



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 20 APRIL 2021

REQUEST FOR QUOTATION: No. RFQ/HCR/ROK/2021/023

DEVELOPMENT OF A CAR BOOKING APPLICATION FOR UNHCR SUDAN OPERATION

QUOTATION TO BE RECEIVED BY: 09 MAY 2021 - 15:00HRS SUDAN STANDARD TIME

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly requests your price quotation of **development of a car booking application for UNHCR Sudan operation** specified in the (**Annex A**) as attached to this Request for Quotation (RFQ).

1. REQUIREMENTS

Please include the following price information in your quotation (without VAT).

1. Back office Management System
2. Mobile Booking Application
3. Back Office Management System Code
4. Mobile Booking Application Code
5. User (500-1,000 users Package) License- Annual subscription
6. Service Level Agreement- Annual Subscription

2. RFQ DOCUMENTS-ANNEXES.

The following annexes form an integral part of this Request for Quotation

Annex A: Financial Offer Form

Annex B: Vendor Registration Form

Annex C: UNHCR General Conditions of Contracts for the Provision of Goods and Services - July 2018

Annex D: UN Supplier code of conduct

Annex E: Scope of Work and Requirements

Please note that UNHCR has tax and duty exemption status.

BID VALIDITY: You are requested to hold your offer valid for **90 days** from the deadline for submission. UNHCR will make its best effort to select a firm within this period.

PAYMENT: Payment will be made within **30 days** of receipt in UNHCR, Khartoum office of complete documents in good order after satisfactory delivery of goods/services. UNHCR does not undertake to pay by letters of credit or in advance of delivery.

The full payment for this car booking application is however divided into 3 installments as follows:

- **First payment:** 20% Upon submission/ completion of detailed project wireframes (does not require content from UNHCR to be integrated at this stage)
- **Second payment:** 20% Upon submission/ completion of Alpha Testing Version of the Application and Back end portals (Go Live phase)
- **Third payment:** 60% upon completion

CURRENCY OF PAYMENT: Payment will be made in the currency in which the purchase order is issued.

For further information on UNHCR, please see <http://www.unhcr.org>

IMPORTANT: UNHCR can only facilitate payments through the local banks and not banks outside Sudan and therefore the current market condition must be factored in before submitting your quote

Vendor Registration Form: If your company is not registered with UNHCR you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex B**).

Please note that these terms and conditions (**Annex C**) will be strictly adhered to for the purpose of any future contract.

YOUR OFFER

Your Offer shall be prepared in English.

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will not be taken into consideration for evaluation.

3. RFQ SUBMISSION.

We would appreciate receiving your quotation on or before **09 May 2021, 15:00 HRS Sudan Standard Time** by return only to email: sudkh-su@unhcr.org.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **[8] Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ Number: **RFQ/HCR/ROK/2021/023**
- Name of your firm:
- Number of e-mails that are sent (example: 1/2, 2/2)

Bids received after the deadline for submission of bids and bids transmitted in any other manner than those indicated above may not be considered.

Information provided by the bidder will constitute the basis for eventual purchase order(s). UNHCR may, at its discretion, extend the deadline for the submission of proposals, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Your quotation must be valid at least for **[90] days**. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in (**Annex C**) the UNHCR's General Conditions of Contracts for the Provision of Goods and/or Services-Rev July 2018. You must clearly indicate in your quotation if you accept them.

Thank you for your kind attention.



Muhammad Abdul Mueed Khan
Senior Supply Officer
UNHCR Representation Office in Khartoum