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| **TECHNICAL BIDDERS RESPONSE: استجابة العرض الفني**   * **Please read the TOR and the RFP Cover Letter carefully and fill in your response below**   **يرجى قراءة نص المناقصة ( RFP ) والملحق ( Annex A ) بعناية وملئ المطلوب بما يلزم**   * **Please note that the given space under each section should not limit your response, please type more if required**   **يرجى الملاحظة بان المساحة المعطاة في الجدول ادناه يجب ان لا يقيد من حجم الاستجابة الذي ترغبون بكتابتها، يرجى كتابة اكثر اذا ما تطلب** | |
| **اسم الشركةCOMPANY NAME:** |  |
| * **Copy of valid license from chamber of Commerce, valid company commercial registration certificate, valid profession license, proving the eligibility to conduct business in Jordan (submitted: YES/NO).**   **Failure to provide the above-mentioned certificates may result in disqualifying your offer.**   1. **Description of company profile وصف ملف الشركة**     * + **Please state company’s core business, year founded, number of clients, number of employees and company’s management structure:**      + **يرجى ذكر طبيعة عمل الشركة الرئيسي للشركة ، السنة التي تأسست فيها ،المؤهلات وعدد الموظفين وهيكل إدارة الشركة.**      + **Description of all similar projects currently underway and successfully completed in the past 10 years - a company providing more project description will seek higher score.**  |  |  |  |  | | --- | --- | --- | --- | | **Services الاعمال** | **Client العميل** | **Location الموقع** | **Value القيمة** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  |  1. **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**     * + **Provide a detailed description of your organization’s understanding of the requirement – i.e. description of method and approach to address the published TORs (including – inter alia – possessing a thorough knowledge of global centre operational practices, advise on call centre industry standards, etc.).**      + **Submission of Company’s Policy or standard procedures governing Data Protection:**      + **Provide samples on previous and/or current call centre reports (submitted YES/NO):**      + **Provide a clear work plan for the attached ToRs (including – inter alia - rational timeframes, clear timeline, training schedule, etc.).** 2. **Proposed personnel to carry out the assignment:**    * + **Provide qualifications of the project manager and team members (attach maximum 2 pages CV for each member)**  * **Financial stability - submission of the** **Financial Statements and Audits’ reports for the past two (2) years (submitted YES/NO):** | |
| **Please comment on your company’s commitment to corporate social responsibility**  **(Please read and refer to Annex F (UN Supplier Code of Conduct)) (Proof of demonstrated commitment should be attached separately e.g. through copies of sample contracts, medical coverage and leave plan):**  **يرجى التعليق على مسؤوليات شركتكم على التعاون الاجتماعي (يرجى قراءة ومراجعة الملحق و ( القواعد السلوكية لموردي الامم المتحدة) ( والدليل على الالتزام ينبغي أن يرفق بشكل منفصل، على سبيل المثال. من خلال نسخ من عقود ، والتغطية الطبية وخطة الإجازات)** | |
| **Any additional comments on the TOR (Annex A):**  اية تعليقات اضافية على الشروط المرجعية العامة الملحق أ | |

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| **I confirm that the following documents have been attached to our company’s technical proposal: اوكد بان عرضي الفني يتضمن المرفقات ادناه** | **Indicate**  **Yes or No**  (Next to each listed doc.) |
| * Copy of valid company commercial registration certificate, valid profession license   صورة عن السجل التجاري (ساري المفعول) صادرعن غرفة التجارة ورخصة المهنة سارية المفعول.     * Filled Annex B (Technical Offer Form)   ملحق ب – (نموذج استجابة العرض الفني )   * Proof of former projects اثبات عن المشاريع السابقة * CV’s of the proposed project manager and team members. * Proof of commitment to corporate social responsibility   اثبات مسؤولية الالتزام الاجتماعي   * Filled and signed Annex D (Vendor Registration Form)   نموذج تسجيل عارض موقع   * Acknowledged Annex E (General Conditions of Contracts) and UN Code of Conduct (Annex F) – Use next page of this document   دفتر الشروط العامة الموقعة   * If available: financial statements, audit reports   اذا توفر: تقرير الوضع المالي من الرقابة المالية   * Submission of templates/examples of all proposals and forms * Filled Annex C (Financial Offer Form) clearly marked and submitted separate from technical offer   نموذج عرض مالي معبأة (مرفق بشكل منفصل) | \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_ |

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| **اسم الشركةCOMPANY NAME:** |  |

**ACKNOWLEDGEMENTS:**

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| **I herewith conform to have read and to acknowledge the UNHCR General Conditions for the Provision of Civil Works and the UNHCR General Conditions for the provision of Goods and Services (Annex E):**    **­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Stamp:الختم**  *Authorized Signatureتوقيع المصرح* |