

DATE: 30 SEPTEMBER 2026

REQUEST FOR QUOTATION REF. NO.: BGD-UNHCR RFQ 3670

**FOR THE SUPPLY AND DELIVERY OF iPHONE AND PORTABLE POWER
STATION EXPANSION BATTERY AT UNHCR SUB-OFFICE, COX'S BAZAR**

QUOTATION TO BE RECEIVED BY: 7 OCTOBER 2026 BY 5:00 PM BST

1. INTRODUCTION TO UNHCR

1.1. UNHCR, the United Nations (UN) Refugee Agency, is a global organisation dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution. We lead international action to protect refugees, forcibly displaced communities and stateless people. We deliver life-saving assistance, help safeguard fundamental human rights and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality. We work in over 130 countries, using our expertise to protect and care for millions.

2. OVERVIEW AND REQUIREMENTS OF REQUEST FOR QUOTATION

2.1. The purpose of this Request for Quotation (RFQ) from the Office of the United Nations High Commissioner for Refugees (UNHCR) is to invite qualified suppliers to submit a quotation (hereafter also referred to as offer) for the supply and delivery of Phones and portable power station expansion battery to the UNHCR Sub-office, Cox's Bazar Bangladesh as fully detailed in the attached **Annex A** of this document.

- **Description:** For the supply and delivery of iPhone and portable power station expansion battery to the UNHCR Sub-office, Cox's Bazar Bangladesh
- **Estimated Quantity:** As per attached **Annex A**
- **Delivery point:** UNHCR Sub-office, Cox's Bazar
- **Delivery Lead time:** 15 Calendar days after issuance of the PO.
- **Warranty Coverage:** The bidders should comply with the warranty terms and conditions specified in **Annex A**
- **Authorization:** The bidder must be an authorized distributor or reseller of the required items and shall provide a valid authorization certificate or supporting documentation as proof.

Find attached **Annex- B Financial Offer Form** please complete the table provided with your quoted prices.

2.2. Please note that figures 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 the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

2.3. This RFQ is an invitation to submit offers to UNHCR and is not intended and shall not be construed in any way as an offer to contract with your firm or as giving rise to any binding commitments on the part of UNHCR, whether expressed or implied. No binding Contract or other understanding or arrangement, whether expressed or implied, will exist between the bidder and UNHCR and nothing in, or in connection with this RFQ shall give rise to any liability on the part of UNHCR until a Contract is signed by UNHCR and the successful bidder.

2.4. UNHCR reserves the right to accept the whole or part of your offer, or to allow split or partial awards and to cancel this informal solicitation at any stage of the procurement process prior to final notice of award of a Contract.

2.5. Please include the following price information in your quote (without VAT):

- Currency: BDT
- Total Cost (all inclusive):

Please note that UNHCR has VAT exemption status.

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.

For VAT component, awarded supplier will provide (i) invoice, (ii) waybill/ Delivery Challan, (iii) duly filled Mushok 6.3 Challan (sample provided), (iv) A (Automated) Challan or VAT circle certified Treasury Challan (sample provided), that clearly indicates UNHCR as the beneficiary of the VAT payment, duly signed by Bank authority (if applicable).

For guidance on completing the VAT documentation, please refer to sample Mushok 6.3 and A Challan (Annex- F)

3. ACKNOWLEDGMENT

3.1. Please confirm your participation in the selected negotiation (RFQ) process for BGD-UNHCR RFQ 3670. 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 UNHCR Supplier Portal Manual **Annex – E**.

It's very important to select Acknowledge Participation in this ongoing negotiation (BGD-UNHCR RFQ 3670) that you are interested to participate. This is the only way to receive automatic email notifications from UNHCR with information on any changes related to this negotiation.

4. REQUESTS FOR CLARIFICATION

4.1 Bidders are required to submit any request for clarification or any question in respect of this RFQ via email to bgdcosup@unhcr.org or in “message” in the negotiation event in CLOUD-ERP system by **7 October 2026**. Bidders are requested to keep all questions concise.

UNHCR will respond to all questions received through the Cloud ERP system as soon as possible after the above-mentioned deadline.

5. ELIGIBILITY REQUIREMENTS

As part of the eligibility requirements **submitted quotations shall include the following documents:**

1. Valid trade license for 2024- 2025, 2025-2026 and 2026-2027
2. Submission of valid TIN certificate (Taxpayer Identification Number)
3. Submission of valid VAT/BIN (Business Identification Number) certificate
4. Authorized distributor or reseller Certificate for the items under **Annex A**
5. Submission of product catalogues for both items listed under **Annex A**.
6. Please confirm your acknowledgment of the UNHCR General Conditions for Provision of Goods and Services (Annex C).
7. Please confirm your acknowledgment of the UN Supplier Code of Conduct (Annex D).

6. TECHNICAL EVALUATION

All offers will be evaluated based on the requirements below. Only bids meeting all the technical specifications detailed in Annex A will be considered for financial evaluation.

1. Compliance of the proposed item specifications with UNHCR technical specifications (Annex A). Bidders are required to submit a complete and signed Annex A.	Pass/Fail
2. Compliance with the required delivery lead time of 15 calendar days after issuance of the PO.	Pass/Fail
3. Compliance with the warranty terms and conditions specified in Annex A . Any claimed product shall be collected from the UNHCR Sub-Office Cox's Bazar.	Pass/Fail

7. RFQ SUBMISSION

7.1. Please carefully read the step-by-step procedures for submission of your offer from Annex E, 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.

Supplier Registration in Cloud ERP System:

If you are interested in submitting a response to this Request for Quotation (RFQ), please prepare your bid response in accordance with the requirements and procedures as set out in this RFQ and submit it by the deadline for submission of proposals set out in this document and in the supplier portal.

Offers must be submitted through the Cloud ERP portal. In case you have never registered before, you can register a profile using the registration link: [Click Here for New Supplier Registration Link](#) and follow the instructions in the guides available on the UNHCR website and Supplier Portal User Manual or UNHCR Supplier Portal Registration Manual (**Annex E**).

Do not create a new profile if you are already registered. Kindly use this link: <https://supplier-portal.unhcr.org/> or refer to **page number 14** of the UNHCR Supplier portal registration manual (**Annex E**) to log in with your email address and Password. Use the forgotten password feature in case you do not know/remember your password and please refer to **pages 38 of the UNHCR Supplier portal registration manual (Annex E)**.

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

Should the bidder encounter any difficulties navigating the Cloud ERP, requests for assistance should be submitted via email to bgdcosup@unhcr.org at least four (04) working days before the tender closing date. Bidders are encouraged to register at the earliest to allow sufficient time to resolve challenges before the tender closing date.

Tutorial videos for Supplier Registration, Activation, Bid submission.

[Negotiation Module Bid Submission Tutorial](#)

7.2. Your quotation must be valid at least for **90** (Ninety) days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

7.3. Please find attached **ANNEX C** in the **UNHCR's General Conditions of Contracts for the Provision of Goods and Services - version June 2018**,

which have to be acknowledged by submitting a signed copy together with your offer.

8. CURRENCY, PAYMENT TERMS AND GENERAL CONDITIONS OF CONTRACTS

8.1. Any Purchase Order issued as a result of this RFQ will be made in the currency of the winning offer. Payment of invoices will be made in accordance with the General Conditions of Contract and in the currency in which the Purchase Order is issued.

8.2. UNHCR's standard payment terms are by bank transfer, net 30 (thirty) days after satisfactory implementation and receipt of documents in order. Payments shall only be processed after confirmation by UNHCR business owner of successful completion of the project, or of delivery by UNHCR business owner, and after acceptance of contractor's invoice.

8.3. Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of Contracts **Annex C**, which will be strictly adhered to for the purpose of any future Contract awarded.

8.4. The bidders are required to maintain the quoted prices throughout the FA period. Unless this RFQ is cancelled, UNHCR will award the PO to the bidder who provided the lowest priced technically compliant offer.

9. UN SUPPLIER CODE OF CONDUCT

9.1 UN Supplier Code of Conduct can be found as **Annex D**. Please note that submitting an offer is deemed as full acceptance of the UN Supplier Code of Conduct.

Thank you for your kind attention.

Signature



Digitally signed by Robina
Kolok
Date: 2026.09.30 13:58:21
+06'00'

Robina Kolok
Senior Supply Officer
Supply Unit
UNHCR SO Cox's Bazar, Bangladesh