deployment, including the unpacking, installation of the operating system, installation of applications and clients as per the user requirements, settings of operating system, user profiles and PC BIOS parameters as per UNRWA policies.</td>
</tr>
<tr>
<td>ii)</td>
<td>Onsite installation of new PCs and locally attached peripherals. The installation includes site readiness inspection to verify availability of proper desktop, power outlets and network outlets.</td>
</tr>
<tr>
<td>iii)</td>
<td>Upgrade of PC hardware as required such as increase of memory or hard disk size.</td>
</tr>
<tr>
<td>iv)</td>
<td>Upgrade of Desktop Operating Systems as per UNRWA requirement.</td>
</tr>
<tr>
<td>v)</td>
<td>Troubleshooting of hardware and software for PCs and Peripherals.</td>
</tr>
<tr>
<td>vi)</td>
<td>Recovery (if possible) of lost user’s data caused by hardware or software failures and user errors.</td>
</tr>
<tr>
<td>vii)</td>
<td>Provide all needed spare parts to fix the ICT equipment including, RAMs and hard diskette, motherboards, sensors, monitors, keyboards, mouse, LCD for laptops, chargers, docking stations equipment such as RAMs and HD on computer PC should be included in the maintenance contract.</td>
</tr>
<tr>
<td>viii)</td>
<td>Company should have adequate stock of spare parts for ICT equipment’s in the contract available in store and have the needed agreement with Dell. The agreement with dell as its authorized representative should be submitted with the bid.</td>
</tr>
<tr>
<td>ix)</td>
<td>If the hard disk is to be changed then the old one should remain in the custody of the UNRWA.</td>
</tr>
<tr>
<td>x)</td>
<td>The replacement of ribbons and toners are not included in this maintenance contract.</td>
</tr>
</tbody>
</table>

### d) Responsibilities of the Bidders

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i)</td>
<td>The maintenance services provided shall be all inclusive i.e., shall include necessary labor, transport, replacement parts and test equipment etc to maintain the equipment in excellent operating condition.</td>
</tr>
<tr>
<td>ii)</td>
<td>The Contractor will put at the disposal of the customer, the hardware, engineers /technicians to respond to calls within 3 hours maximum in Amman area, 4 hours in Zarka area, and one day for Irbid area, Jarash, Jordan Valley, if they are made before noon and the equipment is in any of the said UNRWA’s premises.</td>
</tr>
<tr>
<td>iii)</td>
<td>The items to replace the defective parts must be brand-new and not used / refurbished. Prior to installation, the supplied parts will be inspected. Items found to be defective or in doubtful conditions will be rejected and will be replaced at no extra cost to UNRWA. The supplied parts should be from the same brand as the computer hardware being repaired/ maintained.</td>
</tr>
<tr>
<td>iv)</td>
<td>The contractor undertakes to provide the services during the UNRWA working hours, which are from 7:30AM to 15:00 AM hours from Sunday to Thursday.</td>
</tr>
</tbody>
</table>
v) The fees that apply to the types of equipment are set out in the contractor’s Financial Offer. This list will be considered the basis for the monthly payment in each year.

vi) UNRWA has the right, without prior notice, to change, delete or add equipment listed in Sections (g) and (h) of Table 1 - scope of requirements.

vii) Repair of equipment listed in Sections (g) and (h) are limited to failures due to the normal operation and handling of the concerned equipment and do not include repairs of failures due to any of the following reasons for which will be carried out by the contractor with separate invoices acceptable to the customer they are:

   (a) if any party other than contractor did carry out the maintenance or repair to any of the equipment.

   (b) If any damage occurs that is unrelated to the normal use of the equipment (i.e., as result of intentional abuse).

viii) Any equipment requiring transfer to the contractor’s maintenance facilities must be replaced by an equivalent functional one.

ix) The replacement of ribbons and toners are not included in this maintenance contract.

x) If the hard disk is to be changed then the old one should remain in the custody of the UNRWA.

xi) All items on ICT equipment such as RAMs and HD on computer PC should be included in the maintenance contract.

xii) UNRWA has the right to provide records of the non-performance of suppliers in the execution of maintenance contracts to the Procurement Office for appropriate action in line with UN sanction guidelines.

xiii) The contractor should provide UNRWA with monthly review including the tickets and resolution and spare parts changed and shall have tool to receive track requests.

e) Methodology

i) The selected provider will work in cooperation with both JFO and HQA focal persons in IT following the signing of the contract.

ii) Appropriate helpline service to be provided by the selected provider in case of interruption in services or general questions related to the provided services.

iii) Prior to any maintenance or addressing any obvious problem or malfunction, an appropriate email notification is required. If problem is not noticeable, a notification is required from the selected provider informing UNRWA that the problem will be fixed within a specific period of time and cause of the problem should be clearly stated.
iv) The selected provider shall inform UNRWA focal persons of all major repairs/maintenance to be carried out that may impact its services and procedures.

v) Selected provider will be required to submit monthly performance reports UNRWA.

### f) Communication and Performance evaluation.

i) The selected provider and UNRWA focal persons will meet periodically to discuss issues of common interest, in order to review the performance of the provider as well as to discuss improvements the provider or UNRWA could make so as to achieve a more efficient service and support

ii) The selected provider shall hold meetings at minimum twice a year to discuss service being offered to UNRWA

iii) All correspondence regarding this contract shall be communicated in the English language.

### g) UNRWA Locations and the Quantity of ICT equipment under each location.

The location of UNRWA installations and the ICT equipment under each location is summarized as below:

A. **UNRWA HQ-A**: the address for UNRWA HQ-A is: Amman- Bayader Wadi Seer, Industrial Street, Building #: 136.

<table>
<thead>
<tr>
<th>UNRWA HQ-A</th>
<th>No. of PCs</th>
<th>No. of Notebook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Total</td>
<td>118</td>
<td>188</td>
</tr>
</tbody>
</table>

B. **For UNRWA JFO**: the address for UNRWA JFO is: Amman- Bayader Wadi Seer, Rashed Buyuok Street.

<table>
<thead>
<tr>
<th>UNRWA JFO</th>
<th>No. of PCs</th>
<th>No. of Notebook</th>
<th>No. of Printer/scanner</th>
<th>No. of Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Total</td>
<td>85</td>
<td>14</td>
<td>64</td>
<td>2</td>
</tr>
</tbody>
</table>

*UNRWA JFO premises are separated in different locations in Jordan under the below four area:*

1. **Irbid Area**: locations under Irbid Area are: Irbid Town, Irbid Camp, Husn Camp, Souf Camp, Jerash Camp, Baqoura, Khazma, Kraymeh, Manshieh, Mashare, Ramtha, North Shouneh, Wadi Rayyan, Waqqas, Manshiet Bani Hashem, Karameh, Mafraq.

<table>
<thead>
<tr>
<th>Irbid Area</th>
<th>No. of PCs</th>
<th>No. of Notebook</th>
<th>No. of Printer/scanner</th>
<th>No. of Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Total</td>
<td>599</td>
<td>5</td>
<td>22</td>
<td>5</td>
</tr>
</tbody>
</table>

2. **North Amman Area**: locations under North Amman Area Are: South Baqaa, Baqaa Camp, Jabal El Hussein Camp, Hashimi, Jabal Qusour, Nuzha, Sweileh, Bayader Wadi Seer,
### North Amman Area
<table>
<thead>
<tr>
<th>No. of PCs</th>
<th>No. of Notebook</th>
<th>No. of Printer/Scanner</th>
<th>No. of Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>498</td>
<td>11</td>
<td>39</td>
<td>5</td>
</tr>
</tbody>
</table>

**Grand Total**

### South Amman Area

3. **South Amman Area**: locations under South Amman Area are: Amman Town, Jabal Taj, Amman New Camp (Al-Wehdat), Talbieh, Ashrafiyeh, Jabal Amman, Jabal Nathif, Jabal Nazzal, Jabal Zuhour, Jofeh, Madaba, Taibeh.

<table>
<thead>
<tr>
<th>No. of PCs</th>
<th>No. of Notebook</th>
<th>No. of Printer/Scanner</th>
<th>No. of Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>515</td>
<td>0</td>
<td>53</td>
<td>7</td>
</tr>
</tbody>
</table>

**Grand Total**

### Zarqa Area

4. **Zarqa Area**: locations under Zarqa’a Area are: Marka Camp, Zarqa Camp, Amir Hasan, Awajan, North Russeifeh, South Russeifeh, Sukhne, Wadi El Hajar, Musherifeh, Al Dulail.

<table>
<thead>
<tr>
<th>No. of PCs</th>
<th>No. of Notebook</th>
<th>No. of Printer</th>
<th>No. of Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>405</td>
<td>17</td>
<td>59</td>
<td>5</td>
</tr>
</tbody>
</table>

**Grand Total**

---

### h) Quantity and Specifications of the ICT Equipment.

The models of the ICT equipment and the quantity under each model are summarized as below:

#### A. For UNRWA Head Quarter Amman (HQ-A):

<table>
<thead>
<tr>
<th>ICT Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCs</td>
<td>118</td>
</tr>
<tr>
<td>Notebook</td>
<td>188</td>
</tr>
</tbody>
</table>

#### h) Notebooks

The models for the ICT equipment mentioned in the above table are summarized in the table below:

<table>
<thead>
<tr>
<th>Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latitude E5270</td>
<td>2</td>
</tr>
<tr>
<td>Latitude E5440</td>
<td>40</td>
</tr>
<tr>
<td>Latitude E5450/5450</td>
<td>19</td>
</tr>
<tr>
<td>Latitude E5470</td>
<td>33</td>
</tr>
<tr>
<td>Latitude E5540</td>
<td>54</td>
</tr>
<tr>
<td>Latitude E5550/5550</td>
<td>10</td>
</tr>
<tr>
<td>Latitude E5570</td>
<td>16</td>
</tr>
<tr>
<td>Latitude E6440</td>
<td>1</td>
</tr>
<tr>
<td>Latitude E6540</td>
<td>1</td>
</tr>
<tr>
<td>Latitude E7240 Ultrabook</td>
<td>2</td>
</tr>
<tr>
<td>Latitude E7250/7250</td>
<td>3</td>
</tr>
<tr>
<td>Latitude E7270</td>
<td>4</td>
</tr>
<tr>
<td>Latitude E7440</td>
<td>2</td>
</tr>
</tbody>
</table>
For UNRWA Jordan Filed Office (JFO):

<table>
<thead>
<tr>
<th>ICT Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCs</td>
<td>2102</td>
</tr>
<tr>
<td>Printers/scanners</td>
<td>237</td>
</tr>
<tr>
<td>Servers</td>
<td>24</td>
</tr>
<tr>
<td>Notebook</td>
<td>68</td>
</tr>
</tbody>
</table>

The models for the ICT equipment mentioned in the above table are summarized in the below tables:

1. For the PCs, the total number of PCs is 2,102 and models are as below:

<table>
<thead>
<tr>
<th>PCs Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell OptiPlex 980</td>
<td>2</td>
</tr>
<tr>
<td>Dell OptiPlex 3010</td>
<td>1289</td>
</tr>
<tr>
<td>Dell OptiPlex 3020</td>
<td>601</td>
</tr>
<tr>
<td>Dell OptiPlex 3040</td>
<td>210</td>
</tr>
</tbody>
</table>

2. The total of the printers is 237, and models are as below:

<table>
<thead>
<tr>
<th>Printer Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer HP laser jet p3005dn</td>
<td>13</td>
</tr>
<tr>
<td>Printer HP laser jet pro M402</td>
<td>15</td>
</tr>
<tr>
<td>Printer HP LASER JET P3015</td>
<td>70</td>
</tr>
<tr>
<td>Printer HP Laser Jet 604</td>
<td>13</td>
</tr>
<tr>
<td>HP Scanjet 5590</td>
<td>14</td>
</tr>
<tr>
<td>HP LaserJet M506</td>
<td>14</td>
</tr>
<tr>
<td>HP LaserJet 2420</td>
<td>2</td>
</tr>
<tr>
<td>HP Color LaserJet Pro M252dn</td>
<td>1</td>
</tr>
<tr>
<td>HP Color LaserJet Pro M428fdn</td>
<td>2</td>
</tr>
<tr>
<td>HP OfficeJet Pro 8720</td>
<td>3</td>
</tr>
<tr>
<td>HP color LaserJet CP5225</td>
<td>1</td>
</tr>
<tr>
<td>HP LaserJet color Pro 400-451DN</td>
<td>1</td>
</tr>
<tr>
<td>HP Color LJ PRO M353n</td>
<td>1</td>
</tr>
<tr>
<td>HP Laserjet P2055d</td>
<td>6</td>
</tr>
<tr>
<td>HP SCANJET Pro 2500 f1</td>
<td>4</td>
</tr>
<tr>
<td>Canon</td>
<td>1</td>
</tr>
<tr>
<td>Color-LJ-pro-mfp-M476dn</td>
<td>3</td>
</tr>
<tr>
<td>HP color laserjet cm1312</td>
<td>2</td>
</tr>
</tbody>
</table>
3. The total of the servers is 24, and models are as below:

<table>
<thead>
<tr>
<th>Servers Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell PowerEdge T710</td>
<td>5</td>
</tr>
<tr>
<td>Dell PowerEdge R710</td>
<td>4</td>
</tr>
<tr>
<td>Dell PowerEdge T620</td>
<td>4</td>
</tr>
<tr>
<td>Dell PowerEdge R730</td>
<td>6</td>
</tr>
<tr>
<td>Dell power edge T630</td>
<td>5</td>
</tr>
</tbody>
</table>

4. The total of the Notebook is 14, and models are as below:

<table>
<thead>
<tr>
<th>Notebook Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Latitude E5400</td>
<td>4</td>
</tr>
<tr>
<td>Dell Latitude E5420</td>
<td>1</td>
</tr>
<tr>
<td>Dell Latitude E5430</td>
<td>2</td>
</tr>
<tr>
<td>Dell Latitude E5470</td>
<td>6</td>
</tr>
<tr>
<td>Dell Latitude E5570</td>
<td>37</td>
</tr>
<tr>
<td>Dell Latitude E5550</td>
<td>13</td>
</tr>
<tr>
<td>Dell Latitude E5530</td>
<td>3</td>
</tr>
<tr>
<td>Dell Latitude E5540</td>
<td>2</td>
</tr>
</tbody>
</table>
| j) Team members Qualifications and responsibility. | The company shall perform their functions in a highly efficient and professional manner and the team member should have the minimum qualifications below:

- For the technical support team members:
  - a. The contractor should have at least two dedicated Dell certified experienced engineers to provide the technical support for UNRWA for desktops, laptops. List of those engineers must be enclosed with technical bids.
  - b. The contractor should have at least one Dell certified experienced engineer to provide the technical support for UNRWA servers and storage, including maintenance, applying upgrades and configuration. The name of this engineer with his CV must be enclosed with technical bid.
  - The contractor should assign an account manager (contract manager) for escalated cases.

| j) Permits | The contractor shall provide evidence of possession of all necessary commercial licenses/permits and documents giving approval to provide ICT services inside Jordan, furthermore the contractor must be Dell Authorized service delivery provider.

Provision these permits is mandatory and any bidder who will not provide such permits in its tender will be disqualified.

| k) Rights of UNRWA. | In case of failure by the vendor to perform under the terms and conditions of the purchase order, including but not limited to complete the assigned tasks in time, UNRWA may, after giving the vendor reasonable notice to perform and without prejudice to other rights or remedies, in accordance with Instructions for Submissions of Bids, exercise one or more of the following rights:

  - a) Procure all or part of the part of services from other sources, in which event UNRWA may hold the vendor responsible for any cost occasioned thereby.
  - b) Cancel the contract.

| l) Competence of the Company to provide the services. | - Bidders must provide evidence of having been in operation with relevant experience for a minimum of Five (5) years provision of ICT Service and maintenance. Bidders must provide detailed company profiles.
  - Bidders should provide minimum 2 written reference letters attesting to successful implementation of similar services undertaken for other clients of similar size and/or importance as the UN (or other international organizations), hence demonstrating their specialized knowledge in the implementation of similar projects. Reference letter(s) must clearly cite company name and full address, contact person(s) name, title, telephone number and email address.
  - Bidders must be licensed to operate in Jordan must therefore provide copies of legal documents verifying its legal entity and status, including the country and date of its incorporation. Copy of Business License registration
must be provided. All documents submitted must be in English Language or accompanied by an official translation in the English Language.

- Bidders should have the capacity to provide the maintenance services to each location. Split award may be considered if in the interest of the organization, the split award makes a strong business sense. However, vendors are strongly encouraged to bid for all locations.
- The vendor must propose a project manager with minimum three (3) years’ experience in managing a similar project/service and a certified ICT engineer/manager. The project manager/team leader must have at minimum a degree in IT/telecommunications or any other qualifications with an added IT qualification and 3 years’ experience in team leading.
- The vendor must provide a minimum of 3 technical staff (Engineers/Technicians) The Technical staff must have the following qualifications for technicians: Degree/Diploma in Information technology, Computer science, electrical and electronics engineering or related field with relevant experience of three (3) years in service and support.
- The firm should demonstrate Information on the kind of Centralized Helpdesk Management System in place for tracking reported faults including escalation matrix levels.
- Submit Draft SLA on Repair of ICT Equipment

4. Evaluation Checklist

Vendors are advised that this is an invitation to bid which is evaluated on pass and fail methodology. The evaluation checklist in section 5 must be fully met.

Any failure in any of the criteria listed will lead to the disqualification of the entire bid.

Where it has been requested to provide evidence of your work, please submit the evidence otherwise bids without the required supporting documents will be rejected.

5. Bid form

The attached Bid Form, section 7, shall be duly completed, signed and returned with the bid, constituting Bidder’s financial offer.
United Nations Relief and Works Agency for Palestine Refugees in the Near East

SECTION 5: EVALUATION CRITERIA

Mandatory Evaluation Criteria

The vendor should satisfy itself that the following information has been provided in its bid by ticking one the boxes below. Supporting documentation which verifies the claims should also be attached to the bid.

<table>
<thead>
<tr>
<th>S/No</th>
<th>Description of the evaluation criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Vendor’s Technical capability (Self Appraisal)</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>I confirm that I have the technical capacity to provide the 100% ICT maintenance service for UNRWA Head Quarter Amman (HQ-A) and all UNRWA Jordan Filed Office (JFO) installations.</td>
</tr>
<tr>
<td></td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>1.2</td>
<td>I confirm that I have the capacity to provide UNRWA with a monthly or upon request a review including the tickets, resolution and spare parts changed.</td>
</tr>
<tr>
<td></td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>1.3</td>
<td>I confirm that I have adequate stock of spare parts for ICT equipment’s in the contract available in store and have the needed agreement with Dell as mentioned in the in the scope of requirements.</td>
</tr>
<tr>
<td></td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>1.4</td>
<td>For any equipment requiring transfer to the contractor’s maintenance facilities, I confirm that my company will provide an equivalent functional ICT equipment in replaced.</td>
</tr>
<tr>
<td></td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>1.5</td>
<td>I confirm that my company accepts all requirements indicated in the Terms of reference</td>
</tr>
<tr>
<td></td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>2.</td>
<td><strong>Licenses to Operate in Jordan</strong></td>
</tr>
<tr>
<td></td>
<td>I confirm that I have the required licenses (as ICT services provider) to operate in Jordan and I have provided copies of legal documents verifying my legal entity and status.</td>
</tr>
<tr>
<td></td>
<td>Establishment of the company must be 5 years or above.</td>
</tr>
<tr>
<td></td>
<td>I have the requested licenses [ ] I don’t have the licenses [ ]</td>
</tr>
<tr>
<td></td>
<td>Copy of licence attached [ ] Not attached [ ]</td>
</tr>
</tbody>
</table>
3. Licensed as Dell Authorized service delivery provider

I confirm that I have the required license (as Dell Authorized service delivery provider) and I have provided copies.

- [ ] I have the requested license
- [ ] I don’t have the license
- [ ] Copy of licence attached
- [ ] Not attached

Name: ___________________________ Signature: ______________________________________

4. Past Performance in positively providing of ICT maintenance services - Please list at least 2 clients that you have positively provided similar or related services.

Bidders must provide minimum two (2) positive references from clients for similar or related work conducted in the past. The evidence will be in form of copies of Purchase Orders Recommendation Letters or Copies of contracts for similar or related items.

<table>
<thead>
<tr>
<th>Name of Institution</th>
<th>Name of contact Person</th>
<th>Email/ Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I Confirm that I have attached the requested copies of the Purchase Orders Recommendation Letters or Copies of contracts for similar or related items

Name: ___________________________ Signature: ______________________________________

5. Experience of the company: Vendors must have a minimum of Five (5) years’ experience in provision of maintenance of computers/Printers and Servers.

I confirm that that I have the required experience and I have attached documents (e.g. Incorporation certificate, evidence of projects completed, annual tax returns or any other documents to demonstrate that my company has at least Five 5 years’ experience)

- [ ] I do have 5 years’ experience
- [ ] I don’t have 5 years’ experience
- [ ] Evidence attached
- [ ] Evidence not attached

Name: ___________________________ Signature: ______________________________________
6. **Proposed Team members:**

Vendors to propose at least two dedicated Dell certified experienced engineers to provide the technical support for UNRWA for desktops, laptops. And has minimum 3 years’ experience.

I confirm that I have provided the detailed information on the proposed engineers, and I have attached **Curriculum Vita (CV)** as requested.

| Attached the CVs of minimum 2 dell certified Engineers | Not attached |
| I have attached the Copies of Dell Certification of the Engineers | Not Attached |

Name: --------------------------------------------- Signature: -----------------------------------------

7. Vendors to propose at least one Dell certified experienced engineers to provide the technical support for UNRWA for servers and storage, including maintenance, applying upgrades and configuration, and has minimum 3 years’ experience.

I confirm that I have provided the detailed information on the proposed engineers, and I have attached **Curriculum Vita (CV)** as requested.

| Attached CV | Not attached |
| I have attached the copy of Dell | Not Attached |

| Certification of Server Engineer |

Name: --------------------------------------------- Signature: -----------------------------------------

8. **Account Manager:** Vendors to propose Account Manager who is knowledgeable and has the minimum 5 years’ experience in related services. The proposed Contract Manager’s CV should be attached.

I confirm that I have provided the detailed information on the proposed Project Manager, and I have attached **Curriculum Vita (CV)** as requested.

| Attached the requested documents | Not attached |

Name: --------------------------------------------- Signature: -----------------------------------------
SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

6.1 General Conditions of Contract

In the event of a Contract, it will be subject to UNRWA’s General Conditions of Contract (GCC) which are available on the UNRWA website: https://www.unrwa.org/procurement/how-we-operate.
6.2 Contract Form

In the event of an award, the following sample Contract will be used:

CONTRACT NO. XXXXXXXXXXXXXXXXXXX

BETWEEN

UNITED NATIONS RELIEF AND WORKS AGENCY FOR PALESTINE REFUGEES IN THE NEAR EAST (UNRWA)

AND

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

FOR

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

This Service Contract is made on ________, by and between the United Nations Relief and Works Agency for Palestine Refugees in the Near East (“UNRWA”) and xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx (the “Contractor”).

WHEREAS UNRWA wishes to engage the Contractor to [type of Services] (the “Services”) in accordance with the terms and conditions set forth in this Contract (as defined below);

WHEREAS, the Contractor represents that it possesses the requisite knowledge, skill, personnel, resources and experience and that it is fully qualified, ready, willing, and able to provide such Services in accordance with the terms and conditions set forth in this Contract; and

NOW THEREFORE, in consideration of the mutual promises and covenants herein contained, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

ARTICLE 1
CONTRACT DOCUMENTS

1.1 This document, together with the Annexes hereto and referred to below, all of which are incorporated herein and made part hereof, constitute the entire contract between the Parties for the purchase of [type of Services] (the “Contract” or this “Contract”):

Annex A: UNRWA General Conditions of Contract – Contracts for the Provision of Services (the “General Conditions”).
Annex B: Terms of Reference
Annex C: Contractor’s Financial Proposal
Annex D: Form of Purchase Order.

1.2 The documents comprising this Contract are complementary of one another, but in case of ambiguities, discrepancies, or inconsistencies between or among them, the following order of priority shall apply:

1.2.1 First, this document;
1.2.2 Second, Annex A;
1.2.3 Third, Annex B;
1.2.4 Fourth, Annex C;
1.2.5 Fifth, Annex D
1.3 This Contract embodies the entire agreement between the Parties with regard to the subject matter hereof and supersedes all prior representations, agreements, contracts and proposals, whether written or oral, by and between the Parties on this subject. No promises, understandings, obligations or agreements, oral or otherwise, relating to the subject matter hereof exist between the Parties except as herein expressly set forth.

1.4 Any notice, document or receipt issued in connection with this Contract shall be consistent with the terms and conditions of this Contract and, in case of any ambiguity, discrepancy or inconsistency, the terms and conditions of this Contract shall prevail.

1.5 This Contract, and all documents, notices and receipts issued or provided pursuant to or in connection with this Contract, shall be deemed to include, and shall be interpreted and applied consistently with, the provisions of Article 17 (Settlement of Disputes) and Article 18 (Privileges and Immunities) of the General Conditions (Annex A).

ARTICLE 2
EFFECTIVE DATE; TERM OF CONTRACT

2.1 This Contract shall take effect on the date both Parties have signed this Contract, or if the Parties have signed it on different dates, the date of the latest signature (the “Effective Date”).

2.2 This Contract shall remain in effect for a period of three (03) year from the Effective Date, unless earlier terminated in accordance with the terms of this Contract (the “Initial Term”). UNRWA may, at its sole option, extend the Initial Term of this Contract, under the same terms and conditions as set forth in this Contract, for a maximum of two (2) additional period of one (1) year (the “Extended Term”). UNRWA shall provide a written notice of its intention to do so at least thirty (30) days prior to the expiration of the then Term.

2.3 Notwithstanding and in addition to the termination rights provided in Article 14 (Termination) of the General Conditions (Annex A), and without prejudice to and in addition to any of its other rights and remedies under this Contract or otherwise, UNRWA may, in its sole discretion and without giving any reasons therefore, terminate the Contract without cause, in whole or in part upon thirty (30) days written notice to the Contractor. In the event of termination pursuant to this Article, UNRWA shall only be responsible for payment for those Services provided to UNRWA in accordance with the requirements of the Contract, but only if such Services were ordered through the issuance of a Purchase Order, requested or otherwise provided prior to the Contractor’s receipt of notice of termination from UNRWA.

ARTICLE 3
REPRESENTATIONS AND WARRANTIES;
RESPONSIBILITIES OF THE CONTRACTOR;
PERSONNEL

Representations and Warranties

3.1 The Contractor represents and warrants that:

3.1.1 it is duly organized, validly existing and in good standing;
3.1.2 it has all necessary power and authority to execute and perform this Contract;
3.1.3 the execution and performance of this Contract will not cause it to violate or breach any provision in its charter, certificate of incorporation, by-laws, partnership agreement, trust agreement or other constituent agreement or instrument;
3.1.4 this Contract is a legal, valid and binding obligation, enforceable against it in accordance with its terms;
3.1.5 all of the information it has provided to UNRWA concerning provision of the Services pursuant to this Contract is true, correct, accurate and not misleading; and
3.1.6 it is financially solvent and is able to provide the Services to UNRWA in accordance with the terms and conditions of the Contract.

Responsibilities of the Contractor

3.2 The Contractor shall provide to UNRWA the [type of Services], and in accordance with the terms and conditions of this Contract.

3.3 The Parties acknowledge that nothing in this Contract commits, or shall be construed as committing, UNRWA to deal with the Contractor as an exclusive or sole-source supplier of the Services.

3.4 In the event that a Purchase Order (as defined below) does not contain all information required to fulfill the Order, the Contractor shall promptly contact UNRWA in writing, including by email.

3.5 The Contractor and its Personnel (as defined below) shall perform the Services under this Contract with the necessary care and diligence, and in accordance with the highest professional standards accorded to professionals providing similar Services in a similar industry.

3.6 The Contractor acknowledges (i) that UNRWA shall have no obligation to provide any assistance to the Contractor in performing the Services other than as expressly set forth herein (ii) and that UNRWA makes no representations as to the availability of any facilities or equipment which may be helpful or useful for performing the Services.

3.7 In addition to its obligations under Article 20 (Observance of the Law) of the General Conditions (Annex A), the Contractor shall be aware of and shall comply with all applicable international standards and national labor laws, ordinances, rules, and regulations pertaining to the employment of national and international staff in connection with the Services in Jordan, including, without limitation, laws, ordinance, rules and regulations associated with the payment of the employer’s portions of income tax, insurance, social security, or health insurance, worker’s compensation, retirement funds, severance or other similar payments.

3.8 Except as expressly provided in this Contract, the Contractor shall be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services under this Contract.

3.9 Upon request from UNRWA, the Contractor shall be responsible for providing reports on the Services performed under the Contract/Purchase Order.

Personnel

3.10 Without limiting and further to Articles 4.1 and 4.2 of the General Conditions (Annex A), the Contractor shall supervise and be fully responsible and liable for all work and Services performed by its personnel, employees, officials, agents, servants, representatives and sub-contractors (or any of those sub-contractors’ personnel, employees, officials, agents, servants and representatives) (“Personnel”) and for their compliance with the terms and conditions of this Contract. The Contractor shall ensure that all Personnel performing work or services under this Contract are qualified, reliable, competent, properly trained, and conform to the highest standards of moral and ethical conduct.

3.11 Without limiting and further to the General Conditions (Annex A), the Contractor shall be fully responsible and liable for, and UNRWA shall not be liable for (i) any action, omission, negligence or misconduct of the Contractor or its Personnel, (ii) any insurance coverage which may be necessary or desirable for the purpose of this Contract, or (iii) any costs, expenses, or claims associated with any illness, injury, death or disability of the Contractor’s Personnel. The obligations under this Article do not lapse upon expiration or termination of this Contract.

3.12 Without limiting and in addition to Article 4.7 of the General Conditions (Annex A), the Contractor shall ensure that its Personnel abide by all security regulations, policies and procedures of UNRWA.

3.13 Without limiting and further to Article 7 (Insurance and Liability) of the General Conditions (Annex A) and the foregoing provisions of this Contract, the Contractor shall ensure that all of its Personnel used to perform the Services in connection with this Contract are (i) medically fit to perform such Services, and (ii) adequately covered by insurance for any service-related illness, injury, death or
disability. The Contractor shall submit proof of such medical fitness and such insurance satisfactory to UNRWA, immediately upon request from UNRWA.

ARTICLE 4
PURCHASE ORDERS

4.1 UNRWA shall issue to the Contractor, from time to time during the Initial Term, and, in the event of an extension of the Contract, the Extended Term, and Purchase Orders in the form set out at Annex D, setting out the type of Services required and other instructions for the performance of Services (each, a “Purchase Order”). No Purchase Order shall be valid unless authorized and signed by a duly authorized UNRWA official. There is no financial commitment by UNRWA unless a valid Purchase Order is issued to the Contractor. Each Purchase Order shall, at a minimum, make reference to this Contract, indicate the types of Services ordered, the applicable price for the Services being ordered, schedule for performance, and other relevant details. The Purchase Orders shall be transmitted to the Contractor by email.

4.2 All Purchase Orders issued by UNRWA pursuant to this Contract, and all Services performed by the Contractor pursuant to such Purchase Orders, shall be subject to and governed by the terms and conditions of this Contract, whether or not the Purchase Order contains a provision to that effect. In the event of any inconsistency between the terms and conditions of a Purchase Order and the terms and conditions of this Contract, the terms and conditions of this Contract shall prevail.

4.3 The Contractor shall promptly acknowledge receipt of each Purchase Order, and the date of its receipt, by counter-signing the Purchase Order and returning it by email, within three (3) working days. Any failure by the Contractor to provide such acknowledgement shall not relieve the Contractor from discharging its obligations under the Contract.

4.4 The Contractor shall accept changes to or cancellations of Purchase Orders by UNRWA without penalty or charge, provided UNRWA provides notice of such change or cancellation not later than five (5) working days following issuance of the Purchase Order.

4.5 UNRWA does not guarantee the order of any minimum quantity of Services from the Contractor under this Contract.

ARTICLE 5
PRICE; PAYMENT

5.1 In full consideration for the complete, satisfactory and timely performance by the Contractor of all its obligations under this Contract, UNRWA shall pay the Contractor for the Services, a Maximum Contract Value of XXXXXXXXXXXXXXXXXXXXXX (USD xxxxxxxxxxxxxxx), for the entire duration of the Contract including any Extended Terms, as set forth in the Estimated Contract Value.

5.2 Without prejudice to or limiting the provisions of Article 19 (Tax Exemption) of the General Conditions (Annex A), the Maximum Contract Value for all of the Services is inclusive of all costs, expenses, charges or fees that the Contractor may incur in connection with the performance of its obligations under the Contract, including, all taxes, duties, levies, fees and other charges of any nature imposed by any authority or entity.

5.3 The Contractor shall submit to UNRWA invoices for all Services provided to UNRWA in accordance with this Contract, together with such supporting documentation as UNRWA may require, as indicated in each Purchase Order issued to the Contractor. The Contractor shall send the invoices to UNRWA for Payment. The Contractor’s invoice shall specify, at a minimum, a description of the Services provided; the applicable prices for the Services (in accordance with the total premium for 5 years; the Purchase Order and Contract Numbers to which the invoice relates; and refer to UNRWA’s Contract Manager indicated in Article 8.1.1 or another point of contact for questions related to the invoice. Unless otherwise authorized in writing by UNRWA, each invoice submitted shall relate to only one Purchase Order.

5.4 Except as hereinafter provided, payments (annual premium) under this Contract shall be made to the Contractor within thirty (30) days from receipt of the Contractor’s invoice and supporting
United Nations Relief and Works Agency for Palestine Refugees in the Near East

documentation, and certification by UNRWA’s Contract Manager designated in Article 8.1.1 below that the Services represented by the invoice have been satisfactorily completed and that the Contractor has otherwise performed in conformity with the terms and conditions of this Contract and the Purchase Order to which the invoice relates, unless UNRWA disputes the invoice or a portion thereof. All payments due to the Contractor under this Contract shall be made by electronic funds transfer to the Contractor’s bank account, the details of which have been notified by the Contractor, as follows:

Account name:
IBAN:
Bank name:
SWIFT Code:
Bank Address
Currency:

5.5 The Contractor acknowledges and agrees that UNRWA may withhold payment in respect of any invoice in the event that, in the opinion of UNRWA, the Contractor has not performed its obligations in accordance with the terms and conditions of this Contract, or if the Contractor has not provided sufficient documentation in support of the invoice.

5.6 If UNRWA disputes any invoice or a portion thereof, UNRWA shall notify the Contractor accordingly, including a brief explanation of why UNRWA disputes the invoice or portion thereof. With respect to disputes regarding only a portion of the invoice, UNRWA shall pay the Contractor the amount of the undisputed portion in accordance with Article 5.4 above. The Parties shall consult in good faith to promptly resolve outstanding issues with respect to any disputed invoice. Once a dispute regarding an invoice or a portion thereof has been resolved, UNRWA shall pay the Contractor the relevant amount within thirty (30) days after the final resolution of such dispute.

5.7 In addition to any other rights and remedies available to it, and without prejudice to any other rights or remedies that UNRWA may have under this Contract, UNRWA shall have the right, without prior notice to the Contractor, any such notice being waived by the Contractor, upon any amounts becoming due and payable hereunder to the Contractor, to set off against any amount payable by UNRWA under this Contract, any payment, indebtedness or other claim (including, without limitation, any overpayment made by UNRWA to the Contractor) owing by the Contractor to UNRWA hereunder or under any other contract or agreement between the Parties. UNRWA shall promptly notify the Contractor of such set-off and the reasons thereof, provided, however, that the failure to give such notice shall not affect the validity of such set-off.

5.8 Payments made in accordance with this Article shall constitute a complete discharge of UNRWA’s obligations with respect to the relevant invoices or portions thereof.

5.9 Payments effected by UNRWA to the Contractor shall not relieve the Contractor of its obligations under this Contract and shall not be deemed to be acceptance by UNRWA of the Contractor’s performance.

5.10 The Contractor shall not be entitled to interest on any late payment or any sums payable under this Contract nor any accrued interest on payments withheld by UNRWA that are subject to dispute.

ARTICLE 6
REVIEW; IMPROPER PERFORMANCE

6.1 UNRWA reserves the right to review and inspect (including the performance of tests, as appropriate) all Services performed by the Contractor under this Contract, to the extent practicable, at all reasonable places and times during the Initial Term and Extended Terms, if any, of this Contract. UNRWA shall perform such review and inspection in a manner that will not unduly hinder the performance of the Services by the Contractor. The Contractor shall cooperate with all such reviews by UNRWA, at no cost or expense to UNRWA.

6.2 If any Services performed by the Contractor do not conform to the requirements of this Contract, without prejudice to and in addition to any of UNRWA’s other rights and remedies under this
6.2.1 If UNRWA determines that the improper performance can be remedied by way of re-performance or other corrective measures by the Contractor, UNRWA may request the Contractor in writing to take, and the Contractor shall take, at no cost or expense to UNRWA, the measures necessary to re-perform or take other appropriate actions to remedy the improperly performed Services within five (5) working days of receipt of the written request from UNRWA or within such shorter period as UNRWA may have specified in the written request if emergency conditions so require, as determined by UNRWA in its sole discretion.

6.2.2 If the Contractor does not promptly take corrective measures or if UNRWA reasonably determines that the Contractor is unable to remedy the improper performance in a timely manner, UNRWA may obtain the assistance of other entities or persons and have corrective measures taken at the cost and expense of the Contractor. In addition, in the event of UNRWA’s obtaining the assistance of other entities or persons, the Contractor shall cooperate with UNRWA and such entity or person in the orderly transfer of any Services already completed by the Contractor.

6.2.3 If UNRWA, in its sole discretion, determines that the improper performance cannot be remedied by re-performance or other corrective measures by the Contractor, UNRWA may terminate the Contract in accordance with Articles 14.1 or 14.2 (second sentence) of the General Conditions (Annex A) without prejudice to and in addition to any of its other rights and remedies under this Contract or otherwise.

6.3 Neither review nor inspection hereunder, nor failure to undertake any such review or inspection, shall relieve the Contractor of any of its warranty or other obligations under this Contract.

ARTICLE 7
LICENSES, PERMITS, AND OTHER AUTHORIZATIONS

7.1 The Contractor shall be responsible for obtaining, at its own cost, all licenses, permits and authorizations from governmental or other authorities necessary for the performance of this Contract, including, without limitation, all entry/exit visas and work permits for its Personnel and customs clearances for equipment and material provided by the Contractor.

ARTICLE 8
DESIGNATION OF THE PARTIES’ CONTRACT MANAGERS

8.1 For the purpose of the performance of this Contract, the following individuals have been designated by the Parties to represent them as far as their own individual competence and qualifications are concerned (“Contract Manager”). It is understood that any decisions by such Contract Managers which would increase or decrease UNRWA’s financial liability shall only be binding on UNRWA if they are the subject of a formal amendment to this Contract, duly signed by the Authorized Official.

8.1.1 UNRWA has designated as its Contract Managers the following persons:

XXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXX
Mob. XXXXXXXXXXXXXXXX
E-mail: XXXXXXXXXXXXXX

8.1.2 The Contractor has designated as its Contract Manager the following person:
ARTICLE 9
NOTICES

9.1 Except as otherwise specified in this Contract, all notices and other communications between the Parties required or contemplated under this Contract shall be in writing and shall be delivered either by: (i) personal delivery; (ii) recognized overnight delivery service; or (iii) postage prepaid, return receipt requested, certified mail, transmitted to the Party for whom intended at the address shown below or such other address as the intended recipient previously shall have designated by written notice given pursuant to this Contract.

If to the Contractor:

If to UNRWA:
CSSD-HQ, Amman
Bayader Wadi Seer-
PO Box: 140157
Amman 11814 Jordan
Tel: +962 6 5808400
Email: cssd@unrwa.org

9.2 Notices and other communications required or contemplated by this Contract delivered by mail or recognized overnight delivery service shall be effective on the date they are officially recorded as recorded by the postal or delivery service as delivered to (or refused by) the intended recipient by return receipt or equivalent. Such notices and other communications delivered in person shall be effective on the date of actual receipt.

ARTICLE 10
MISCELLANEOUS

10.1 Without limiting the provisions of Article 21 (Modifications) of the General Conditions (Annex A), no terms or provisions of this Contract shall be deemed waived and no breach excused, unless such waiver or excuse shall be in writing and signed by the Party giving the waiver or excuse. No consent to, or excuse or waiver of, a breach of this Contract shall constitute a consent to, or excuse or waiver of, any other subsequent breach.

10.2 If any provision of this Contract shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

10.3 Headings and titles used in this Contract are for reference purposes only and shall not be deemed a part of this Contract for any purpose whatsoever.

10.4 This Contract may be executed in any number of counterparts, each of which shall be deemed an original and all of which taken together shall be deemed to constitute one and the same instrument.

10.5 Unless the context otherwise clearly indicates, all references to the singular herein shall include the plural and vice versa.

10.6 This Contract and everything herein contained shall inure to the benefit of, and be binding upon, the Parties and their respective successors and permitted assigns. No other person shall be a third party beneficiary hereof or have or be entitled to assert rights or benefits hereunder.
IN WITNESS WHEREOF, the parties have, through their authorized representatives, executed this Contract on the date herein below written.

United Nations Relief and Works Agency for Palestine Refugees in the Near East

Witness

Witness
6.3 Performance Security

Performance Security must be issued using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made on this template.

**Beneficiary:** Insert contact information for procuring organisation as provided in Section 3: Data Sheet.
**ITB Reference:** ITB/UNRWA/CSSD/(DG)/028

**PERFORMANCE SECURITY No.:** Click or tap here to enter text.

We have been informed that insert complete name of Supplier (hereinafter called “the Supplier”) has entered into Contract No. Click or tap here to enter text. dated Click or tap to enter a date. with you, for the supply of description of goods, works and/or services (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding insert currency and amount in figures and words upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than Click or tap to enter a date. and any demand for payment under it must be received by us at this office on or before that date. We shall agree to a one-time extension of this guarantee for a period not to exceed Choose an item., in response to UNRWA’s written request for such extension, such request to be presented to us before the expiry of the guarantee.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

**SIGNATURE OF AUTHORIZED REPRESENTATIVE OF THE SUPPLIER**

Signature:  _____________________________________________________________
Name:  _____________________________________________________________
Title:  _____________________________________________________________
Date:  _____________________________________________________________

**SIGNATURE AND SEAL OF THE GUARANTOR BANK**

Signature:  _____________________________________________________________
Name:  _____________________________________________________________
Title:  _____________________________________________________________
Date:  _____________________________________________________________
Name of Bank:  _____________________________________________________________
Address:  ________________________________________________________________

[Stamp with official stamp of the Bank]
SECTION 7: BIDDING FORMS

Form A: Acknowledgement letter
Form B: Checklist
Form C: Bid Submission
Form D: Bidder Information
Form E: Joint Venture / Consortium / Association Information
Form F: Price Schedule
# FORM A: ACKNOWLEDGEMENT LETTER

Please acknowledge receipt of this ITB by completing this form and returning it by email to the address, and by the date specified, in the Letter of Invitation.

**To:** Insert name of contact person  
**Email:** Click or tap here to enter text.

**From:** Click or tap here to enter text.

**Subject ITB reference** ITBS-332200008

<table>
<thead>
<tr>
<th>Check the appropriate box</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>YES, we intend to submit a bid.</td>
</tr>
<tr>
<td>☐</td>
<td>NO. We are unable to submit a competitive offer for the requested goods/works/services at the moment</td>
</tr>
</tbody>
</table>

If you selected NO above, please state the reason(s) below:

<table>
<thead>
<tr>
<th>Check applicable</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>The requested goods/services are not within our range of supply</td>
</tr>
<tr>
<td>☐</td>
<td>We are unable to submit a competitive offer for the requested products at the moment</td>
</tr>
<tr>
<td>☐</td>
<td>The requested products are not available at the moment</td>
</tr>
<tr>
<td>☐</td>
<td>We cannot meet the requested specifications</td>
</tr>
<tr>
<td>☐</td>
<td>We cannot offer the requested type of packing</td>
</tr>
<tr>
<td>☐</td>
<td>We can only offer FCA prices</td>
</tr>
<tr>
<td>☐</td>
<td>The information provided for bidding purposes is insufficient</td>
</tr>
<tr>
<td>☐</td>
<td>Your ITB is too complicated</td>
</tr>
<tr>
<td>☐</td>
<td>Insufficient time is allowed to prepare a bid</td>
</tr>
<tr>
<td>☐</td>
<td>We cannot meet the delivery requirements</td>
</tr>
<tr>
<td>☐</td>
<td>We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc. Please provide details below.</td>
</tr>
<tr>
<td>☐</td>
<td>Sustainability criteria/requirements are too stringent (if applicable)</td>
</tr>
<tr>
<td>☐</td>
<td>We do not export</td>
</tr>
<tr>
<td>☐</td>
<td>We do not sell to the UN</td>
</tr>
<tr>
<td>☐</td>
<td>Your volume is too small and does not meet our order quantity</td>
</tr>
<tr>
<td>☐</td>
<td>Our production capacity is currently full</td>
</tr>
<tr>
<td>☐</td>
<td>We are closed during the holiday season</td>
</tr>
<tr>
<td>☐</td>
<td>We had to give priority to other clients’ requests</td>
</tr>
<tr>
<td>☐</td>
<td>We do not sell directly but through distributors</td>
</tr>
<tr>
<td>☐</td>
<td>We have no after-sales service available</td>
</tr>
<tr>
<td>☐</td>
<td>The person handling the bids is away from the office</td>
</tr>
<tr>
<td>☐</td>
<td>Other (please provide reasons below):</td>
</tr>
<tr>
<td>☐</td>
<td>Further information: Click or tap here to enter text.</td>
</tr>
<tr>
<td>☐</td>
<td>We would like to receive future ITBs for this type of goods</td>
</tr>
<tr>
<td>☐</td>
<td>We don’t want to receive ITBs for this type of goods</td>
</tr>
</tbody>
</table>

Questions to the bidder concerning the reasons for NO BID should be addressed to Click or tap here to enter text. phone Click or tap here to enter number., email Click or tap here to enter text.
**FORM B: CHECKLIST**

This form serves as a checklist for preparation of your bid. Please complete the returnable bidding forms in accordance with the instructions and return them as part of your bid submission: No alteration to the format of forms shall be permitted and no substitution shall be accepted.

Before submitting your bid, please ensure compliance with the instructions in Section 2: Instructions to Bidders and Section 3: Data Sheet.

This form does not have to be returned and simply serves as a tool for bidders to ensure that they have included all necessary forms.

**Technical bid:**

<table>
<thead>
<tr>
<th>Have you duly completed all the returnable bidding forms?</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Form C: Bid Submission</td>
</tr>
<tr>
<td>* Form D: Bidder Information</td>
</tr>
<tr>
<td>* Form E: Joint Venture/Consortium/Association Information</td>
</tr>
</tbody>
</table>

| Have you provided the required documents to establish compliance with the evaluation criteria in Section 5? |
|-------------------------------------------------------------------------------------------------------------|---|
|                                                                                                             | ☐ |

| Have you provided the required documents in support of Form D: Bidder Information? |
|-------------------------------------------------------------------------------------|---|
|                                                                                      | ☐ |

**Price Schedule:**

<table>
<thead>
<tr>
<th>Have you completed all the returnable bidding forms?</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Form F: Price Schedule</td>
</tr>
</tbody>
</table>
FORM C: BID SUBMISSION

<table>
<thead>
<tr>
<th>Name of bidder:</th>
<th>Click or tap here to enter text.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITB reference:</td>
<td>ITBS-3322000008</td>
</tr>
</tbody>
</table>

We, the undersigned, offer to supply the goods and related services required for Click or tap here to enter text.in accordance with your Invitation to Bid No. Click or tap here to enter text. We hereby submit our bid, which includes this Technical Bid and Price Schedule.

The total price of our bid, excluding any discounts offered below is: Insert amount in words and figures, indicating amount(s) and respective currency(ies) (by lots if applicable).

The discounts offered and the methodology of their application are:

- **Discounts**: If our bid is accepted, the following discounts shall apply Specify in detail each discount offered and the specific item of the Schedule of Requirement to which it applies, including if applicable discounts for accelerated payment.
- **Methodology of application of the discounts**: The discounts shall be applied using the following method: Specify in detail the method that shall be used to apply the discounts

**Bidder Declaration**: on behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association members or subcontractors or suppliers for any part of the contract.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>-----</td>
<td>----</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Name: _____________________________________________________________

Title: _____________________________________________________________

Date: _____________________________________________________________

Signature: _____________________________________________________________

[Stamp with official stamp of the bidder]
### FORM D: BIDDER INFORMATION

<table>
<thead>
<tr>
<th>ITB Reference</th>
<th>ITBS-3322000008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal name of bidder</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Legal Address, City, Country</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Website</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Year of registration</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Bidder’s Authorized Representative information</td>
<td>Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.</td>
</tr>
<tr>
<td>Legal structure</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Organisational type</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Current Licenses, if any, and permits (with dates, numbers and expiration dates)</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>No. of full-time employees</td>
<td>Click or tap here to enter number.</td>
</tr>
<tr>
<td>No. of staff involved in similar supply contracts</td>
<td>Click or tap here to enter number.</td>
</tr>
<tr>
<td>Are you a UNGM registered vendor?</td>
<td>☐ Yes ☐ No If yes, insert UNGM Vendor Number</td>
</tr>
<tr>
<td>Years of supplying to UN organisations</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Are you an UNRWA vendor?</td>
<td>☐ Yes ☐ No If yes, insert Vendor Number</td>
</tr>
<tr>
<td>Countries of operation</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the bid)</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Commercial Representatives in the country: Name/Address/Phone (for international companies only)</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Presence and characteristics of in-house quality control laboratory (if relevant to bid)</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>Does your Company have a corporate environmental policy or environmental management system such as ISO 14001 or ISO 14064 or equivalent?</td>
<td>☐ Corporate Environmental Policy ☐ ISO 14001 ☐ ISO 14064 ☐ Other, specify Click or tap here to enter text.</td>
</tr>
<tr>
<td>Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework?</td>
<td>Attach a formal statement that outlines your organisation’s commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as: Tick all that are attached: ☐ Formal statement ☐ Sustainability report</td>
</tr>
</tbody>
</table>

---

United Nations Relief and Works Agency for Palestine Refugees in the Near East
- **Environmental:** prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.
- **Social:** human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.
- **Economic:** whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.

Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?  
(If yes, please provide details and documentation)

Is your company inclusive of persons with disabilities, i.e. do you hire persons with disabilities, do you have a disability inclusion policy or do you consider accessibility in the design of your products, services or supply chain?  
(If yes, please provide details and documentation)

Is your company a member of the UN Global Compact  
Choose an item.  
If yes, please provide a link to your Global Compact profile:  
Click or tap here to enter text.

Contact person that UNRWA may contact for requests for clarifications during bid evaluation  
Name and Title: Click or tap here to enter text.  
Telephone numbers: Click or tap here to enter text.  
Email: Click or tap here to enter text.
FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

To be completed and returned with your bid if the bid is submitted as a Joint Venture/Consortium/Association.

<table>
<thead>
<tr>
<th>No</th>
<th>Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)</th>
<th>Proposed proportion of responsibilities (in %) and type of goods, works and/or services to be performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click or tap here to enter text.</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>2</td>
<td>Click or tap here to enter text.</td>
<td>Click or tap here to enter text.</td>
</tr>
<tr>
<td>3</td>
<td>Click or tap here to enter text.</td>
<td>Click or tap here to enter text.</td>
</tr>
</tbody>
</table>

Name of leading partner
(with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)

Click or tap here to enter text.

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture OR ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to Click or tap here to enter text for the fulfilment of the provisions of the Contract.

Name of partner:
___________________________________
Signature: ___________________________
Date: ______________________________

Name of partner:
___________________________________
Signature: ___________________________
Date: ______________________________

Name of partner:
___________________________________
Signature: ___________________________
Date: ______________________________

Name of partner:
___________________________________
Signature: ___________________________
Date: ______________________________
FORM F: PRICE SCHEDULE

ITB No. ITBS-3322000008
Currency: -------------------------------------

Form F-1: Mandatory Requirements

Vendor will be evaluated on pass and fail for this criterion. The vendor must confirm the acceptance of the UNRWA General Conditions of Contract for Services

1. Acceptance of the UNRWA General Conditions of Contract for Services (UNRWA GCC)

UNRWA reserves the right to reject proposals from vendors who do not accept the UNRWA GCC

☐ I do hereby accept the UNRWA General Conditions of Contract for Services (See Section 6.1)

☐ I do not accept the UNRWA General Conditions of Contract for Services

2. Acceptance to provide a Performance Security in case of awarding

UNRWA reserves the right to reject proposals from vendors who do not accept the UNRWA GCC

☐ I do hereby accept to provide UNRWA a performance security as per the form under 6.3

☐ I do hereby accept to provide UNRWA a performance security as per the form under 6.3

Failure to accept the commercial mandatory requirements may lead to rejection of the vendor’s bid.

Form F-2: Pricing Matrix

1. Bidders must only provide the unit prices for all sections in the provided Excel table (Form F-2: Pricing matrix) and then the rest of the excel table will automatically populate itself.

2. Noting that the Excel file contains 2 sheets for the pricing of:
   (a) Control, Inspection & Sampling at Port of Loading
   (b) Control, Inspection & Sampling at Port of Unloading (Ports of Discharge and/or UNRWA warehouses)
   (c) Laboratory Analysis at Port of Loading
   (d) Laboratory Analysis at Port of Unloading
   (e) Summary Sheet

3. Please note that minimum man days shall be considered in the minimum fee for shipment & price per MT. If the loading/discharge operation is stopped / intervened due to unavoidable circumstances, which is beyond the control of the inspection company, only in this case, the Fee for Extra Man Day shall be applicable.

4. Submit in excel file in the e-tendering system (In-Tend) alongside your offer.

5. Print the populated excel file, sign and stamp and submit a copy alongside your bid,
SECTION 8: INSTRUCTIONS FOR UNGM REGISTRATION AND BID SUBMISSION

UNRWA’s e-tendering system, In-tend is integrated with the United Nations Global Marketplace portal (www.ungm.org). Please find instructions on how to register your company and how to access the tender documentation. For further assistance, please contact UNGM at registry@ungm.org or use the Help Button on the UNGM site.

STEP 1: CREATION OF YOUR UNGM ACCOUNT
To access the tender documents, you need to be completed the registration process at Basic level and have a 'Registered' status with UNRWA on UNGM.
Go to www.ungm.org and click on the ‘Register’ box.

Read the explanation about UNGM vendor registration process and click on the button ‘Continue to registration’.

Accept the UN Supplier Code of Conduct by ticking the corresponding box, introduce your company details and click on the 'Continue to registration' button.
STEP 2: ACTIVATE YOUR UNGM ACCOUNT

Once you have created your UNGM account, please do not forget to activate it. Go to your personal email inbox, where you should have received an email from UNGM containing an activation link. Please activate your UNGM account by clicking on the activation link.

If you have not received the activation email, please check your Spam filter/inbox. Note that you can resend the activation email to yourself from your UNGM inbox.

Review the 'Registration Process' link in the left-hand side menu for further information and detailed instructions on how to proceed in order to complete your UNGM registration.

In addition, please find below the link to the video guideline on how to successfully register your company on UNGM:
IMPORTANT: We kindly remind you that the ‘Registration for UN staff’ process is meant for UN personnel only and does not apply to vendors.

STEP 3: LOG INTO YOUR UNGM ACCOUNT

In order to log into your UNGM account, please click on the ‘Log in’ link at the top right-hand corner of the page. You will need to use your username which is the email address you registered with and your password.

If you do not remember your password, please use the ‘forgotten password’ functionality.

STEP 4: COMPLETE YOUR VENDOR REGISTRATION FORM IN UNGM

From the ‘Registration’ link in the left-hand menu, you can complete your registration form. It only takes about 5-8 minutes to complete your Basic registration. Please note that some tabs appear in red and others in green. The red tabs mean that you are missing information. The asterisk (*) indicates information that is required and you will not be able to submit the registration without this information.

Please do not forget to submit your completed registration to the UN organizations matching your company’s profile. Please verify that UNRWA is part of the list of UN organizations which match your company’s profile in the ‘UN organizations’ tab.

STEP 5: CHECK YOUR STATUSES AND UNGM NUMBER IN THE DASHBOARD

If you have completed your basic level registration in the past, please ensure that your basic registration with UNRWA is complete. You can either check this information from your Dashboard (for instance your registration status is Registration/Vendor to Update) or directly in your registration. If not, please update/modify the information requested by the UNGM system before proceeding.

STEP 1: SEARCH FOR TENDER NOTICES ISSUED BY UNRWA

From the UNGM homepage, click on the ‘Business Opportunities’ box or click on the ‘Tender notices’ link in the left-hand menu. Click on the ‘show more criteria’ button on the upper right side.

In the ‘UN organizations’ field, please type UNRWA. The system will automatically show all the active tender notices issued by UNRWA.

On the side of each tender notice, you will find a green button with either ‘Express interest’ (if this is the first time you view the notice) or ‘View documents’.

In case of first access, click on ‘Express interest’ to notify UNRWA that you are interested in participating in this tender. After a few seconds, the button will change in a green button ‘View documents. Click on this ‘View Documents’ button (on the left side) to gain access to the tender documents.

STEP 2: TENDER MANAGEMENT

You will be transferred from the UNGM portal to the UNRWA e-tendering system. The following ‘Tender Management’ screen should appear.

IMPORTANT: If it does not show the Tenders screen, please inform immediately UNRWA at INTEND.ADMIN@UNRWA.ORG.

You are now in the UNRWA e-tendering system. Under this area you will find several menu tabs:

- Tender: General information about this tender
- RFP documents: IMPORTANT, here is the deadline plus all the documents of the tender process (RFP or ITB). In the same area, you have the placeholders for uploading your proposal and all your documents.
- Correspondence: an area where you can write email and receive answers from UNRWA.
- Clarifications: an area for reading the clarifications issued by UNRWA and made available to all bidders. Please ensure to read all the clarifications as they become part of the specifications.
- History: a log of past activities related to this tender

From this point onward, we think that the system is more intuitive, and you will be able to navigate without major difficulties. But if you have questions, please contact us using the CORRESPONDENCE function of the
STEP 3: ACCESS THE TENDER AT A LATER STAGE

There is a short-cut to the tender notices. After the login in UNGM, you can select the Menu option ‘My tenders/contracts’ in the left-hand menu. You can also click on the ‘View document’ button next to the notices or click on the UNRWA link under ‘My tenders/contracts’ in order to access the UNRWA e-tendering system and see the details of the tender notice and its documents.

STEP 4: DOWNLOAD THE TENDER DOCUMENTS

In the ‘Tender Management’ page, please select the ‘RFP documents’ menu tab, scroll down until the section ‘Tender documents received’ and download all documents.

STEP 5: ATTACH AND SUBMIT DOCUMENTS

If any mandatory documents have been requested, they will be shown in the ‘My tender return’ section against a red button. You will need to attach them using the ‘Attach Documents’ button within the ‘My Tender Return’ section to the bottom of this screen.

If a Questionnaire is required to be completed, it will be shown in Red and marked ‘Not Started’ in the ‘My Tender Return’ section. It is mandatory that any Questionnaire’s must be completed.

To attach additional documents you wish to submit as part of your tender return, click the ‘Attach Documents’ button under the ‘My Tender Return’ section (if available). These will then appear in the ‘My Tender Return’ section.

NOTE: Large files may take some time to upload. We advise you to keep the files under 5MB.

IMPORTANT: When you have completed all the above steps and are ready to submit your tender return, click the red ‘Submit Return’ at the bottom of this page.

The Tender Alert Service is an added service for vendors who would like to be notified of relevant tender notices via email. With the Tender Alert Service, you can receive notification of relevant business opportunities that match your company’s products and/or services directly to your email address.

This service is provided at a fee of USD250 per year. You can also access tenders free of charge under Tender Notices.

If you need Help at any stage of the process, you can contact via the ‘Help’ functionality on the UNGM website. We aim to respond to all queries within 48 hours. Please note that you can categorize your query, which enable us to treat it more efficiently.

If you urgently need assistance, you are also welcome to contact us at registry@ungm.org for urgent assistance.