



**UNHCR**

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

**DATE: 30/09/2025**

**REQUEST FOR PROPOSAL: No. BGD-UNHCR-RFP-1684**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF  
ELECTRICAL DESIGN, TESTING AND COMMISSIONING AND EMERGENCY  
MAINTENANCE SUPPORT**

**CLOSING DATE AND TIME: 28/10/2025 – 15:00 hrs BST**

---

**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Cox's Bazar office, invites qualified suppliers, manufacturers and service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Electrical works, Design and Services across the local UNHCR's area of operation in Bangladesh including the UNHCR Sub-Office in Cox's Bazar, Ukhiya, Teknaf, Dhaka etc.

**IMPORTANT:**

The Terms of Reference (TORS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 1 (One) year, potentially extendable for a further period of two (2) additional periods of one (1) year each (i.e., 1+1+1 years). The successful bidders will be awarded with frame agreements with the provision of primary and back-up Contractor for the works mentioned in the TOR. If the primary contractor is unable to fulfil the requirement of a purchase order the secondary contractor will be engaged.

The estimated annual requirement of UNHCR is mentioned in Annex A of works varying scope and specifications within the agency's facilities at Cox's Bazar, Nayapara, Kutupalong, Teknaf, Dhaka and Bhasan Char, Noakhali.

Please note that figures and the annual projection of work have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods / services. Quantities may vary and will depend

on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (**Annex D**).

Note: this document is not construed in any way as an offer to contract with your firm.

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposal:

- Annex A: Terms of Reference (TORs)
- Annex B: Offered timeline for the bidder to turn around
- Annex C: Financial Offer Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
- Annex E: UN Supplier Code of Conduct
- Annex F: Supplier-portal-manual
- Annex G: Mushak 6.3\_A Challan Sample
- Annex H: Scoring Matrix

### **2.2 ACKNOWLEDGMENT**

Please confirm your participation in the selected negotiation process for **BGD-UNHCR-RFP-1684**. We would appreciate you to Accept the Terms and Acknowledge Participation by using the "Acknowledge Participation" functionality available in the Cloud ERP Supplier Portal. For detailed guidance, kindly refer to pages 41 to 47 of **Annex – F**.

**It's very important to subscribe to an ongoing negotiation that you wish to participate in as this is the only way to receive automatic email notifications with information on any changes related to this negotiation.**

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this ITB by "message" option through the negotiation in the Cloud ERP system – Supplier Portal (Please refer

to instructions attached as Annex-G page 49-51. The deadline for receipt of question is 17:00 hrs BST on 16/10/2025. Bidders are requested to keep all questions concise.

UNHCR will respond to all questions received as soon as possible, and replies will be shared with all invited bidders via the Cloud ERP system. Furthermore, all announcements related to this ITB will also be communicated through the Cloud ERP system. To check responses or announcements from UNHCR, please refer to the instructions provided in **Annex-F**.

UNHCR will hold an online supplier pre-bid conference on **13 October 2025 at 10:00 hrs BST** through Microsoft Teams to provide guidance on the use of the Cloud-ERP system and to explain the tender requirements and expectations. To participate, interested bidders must express their interest using the messaging function in the C-ERP system no later than one working day before the meeting. Please include the names and email addresses of your company representatives in the message. Bidders may also join the meeting through the following link:

[Join Pre Bid Meeting here BGD-UNHCR-RFP-1684](#) <Click here to join

Participation in the pre-bid conference is strongly recommended given the complexity of the requirements. However, after the pre-bid conference, a Questions & Answers document will be prepared and distributed by email and Cloud-ERP system to all invited bidders.

## 2.4 **YOUR OFFER**

### **IMPORTANT:**

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

### **IMPORTANT:**

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission **process mentioned in Submission of Bid**" section 2.6, will result in disqualification of the offer..

Your offer shall comprise the following sets of documents:

- Technical Proposals
- Offered timeline for the bidder to turn around (**Annex B**)
- Financial offer (**Annex C**)

### 2.4.1 **Content of the TECHNICAL OFFER**

### **IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**

A description of your company with the following documents: company profile, registration certificate and audit reports:

- Year founded;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs**

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- A description of your organization's capacity to provide the goods / services;
- A description of your organization's experience in the supply of these goods / services.
- Compliance to the requirements stated on the TOR, including Annex B: Offered timeline for the bidder to turn around

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

**For consortium** which are associations or groups of companies that engage in common activities to achieve joint objectives whose rights and obligations are set out in the Consortium Agreement. Bidders intending to submit a proposal as a consortium shall submit with their proposal:

- a) Copy of their Consortium Agreement or a letter of association confirming the establishment of the consortium. Alternatively, if a consortium has not been established yet, bidders shall submit a letter of intent.
- b) Interested companies that intend to form or have formed a consortium for the purpose of this RFP shall, at the time of submission, confirm in their joint submission that they have designated one party to act as lead company. For this purpose, the Consortium Agreement, or the letter of association or the letter of intent shall indicate the "Lead company" which is a member of a consortium duly authorized by other consortium members to legally represent them and act on their behalf.
- c) The document submitted (whether a Consortium Agreement, a letter of association or a letter of intent) shall acknowledge that if the consortium is awarded the Contract(s), the designated party acting as lead company will be duly vested with authority to legally bind the members and the lead company will enter the Contract(s) with UNHCR, acting for and on behalf of all consortium members. The document shall also include the respective share of liability among all the members.
- d) The lead company will sign the Contract(s) for and on behalf of all other consortium members.

After the Proposal has been submitted to UNHCR, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of UNHCR. Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another proposal, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Proposal.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- i) Those that were undertaken together by the joint venture; and
- ii) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the RFP.

As the experience of the joint venture or those of its members but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

**Vendor Self Registration:** In case you have never registered before, you can register a profile using the registration link Supplier Registration ([oraclecloud.com](https://oraclecloud.com)) and follow the instructions in guides available on the UNHCR website: [Supplier registration link | UNHCR](#). Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember your password or username from previous registration. Please take note of your password and do not share it with anyone else.

In the event suppliers need to change the e-mail account in the system, it will be required to edit the focal person information and contact details in the system. Registration Guide and User Manual are available in the following link: [Supplier Portal User Manual](#)

- **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex D**.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.**

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in a single currency, BDT/ Taka.

The financial offer must cover all the goods / services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

The following details shall be provided for each item:

**UNHCR is exempted from Value Added Tax (VAT) and quoted prices shall be provided without VAT, but the VAT amount shall be separately indicated. Suppliers mentioning VAT in their offer shall submit VAT registration documents, otherwise VAT component may not be accepted.**

**Note: If the awarded suppliers intend to claim VAT in their invoices, they must submit the following documents along with each invoice: the invoice itself, the waybill or delivery challan, a duly filled Mushok 6.3 Challan, an Automated (A) Challan or a VAT Circle-certified Treasury Challan, and the online verification document that clearly indicates UNHCR as the beneficiary of the VAT payment, duly signed by the bank authority (if applicable).**

**For guidance on completing the VAT documentation, please refer to the sample VAT documents in Annex G.**

You are requested to hold your offer valid for one hundred twenty days (**120**) from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 45 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net forty-five (45) days after acceptance of contractor's invoice and delivery of the goods and/or acceptance by UNHCR of the services.

## **2.5 BID EVALUATION:**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

### **2.5.1 Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

### **2.5.2 Prequalification, Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The Prequalification will be evaluated using following criteria

| <b>Prequalification Criteria</b>   | <b>Pass/ Fail</b> |
|--|-------------------|
| Bidders must provide copies of trade licenses for the years 2020-2021,2021-2022, 2022-2023, 2023-2024, and 2024-2025 as proof of being in Electrical service business. | <b>Pass/ Fail</b> |
| Submission of Valid BIN  | <b>Pass/ Fail</b> |
| Submission of Valid TIN  | <b>Pass/ Fail</b> |

|   |   |
|---|---|
| <p>i) For an auditable company: Audited Balance sheets for the last two (2) years (at least for 2023, 2024). The quick ratio shall be equal or higher than 1 (Current assets-Inventory/current liability).</p> <p>ii) For a proprietorship company: Bank statements for the past two years (covering a total of 24 months, starting from July 2023 to June 2025) showing an average transaction for total two years cumulative minimum BDT 2,000,000 (total Dr - Cr).</p> | <b>Pass/ Fail</b>                             |
| <p><b>Acknowledgment of UN Supplier Code of Conduct:</b><br/>The company unconditionally commits to the UN Supplier Code of Conduct by company signature and seal (Annex D)</p>   | <b>Pass if “Accept”/ Fail if not Accepted</b> |
| <p><b>General Conditions of Contracts</b><br/>Company fully accepts UNHCR General Conditions of Contract for Services by company signature and seal (Annex E)</p>   | <b>Pass if “Accept”/ Fail if not Accepted</b> |

The **Technical offer** will be evaluated using inter alia the following criteria and point: achieving **70%** from the total technical score will be considered as pass:

| <b>COMPANY PROFILE, CAPACITY AND PREVIOUS EXPERIENCE (40 POINTS)</b> |        |   |   |
|--|--------|---|---|
| Criteria   | Points | Required documents  | Point distribution  |
| 1. Company Profile   | 10     | <p>The contractor should have minimum 5 years of working experience in this sector to provide the service detailed in this TOR. To verify the claimed years of experience, the Contractor must submit at least one relevant purchase order or work order, with a minimum value of BDT 200,000, for each year.</p> | <p>10 Points – The company has 10 or more years of relevant experience and submitted the Purchase order/ Work order documentation for each year of BDT 200,000 in relevant services.<br/>8 Points – The company has &gt;6-&lt;10 years of relevant experience and submitted the Purchase order/ Work order documentation for each year of BDT 200,000 in relevant services.<br/>6 Points – The company has 5 to 6 year years of relevant experience and submitted the Purchase order/ Work order documentation for each year of BDT 200,000 in relevant services.<br/>0 Point – The company has less than five years.</p>   |
| 2. Licensed software and Equipment / Tools                           | 5      | List of licensed software (the proof of corporate use for multiple user must be submitted with respective validity of licensed software is at least up to end 2025) and Equipment / Tools relevant to the project work detailed in the TOR  | <p>5 Points – The bidder provides list of software, equipment/tools, including specifications, quantity, and relevance to the project. The proposed software and equipment/ tools are adequate, modern, and well-suited for efficient project implementation, demonstrating an understanding of technical requirements and must be having ownership of multiple number (more than 4) of sets of tools/ equipment and 1 corporate level licensed software for multiple users. The tools must include full set of Personal Protective Equipment, Basic Electrical troubleshooting, measurement, multimeter, ammeter, Testing equipment etc.</p> <p>3 Points – The bidder have 1 corporate level licensed software for multiple users and have at least 2 set of tools/ equipment. The tools must include full set of Personal Protective Equipment, Basic Electrical troubleshooting,</p> |

|  |    |  |  |
|--|----|--|--|
|  |    |  | <p>measurement, multimeter, ammeter, Testing equipment etc.</p> <p>0 Points – If none of the above-mentioned criteria meet by the bidder and/or validity of licensed software is not at least up to end 2025)</p>  |
| <p>3. Presence of office/satellite service support facility/ a team/Staff in the locations as specified in TOR (Cox's Bazar Sadar, Ukhiya, Teknaf, Noakhali, Bhashanchar) with equipment/ tools.</p> | 5  | <p>The Contractor must provide the office address(es) and location when submitting the offer under this tendering package. The Contractor must also specify the office size, including the number of staff at each location, equipment/ tools.</p> | <p>5 Points – If the local satellite office address is given at Cox's Bazar + four other locations with at least four technicians with individual tool bag.</p> <p>4 Points – If the local satellite office address is given at Cox's Bazar + three other locations with at least three technicians with individual tool bag.</p> <p>3 Points – If the local satellite office address is given at Cox's Bazar + two other locations with at least two technicians with individual tool bag.</p> <p>2 Points – If the local satellite office address is given at Cox's Bazar + one other location with at least one technician with individual tool bag.</p> <p>1 Point - If the local satellite office address is given only Cox's Bazar with at least one technician and tool bag.</p> <p>0 Points – No local office at greater Cox's Bazar level</p>   |
| <p>4. Expected service delivery timeline for various support to provide under this TOR</p>   | 10 | <p>Offered timeline as mentioned in the table 2 and share detailed Gantt chart for the projects specified in the (Annex A) TOR</p>   | <p>10 Points - Meeting the expected turnaround time (as expected per Table 2 in Annex A) for all the locations as mentioned in the TOR and shared detailed Gantt Chart for all the activities mentioned in Annex B.</p> <p>7 Points- Not meeting the expected turnaround time (as expected per Table 2 in Annex A) but offered timeframe not exceeding 20% extra time than the expected turnaround time mentioned in the TOR and shared detailed Gantt Chart for all the activities mentioned in Annex B.</p> <p>5 Points- Not meeting the expected turnaround time (as expected per Table 2 in Annex A) but offered timeframe not exceeding 30% extra time than the required turnaround time mentioned in the TOR and shared detailed Gantt Chart.</p> <p>3 Points- Not meeting the expected turnaround time (as expected per Table 2 in Annex A) but offered timeframe not exceeding 40% extra time than the required turnaround time mentioned in the TOR and shared detailed Gantt Chart.</p> <p>0 Points - Response time offered which are not falling under the above-mentioned criteria</p> |
| <p>5. 'Experience and capacity of key personnel allocated to the project work</p>  | 10 | <p>The Contractor must have a team of assessors, servicing personnel, and design experts capable of conducting preliminary measurements, testing and commissioning, responding to emergency call-outs, and operating relevant design software.</p> | <p>10 Points – At least 3 key personnel have 5+ years of relevant experience with strong academic qualifications (Bachelor's/Master's in related fields i.e. electrical, mechanical, civil engineering), and a proven track record of successfully managing relevant projects and 7 assessors/ technicians of having at least 5 years of relevant experience having vocational training certificate.</p> <p>7 Points – At least 2 Key personnel have 5+</p>  |

|   |           |   |   |
|---|-----------|---|---|
|   |           |   | <p>years of relevant experience with relevant academic qualifications (Bachelor's/Masters in related fields i.e. electrical, mechanical, civil engineering), and experience managing relevant projects and 5 assessors/ technicians of having at least 5 years of relevant experience having vocational training certificate.</p> <p>5 Points – At least 1 Key personnel have 5+ years of relevant experience with relevant academic qualifications (Bachelor's/Masters in related fields i.e. electrical, mechanical, civil engineering), and experience managing relevant projects and 5 assessors/ technicians of having at least 5 years of relevant experience having vocational training certificate.</p> <p>0 Point – If the offeror does not meet anyone of the criteria described above.</p> |
| <b>QUALITY OF TECHNICAL SUBMISSION (20 points)</b>      |           |   |   |
| 1. 'Quality and Presentation of the sample project work | 20        | Presentation of the Offer is clear; with a full set of design details i.e. SLD, load calculation sheet, imaginary testing and commissioning report etc. as detailed in the TOR for sample project work. | <p>20 Points (Excellent) – All the design documents (BOQ, SLD, Load Calculation sheet, Imaginary T&amp;C report as minimum) are submitted at full length.</p> <p>15 Points (Good) – Design documents (BOQ, SLD, Load Calculation sheet, Imaginary T&amp;C report as minimum) are submitted but not comprehensive to proceed for any project to undertake immediately rather revision and further minor fine tuning is needed.</p> <p>0 Points (Not Acceptable) – If design documents are not submitted at full length and/ or need major changes to make a full and final design package.</p>   |
| <b>Total:</b>   | <b>60</b> |   |   |

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off points for submissions to be considered technically compliant will be **42 out of the 60**.

**Clarifications of Proposals:**

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

**The financial component will be analyzed only for those suppliers that pass the technical evaluation.**

The highest weighted score of 30 points will be allotted to the lowest price offer. All other price offers will receive weighted scores in the inverse proportion to the lowest price, e.g.  $[\text{Lowest Priced Offer (BDT)} / \text{Price of the Offer Being Evaluated (BDT)}] \times 100 \times [\text{Percentage Distribution (\%)}] = \text{weighted score for the financial offer under evaluation}$

The proposals shall then be ranked according to their combined technical and financial scores using the weights.

The total score = the technical score x 0.70% + the financial score x 0.30%.

## 2.6 **SUBMISSION OF BID:**

Please carefully read the step-by-step procedures for submission of your offer from **Annex F**, page 41 – 62.

Bids should be submitted directly in the portal and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so will result in disqualification.

The bids submission deadline is specified in the Overview section. **Any bid received after this deadline or outside of the online portal will be rejected.** UNHCR may at its discretion, extend the bid submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is the supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a **maximum of 20 Mb** in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

**IMPORTANT:** Please **DO NOT** submit technical and financial offers in the same section. Failure to comply will result in disqualification.

All Technical and Financial documents must be submitted separately in their respective, clearly designated sections in C-ERP system.

**BID SUBMISSION DEADLINE: 28 October 2025 – 15:00 HOURS BST**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

**Late Submission of Bids:** The ERP Portal will deny access to suppliers who attempt to submit their bids after the stated deadline.

Bidders having any challenges in login or submitting their proposals should request assistance by sending an email to [bgdcosup@unhcr.org](mailto:bgdcosup@unhcr.org) , at least 4 working days before the tender closing date. Bidders are encouraged to submit their proposals in good time to allow for any technical issues to be resolved.

**Important Dates to Note for Bid Submission:**

|  |                              |
|--|------------------------------|
| <b>Tender available to vendors</b>         | <b>29/09/2025</b>            |
| <b>Last day for Queries</b>                | <b>16/10/2025, 17:00 BST</b> |
| <b>Closing date for submission of bids</b> | <b>28/10/2025, 15:00 BST</b> |

## **2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers through Cloud ERP. 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.

Please note that UNHCR is not bound to select any of the firms' submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

**UNHCR reserves the right not to retain bid(s) submitted by a vendor that has performed poorly in the past 12 calendar months in terms of quality defaults, late deliveries and/or non-compliance with the contractual terms and conditions.**

## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the General Conditions of Contracts (**Annex D**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Signature \_\_\_\_\_  
Robina Kolok  
Senior Supply Officer  
UNHCR SO Cox's Bazar,  
**Bangladesh**