



31 October 2023

REQUEST FOR QUOTATION
RFQ N° UNFPA/KHM/RFQ/23/005

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“IT Maintenance Service for UNFPA CO”

UNFPA requires the provision of IT Maintenance Service for UNFPA Country Office. The detail of the services required will be stipulated in the ToR.

I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](http://unfpa.org)

II. Service Requirements/Terms of Reference (ToR)

1. Background

The UNFPA office has 19 workstations, one server room and two meeting rooms. The office equips with 19 laptops with 19 docking-stations, 2 scanners, 6 printers, and 2 multifunction photocopiers. The internet service is provided by a UN Long Terms Agreement holder. There is a main fiber optic connection with WiMAX backup. The connection to the workstations is wire-based with cat-6 cable wiring. There are 3 wireless access points to provide internet connectivity and a VoIP for phone system.

The majority of management and maintenance for server is remotely performed by ITSO from UNFPA HQ in New York. However, daily maintenance and support service at end-user level, webinar connection, and regular data backup to Google drive as part of data backup for disaster prevention and recovery require support services from a reputable outsourced firm.

2. Scope of Work

The firm expects to provide timely, professional and efficient support to all UNFPA authorized users to ensure a standard and effective operation of UNFPA’s information and communication system.

The firm’s responsibilities will be to:

- Manage problem solving, troubleshooting, support and assistance for use of information technology and keep a log of reported problems.
- Install and relocate the office’s hardware and coordinate equipment servicing, including network and telephone systems.
- According to UNFPA/ITSO standard, install commercial and corporate software and related upgrades. Identify installation options specific to the office’s needs.

- Respond to authorized end user needs and questions regarding network access. Assist staff in the use of network resources.
- Configure network printers, other office automation equipment, and provide user access.
- Advise and assist users in backup (Google drive and external hard drive) and restore procedures.
- Provide training to staff for information technology related subjects.
- Maintain and update the inventory list of the IT equipment.
- Enforce and provide training to staff regarding the information security concept.
- All separated staff accounts removed from the Active Directory.
- New domain password policy implemented according to the ICT Security Policy.
- With technical support from Regional ICT Specialist conducts periodic surveys to review the adequacy of outsourced ICT support services.
- Conducted quarterly verification of the Active Directory.
- Facilitate to setup ICT facility for recovery sites at WHO Cambodia offices.
- Provide ICT technical support to test Business Continuity Plan inclusive of ICT disaster and recovery plan developed and tested, with technical support from APRO ICT Specialist and Security Advisor.
- All Computers are installed and updated with required software including antivirus as outlined in ICT Software Policy.
- Alignment of software used by the CO with ITSO standard as required by the ICT software policy.
- Perform monthly internet PING test / TRACE route to the www.myunfpa.org, www.unfpa.org, and www.google.com

3. Primary Support Software and Equipment

- Operating System: Windows 11 Professional (64 bit)
- Office Suite: Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)
- Browsers: Google Chrome
- PDF Reader: Adobe Acrobat Reader, DC (for some staff)
- Antivirus: Checkpoint Harmony Endpoint management (Antivirus)
- Communications: Zoom, Google Meets
- Other: AoDocs, DocuSign

The following policies attach herewith for easy reference: Software Policy, Hardware Policy, Minimum standards for desktop and personal computers, Shadow IT Policy, Wireless Policy, Server backup policy, ICT Security policy, Security infrastructure policy, IT outsourcing management policy and email policy.

4. On-Call Support

The firm is required to visit UNFPA office on a regularly basis, at least once per week, preferably on Friday morning, to conduct regular troubleshooting, diagnostics, and preventive maintenance.

The firm expects to troubleshoot all ICT related problems that require immediate attention including virus attack, system failure, connectivity failure, etc. The firm expects to expedite their professional support person to assist the user within one hour or less from contact. Any resolved problem should be logged and recorded. The response and resolution time will be included in the monthly report.

5. Risk Assessment

Nature of logical and physical access to UNFPA information assets and facilities required by the outsourcer to fulfill the contract; sensitivity, volume and value of any information assets involved; commercial risks such as the possibility of the outsourcer's business failing completely, or of them failing to meet agreed service levels.

6. Confidentiality



A formal contract between UNFPA and the outsourcer shall exist to protect both parties. The contract shall clearly define the types of information exchanged and the purpose for so doing. If the information being exchanged is sensitive, a binding confidentiality agreement shall be in place between UNFPA and the outsourcer, whether as part of the outsource contract itself or a separate non-disclosure agreement. The contract shall clearly define the parties to the contract, effective date, functions or services being provided (e.g. service levels), liabilities, limitations on use of sub-contractors and other commercial/legal matters normal to any contract. Depending on the results of the risk assessment, various additional controls must be embedded or referenced within the contract to monitor all access to and use of UNFPA facilities, networks, systems etc., and to audit the outsourcer’s compliance with the contract. Following review by Procurement Services, all contracts shall be submitted to UNFPA Legal for accurate content, language and presentation.

7. Service Delivery Schedule

Regular service schedule is weekly, Friday morning, for periodical maintenance and backup to Google drive and external hard drive.

8. Institutional Arrangements

The contract will be managed by the Operations team. The service will be evaluated by end-users in the Country Office.

9. Contract Type/Duration

Long-Term Agreement (LTA) will be initiated for one-year, with possibility of extension for up to five-years based on the needs, budget availability, and satisfactory performance of the firm.

10. Duty Station

The firm is expected to provide the service at UNFPA Country Office, which is currently located at Phnom Penh Centre (Building A), 5th Floor, Room 526, Tonle Bassac, Chamkar Mon, Phnom Penh.

11. Qualifications and Requirements

<p>Qualification of Firm</p>	<ul style="list-style-type: none"> - A qualified firm that is legally registered and VAT registered in Cambodia. - At least three-year experiences in providing IT maintenance services in the country. - Conformity to the minimum qualifications requirement for proposed laborers by providing a list of at least 3 CVs providing brief description of their education background, experience, and language. - The contractor will have to maintain a pool of qualified laborers whenever needs to perform the service. - Contractor shall ensure that all laborers wear a company uniform and have firm ID cards.
<p>Qualification of Laborers</p>	<ul style="list-style-type: none"> - Completed at least secondary education (preferably a Bachelor’s Degree in ICT or related field). - At least 2-years of relevant experiences in providing IT support services. - Be able to understand and read English.

While the criteria for selecting an outsourcer are defined as the above, the evaluation may also take into account: the company’s reputation and history; quality of services provided to other customers; number



and competence of staff and managers; financial stability of the company; quality assurance and security management standards currently followed by the company (e.g. certified compliance with ISO 9000 and ISO/IEC 27001); and further security criteria defined as the result of the risk assessment.

III. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	Socheata Kim
Email address of contact person:	cambodia.office@unfpa.org

The deadline for submission of questions is on **04 November 2023 at 17:00, local time**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

IV. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

- A bidder must be a legally-constituted company that can provide IT maintenance service and have legal capacity to enter into a contract with UNFPA to provide this service in the country, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the ToR/ Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).
- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).

V. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the ToR.
- b) Signed Declaration Form, to be submitted strictly in accordance with the document.
- c) Price quotation, to be submitted strictly in accordance with the price quotation form

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

VI. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form and are to be sent by email to the contact person indicated below, **no later than Monday, 14 November 2023 at 17:00, local time**.

Name of contact person at UNFPA:	Socheata Kim
Email address of contact person:	cambodia.office@unfpa.org

Please note the following guidelines for electronic submissions:



- The following reference must be included in the email subject line: **RFQ N° UNFPA/KHM/RFQ/23/005 – IT Maintenance Service**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

VII. Overview of Evaluation Process

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

VIII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Long-Term Agreement (LTA) for one year with possibility of extension for up to five years, to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

IX. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease, by up to 20%, the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

X. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

XI. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representative agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).



XII. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

XIII. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit, Sandra Bernklau, bernklau@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Supply Chain Management Unit at procurement@unfpa.org.

XIV. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



DECLARATION FORM

The undersigned, being a duly authorized representative of the Company represents and declares that:

		YES	NO
1.	The Company and its Management ¹ have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following:		
	a. Fraud;	<input type="checkbox"/>	<input type="checkbox"/>
	b. Corruption;	<input type="checkbox"/>	<input type="checkbox"/>
	c. Conduct related to a criminal organization;	<input type="checkbox"/>	<input type="checkbox"/>
	d. Money laundering or terrorist financing;	<input type="checkbox"/>	<input type="checkbox"/>
	e. Terrorist offences or offences linked to terrorist activities;	<input type="checkbox"/>	<input type="checkbox"/>
	f. Sexual exploitation and abuse;	<input type="checkbox"/>	<input type="checkbox"/>
	g. Child labor, forced labor, human trafficking; or	<input type="checkbox"/>	<input type="checkbox"/>
	h. Irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).	<input type="checkbox"/>	<input type="checkbox"/>
2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	<input type="checkbox"/>	<input type="checkbox"/>
3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	<input type="checkbox"/>	<input type="checkbox"/>
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	<input type="checkbox"/>	<input type="checkbox"/>

¹ “Management” means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.



5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (<i>creating a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (<i>being a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

Signature:

Date:

Name and Title:

Name of the Company:

UNGM N°:

Postal Address:

Email:



United Nations Population Fund
Phnom Penh Centre (Building A)
5th Floor, Room 526, Tonle Bassac, Chamkar Mon
Phnom Penh, Cambodia
Web: cambodia.unfpa.org

ANNEX I:
General Conditions of Contracts:
De Minimis Contracts

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)

Please kindly refer to the General Conditions of Contracts attached