



UNHCR

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

DATE: 16/11/2023

REQUEST FOR PROPOSAL: HCR/IRQ/COE/2023/RFP-082

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT SERVICE FOR THE PROVISION OF TRANSLATION, INTERPRETATION AND PROOFREADING/EDITING SERVICES FOR UNHCR IRAQ OPERATION.

CLOSING DATE AND TIME: - 23:59 HRS IRAQ Local Time on 10/12/2023

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), Iraq Operations, invites qualified service providers to make a firm offer **For the Establishment of Frame Agreement for Provision of Translation, Interpretation, and Proofreading/Editing Services for UNHCR Iraq Operation as described in the Terms of reference (TOR) Annex A.**

IMPORTANT: Terms of reference (ToR) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of three (3) years. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The following are the required languages pairs sorted in Lots:

LOT1: Interpretation Service

- Arabic-English-Arabic (AR-EN-AR)
- Kurdish-English-Kurdish (KUR-EN-KUR)

LOT2: Interpretation Service

- Farsi-English-Farsi (FAR-EN-FAR)

LOT3: Interpretation Service

- Turkish-English-Turkish (TUR-EN-TUR)

LOT4: Translation Service

- Arabic-English-Arabic (AR-EN-AR)
- Kurdish-English-Kurdish (KUR-EN-KUR)

LOT5: Translation Service

- Farsi-English-Farsi (FAR-EN-FAR)

LOT6: Translation Service

- Turkish-English-Turkish (TUR-EN-TUR)

LOT7: Proofreading Service

- Arabic-English-Arabic (AR-EN-AR)
- Kurdish-English-Kurdish (KUR-EN-KUR)

LOT8: Proofreading Service

- Farsi-English-Farsi (FAR-EN-FAR)

LOT9: Proofreading Service

- Turkish-English-Turkish (TUR-EN-TUR)

Important:

Evaluation will be conducted by LOT. Bidders may opt to submit proposals for one, two or all nine (9) Lots mentioned above. However, each proposal must provide the full set of language pairs described under the Lot(s) the proposal is submitted for.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. Stated figures do not represent a commitment that UNHCR will purchase a minimum quantity of 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 Programs 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.

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

Please take careful note of article 5 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions (Annex G).

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 (ToR)

Annex B: Sample Text & Translation Submission Form (Applicable for Lot 4-6)

Annex C: Technical Response Form and Acknowledgements – to be filled, signed, and submitted

Annex D: Detailed Technical Evaluation Criteria

Annex E: Financial Proposal Form – *to be filled and submitted*

Annex F: Vendor Registration Form - *to be filled and submitted*

Annex G: UNHCR General Conditions of Contracts for the Provision of Services – *to be acknowledged*

Annex H: Special Data Protection Conditions – *to be acknowledged*

Annex I: UN Supplier Code of Conduct – *to be acknowledged*

Annex J: e-Tender Box Supplier user manual

Annex K: How to Join Microsoft Teams without account

Annex L: Tentative calendar of activities

Annex N: Submission Checklist

IMPORTANT: It is strongly recommended that this Request for Proposal and its annexes be read thoroughly.

2.2 ACKNOWLEDGEMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to IRQERPROC@unhcr.org CC: shamana@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

IMPORTANT: Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to IRQERPROC@unhcr.org CC: shamana@unhcr.org. The deadline for receipt of questions is **23:59 HRS IRAQ Local Time on 30/11/2023**. Bidders are requested to keep all questions concise. UNHCR may, at its discretion, copy any reply to a question to all other invited firms.

All the emails sent requesting clarification **MUST** have the following subject otherwise UNHCR reserves the right **NOT TO REPLY**.

EMAIL SUBJECT: HCR/IRQ/CEO/2023/RFP-082 - Query

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM, UNHCR websites and by email to all bidders participating in the tender competition.

IMPORTANT: Please note that Bid Submissions are NOT to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail addresses above will result in disqualification of the offer.

2.3.1 PRE-BID CONFERENCE:

UNHCR will organize a supplier pre-bid conference on MS Teams, on **30/11/2023 at 14:00 hrs**. A maximum of ONE representative per company is allowed. Name and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to IRQERPROC@unhcr.org CC: shamana@unhcr.org before **30/11/2023**. Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation to the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

Participation to the pre-tender conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. However, after the supplier conference, a Questions & Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

IMPORTANT: Please note that Bid Submissions are not to be sent to the e-mail address above.

2.4 YOUR OFFER

IMPORTANT: Cancellation of Solicitation: UNHCR 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 manner of submission as specified in the tender document will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following sets of documents:

- Technical offer
- Financial offer

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 (TOR) of the services requested by UNHCR can be found in Annex A. Your technical proposal should use Annex C (Technical Response Form), be concisely presented, and structured in the following order to include, but not necessarily be limited to, the following information:

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

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients; previous and current

a. Company's Profile and Qualifications:

The bidder should provide a description of the company's profile with minimum the following information and documentation, described in more in Annex A section 2.1 and 3.1:

1. Copy of valid business registration certificate, showing date founded/years in business
2. Description of your company's profile and core business.
3. List of (current and previous) clients over the past three (3) years (most relevant categories: Consular Department, Ministry of Foreign Affairs, embassies, and inter-government organizations).
4. List of languages (pairs) that can be covered.
5. Demonstrate sufficient capacity to provide the services by providing the number of translators, proofreaders, and editors on staff (or subcontracted) for each main language for the Lot(s) you are submitting a proposal for.

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

b. Proposal Account Management:

The bidder should provide a description of the proposed approach to account management with minimum the following information and documentation, described in more in Annex A section 2.2 and 3.2:

1. Provide CV (max. 2 pages) of the proposed dedicated focal point/account manager
2. Submit a description of your response and reporting approach (incl. time to assign projects)
3. Describe your mechanism to learn from changes/edits and store the appropriate language/terminology

c. Personnel Qualifications and Quality of Proposed Service:

The bidder should provide a description of the proposed approach to account management with minimum the following information and documentation, described in more in Annex A section 2.3 and 3.3:

LOT1,4, &7: (AR, EN, KUR):

1. Showcase the experience and qualifications of the proposed translators, proofreaders, and editors, by submitting (min. 2) CVs and qualification of key personnel proposed to be signed to Lot 1,4,7
2. Attach translation of Annex B (Translation Sample) from English to Arabic & Kurdish
3. Submit a sample legal translation (source text and translated text) indicating the entity the translation was made for. Expected length of the sample: 2-3 pages

LOT2,5, &8: (FAR, EN,):

1. Showcase the experience and qualifications of the proposed translators, proofreaders, and editors, by submitting (min. 2) CVs and qualification of key personnel proposed to be assigned to Lot 2,5,8
2. Attach translation of Annex B (Translation Sample) from English to Farsi
3. Submit a sample legal translation (source text and translated text) indicating the entity the translation was made for. Expected length of the sample: 2-3 pages

LOT3,6, &9: (TUR, EN,):

1. Showcase the experience and qualifications of the proposed translators, proofreaders, and editors, by submitting (min. 2) CVs and qualification of key personnel proposed to be assigned to Lot 3,6,9
2. Attach translation of Annex B (Translation Sample) from English to Turkish
3. Submit a sample legal translation (source text and translated text) indicating the entity the translation was made for. Expected length of the sample: 2-3 pages

Add any comments or suggestions on the ToR.

The bidders have to show that they can provide qualified skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. The Company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be notified to UNHCR and a solution suggested and agreed upon so that the services can be uninterruptedly provided.

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

- d. **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex F). If already registered with UNHCR, please state your Vendor ID on the form.
- e. **UNHCR General Conditions of Contracts (Annex G):** Your submission should contain your acknowledgement of the UNHCR General Conditions for Provision of Services either by signing 5 Annex C (last page of Technical Response Form) or by including a signed copy of Annex F in your submitted Technical Proposal.
- f. **Special Data Protection Condition (Annex H):** your technical offer should contain the acknowledgment of confidentiality form (to be signed by all individual service providers/contract personnel at the time of the contracts signature) by signing **Annex C** (last page of Technical Response Form).
- g. **UN Supplier Code of Conduct (Annex I):** Your submission should contain your acknowledgement of the UN Supplier Code of Conduct either by signing Annex C (last page of Technical Response Form) or by including a signed copy of **Annex H** in your submitted Technical Proposal.
- h. **United Nations Security Council Sanctions List:** Your submission in Annex C (last page of Technical Response Form) should contain your confirmation that your company is not on the United Nations Security Council Sanctions List.

Please see related weighted evaluation criteria in section 2.5.2 of this document.

Where deemed necessary a supplier visit may be required to complement the narrative of the technical evaluation.

IMPORTANT:

Companies not submitting the required documents with their proposal may be contacted by UNHCR and given one more opportunity (within 48 hours) to submit them (Only for the Administrative requirements **criterion no. 1 & 3(Business Registration Documents and Tax Registration Certificate)**). Should these companies still not submit the missing documents, they will then be disqualified.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency.

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

The Financial Offer must cover all the services to be provided (price “all inclusive”).

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

Prices must remain the same in case of partial or complete award is received by the bidder

You are requested to hold your **offer valid for 180 days** 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 30 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.

The financial offer should be submitted in both PDF version (stamped, dated and signed) and EXCEL version.

Please Note: UNHCR strongly encourages to have a Commercial Bank Account carrying the name of the registered business. Bids with Personal bank account will not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, **price has to be given without VAT.**

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 thirty (30) days after acceptance of contractor's invoice and delivery and acceptance of services by UNHCR in shape of a partial or substantial works completion certificate issued by the designated Project Manager / Engineer.

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

IMPORTANT: Bidders are required to submit the financial offer both in PDF and Excel Sheet (Soft Copy) in the Template provided in Annex E: Financial Offer Form

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 be not 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 company (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.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which governs 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:

- **Technical Offer will be weighed at 70 points (or 70%)**
- **Financial Offer will be weighed at 30 points (or 30%)**

Technical Offer

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: **70% from the total score**, with a minimum passing score of **42 points**.

Evaluation Factors
Mandatory
Valid Registration Documents / Certificate / Incorporation in Iraq with Federal Government or Kurdistan Region of Iraq in domain of translation/interpretation/proofreading, Consultancy Service)
<u>For a Joint Venture, the companies should submit a legal JV contract endorsed by the government with a statement outlining the duties and responsibilities of each party otherwise, the joint venture will not be accepted.</u>
1- <u>The Lead company should be registered in Iraq.</u>
2- <u>Both parties must be legally registered. Lead company must be registered in IRAQ and fulfill the registration requirement while the secondly company should be registered in Iraq our outside Iraq as a commercial entity.</u>
3- <u>Lead company must fulfil the tax registration requirement.</u>
<u>Any company with an age less than 3 years at the time of the submission will be disqualified.</u>
Years of experience and company age (should have minimum 3 years of experience)
Has the bidder submitted a valid tax registration certificate
Scoring Criteria
Company Profile and Qualifications (0-20 Point)
Proposed Account Management (0-15 Point)
Personnel Qualifications and Quality of Proposed Service (0-35)
Total Marks (70)

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The cut-off point for submissions to be considered technically compliant will be 70% of the total technical weightage **42 out of the 70**

Financial Offer:

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 maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price, e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

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.

UNHCR reserves the right to award without clarifications and/or discussions. If there are arithmetic mistakes in the budget of the technically acceptable applicants, UNHCR will rectify these mistakes on the following basis:

- a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and
- b) If there is a discrepancy between the amounts in figures and in words, advantage will be given to the amounts in words.

If the correction(s) leads to a different total cost, this new total cost will be evaluated against other technically acceptable Proposals and considered as being part of the Best Value evaluation and selection. UNHCR reserves the right to reject the Proposal if the technically acceptable applicant does not accept the correction of mistakes in the budget by UNHCR.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. The Technical and Financial offers shall be clearly separated.

Please submit your proposal through an online eTenderBox Tool, which can be accessed at <http://etenderbox.unhcr.org>.

To submit a proposal against UNHCR tender, the bidder needs to register in eTenderbox system. Please refer to the eTenderbox user manual for bidders at **Annex J: e-Tender Box Supplier user manual**. You are requested to get familiar with this tool and create a login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders. Bidders can access the specific tender by clicking on the "tender reference number", the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be done.

It is the bidder's responsibility to upload only technical documentation under the "Technical" category and Financial documentation under the "Financial" category. Failure to do so will result in disqualification.

Note: The official submission of the selected files for upload is done by clicking the 'Save & Submit' button, therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted before the tender expiration deadline. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff, however **it is preferable to upload PDF files. Executable files** (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled.

The maximum size limit per file is 10MB.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

IMPORTANT: DEADLINE TO SUBMIT YOUR BID: **10/12/2023 BY 23:59 HOURS LOCAL TIME:** Any bid uploaded after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying through [eTenderbox.unhcr.org](http://etenderbox.unhcr.org) and WWW.UNGM.ORG.

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.

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

IMPORTANT: The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

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. It is however important to note that the construction project cannot be split unless the various components are defined by LOT. All other projects are to be awarded on an all or nothing basis.

Important: Any missing cost for a line in Bill of Quantities & Financial Offer will be considered invalid.

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.

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.

Some of the reasons of disqualification:

Some of the reasons which may lead to such disqualification of your offer are as following: Proposal if:

1. The Applicant's qualification or data are proven to be false; The selected Applicant refuses to enter into a contract.
2. The Applicant commits a proven unfair or dishonest act in order to acquire rights for agreement award.
3. The proposal is received through any other means of communication except as specified in this solicitation document under Article 2.6 SUBMISSION OF BID
4. The offer is received after the deadline for submission of bids stated in the tender documents; and/or Sent via the correct route after having been sent incorrectly.
5. Any changes made to the BOQ by the bidder may result in disqualification of the offer.

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 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.

Any Purchase Order (PO) issued as a result of this RFP will be made in IQD. Payment shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the **Annex G: General conditions of Contracts for the provision of Good and Services (July 2018)** 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

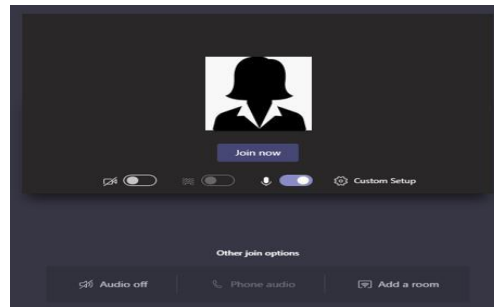
Anwar Ul Haq, Associate Supply Officer
UNHCR Representation Office IRAQ

Annex K

Join a meeting without a Teams account



1. Go to the meeting invite and select **Join Microsoft Teams Meeting**.
2. That'll open a webpage, where you'll see two choices: **Download the Windows app** and **Join on the web instead**. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's OK for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.
3. Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose **Audio off** to avoid disrupting. Select **Phone audio** if you want to listen to the meeting on your mobile phone.
4. When you're ready, hit **Join now**.
5. This will bring you into the **lobby**. We'll notify the meeting organizer that you're there, and someone in the meeting can then admit you.



ANNEX L: TENTATIVE CALENDAR OF ACTIVITIES:

Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors (<i>Tender opening and closing dates</i>)	16 Nov 2023	10 Dec 2023 23:59 hrs.
2	Closing date for Queries	30 Nov 2023 23:59 hrs.	
3	Pre-bid conference Meeting	30 Nov 2023 14:00 Hrs.	
4	Tender Closing date	10 Dec 2023 23:59 Hrs.	
5	Bid opening Date	11 Dec 2023	
6	Technical Evaluation	12 Dec 2023	11 Feb 2024
7	Financial Evaluation	12 Feb 2024	20 Feb 2024
8	Approval of Contract	21 Feb 2024	05 March 2024

ANNEX N: SUBMISSION CHECKLIST

Submission Checklist		
S. No.	Description	Status
1	I have read and understood the RFP and all its annexes	
2	Annex A: Terms of Reference (ToR) - Completed and Submitted	
3	Annex B: Sample Text & Translation Submission Form (Applicable for Lot 4-6) - Completed and Submitted	
4	Annex C: Technical Response Form and Acknowledgements - Completed and Submitted	
5	Annex E: Financial Proposal Form – to be filled, signed and submitted	
6	Annex G: General conditions of Contracts for the provision of Good and Services (July 2018) - Signed and Stamped	
7	Annex H: Special Data Protection Conditions - to be signed and stamped	
8	Annex I: Supplier's Code of Conduct - Signed and Stamped	

Name of authorized representative: _____

Title: _____

Signature: _____

Date: _____

Supplier Name: _____

Postal Address: _____

Telephone No.: _____

Email Address: _____