

**DATE: 13TH AUGUST 2024**

**REQUEST FOR QUOTATION: No. RFQ/SC/NIGMA/053/2024**

**FOR SUPPLY AND INSTALLATION OF INTUIT QUICKBOOKS ENTERPRISE, HOSTING SERVICES, AND TRAINING OF END USERS ON USE ON SOFTWARE OF A QUICK BOOKS ACCOUNTING SOFTWARE FOR A GOVERNMENT PARTNER IN MAIDUGURI - BORNO STATE IN NIGERIA.**

**QUOTATION TO BE RECEIVED BY: MONDAY, 19<sup>TH</sup> AUGUST 2024 by 5:00 PM.**

**IMPORTANT NOTICE ON ETHICAL CONDUCT**

Under no circumstances should a vendor pay UNHCR or a UNHCR Staff Member for the submission of a quotation, bid or proposal or for the fulfilment of a Contract. This includes non-cash gifts or favors to Staff Members. Be aware that if such payment or non-gifts or favors are made, it would result in the immediate termination of the vendor agreement or contract and the vendor would be disqualified from further Request for Quotations/Invitation to Bid/Request for Proposals with UNHCR. You are advised to read and understand the UN Supplier's Code of Conduct specifically its articles 18 to 21 on Ethical Conduct.

UNHCR SO Maiduguri in Nigeria, would like to invite duly registered software licensed developers and companies to submit an offer for the supply, Installations and training of end users on a QUICK BOOKS ACCOUNTING SOFTWARE WITH A BASIC AND REPORTING PACKAGE TO UNHCR SUB OFFICE MAIDUGURI. The Software will be installed in a government entity's office in Maiduguri – Borno State, Nigeria.

The Terms of Reference and Technical Specifications of the Software accounting package are available to bidding companies in Annex A –“ Terms of Reference (TOR) - **Annex- A**.

**1.REQUIREMENTS**

- **Quantity:** As per attached Annex A
- **Delivery Point:** Government entity located in Borno State Maiduguri to be notified to the successful service provider in the Contract document.

Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of Purchase Orders

Your offer shall be prepared in English language. In case of error in the total, UNIT price will be considered for the calculation.

Please submit your best price offer using the Annex B provided. Offers not conforming to the requested formats will not be taken into consideration. Your offer should be exclusive of all direct taxes and duties. A vendor should provide the rates for the requirement in Annex A.

- Currency: NGN
- Unit Cost (OTH – Others):
- Discount (if any):
- Additional charge: (if any) please specify
- Total Cost for all goods in NGN:
- Delivery Period:
- Validity of the offer:
- Payment Terms:

The following annexes form integral part of this request for quotation:

Annex A: Terms of Reference (TOR)

Annex B : Financial Offer Form

Annex C: Vendor Registration Form

Annex D: General conditions terms, for provision of goods and services (July 2018)

Annex E: UN Supplier code of conduct

## **2. TECHNICAL EVALUATION:**

The Technical Offers shall be evaluated based on cost-effectiveness and contractor's technical expertise to provide the required solution by applying a "PASS" or "FAIL" ratings using the Technical Evaluation Criterias listed in the below table,

<b>S/N</b>	<b>Technical Evaluation Criterias</b>	<b>PASS/FAIL</b>
<b>1.</b>	Submission Company registration Certificate (CAC)	
<b>2.</b>	Demonstrated technical competency supported with evidence of previous work experience in providing similar services, especially, the training of end users in QuickBooks accounting software. ( <b>Attach past work order (s), Purchase orders or contract(s)</b> )	
<b>3.</b>	Demonstrated experience supported with previous evidence in troubleshooting or providing last mile support for the solution	
<b>4.</b>	Bidding company to provide a simple 1 page of trainings methodology listing the number of trainings to be carried out for end-users.	
<b>5.</b>	State Warranty period for use of the software by end users.	

Bidders will be required to score "Pass" in all of the above listed technical evaluation criterias to be considered technically qualified to offer the products/service.

## **3. RFQ SUBMISSION**

We would appreciate receiving your quotation **on or before 19<sup>th</sup> August 2024, by 5:00PM.**

The quotation must be accompanied with the below mentioned documents.

- Duly filled financial proposal form (Annex B)
- Duly signed and stamped UNHCR General Terms and Conditions for Provision of Goods and Services (2018 version) or accepting on your letter head the UNHCR General Terms and Conditions
- Duly signed and stamped Vendor Registration Form (If you are not registered with UNHCR).

We would appreciate receiving your quotation latest by **Monday 19<sup>th</sup> August 2024, by 05:00PM.** Your offer/quotation must be in **PDF Format** and submitted via email to: [nigmasupply@unhcr.org](mailto:nigmasupply@unhcr.org);

Please be aware that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 MBs** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ: *RFQ/SC/NIGMA/2024/053*
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

**The document should be addressed to the attention of the:**

**SUPPLY MANAGEMENT UNIT,**  
UNHCR Sub Office in Maiduguri  
Tangale Street, off Circular Road by Damboa Road  
Maiduguri, Borno State of Nigeria

The standard payment of UNHCR is within **30** days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in ANNEX D, the UNHCR's General Conditions of Contracts for the Provision of Good - 2018. You must clearly indicate in your quotation if you accept them.

Thank you for your kind attention.

Paul Kenyi  
Associate Supply Officer  
UNHCR Sub Office Maiduguri,  
Nigeria

**ANNEX A: TERMS OF REFERENCE (TORS).**  
**FOR SUPPLY, INSTALLATION OF A QUICK BOOK INTUIT SOFT WARE AND**  
**TRAINING OF END USERS TRAINING.**

**Background**

The Office of the United Nations High Commissioner for Refugees (UNHCR) is a subsidiary organ of the United Nations, established by the United Nations General Assembly Resolution 319 (IV) of 3 December 1949, whose objectives are established in the Statute of the Office of the United Nations High Commissioner for Refugees adopted by the United Nations General Assembly in its resolution 428 (V) of 14 December 1950.

UNHCR works with its partners to provide protection and assistance to refugees, forcibly displaced communities, and stateless people. As part of that effort, UNHCR Nigeria, Maiduguri Sub-Office is supporting one of its government partners in Maiduguri, in Borno State to establish an automated accounting system as part of the capacity development and improvement in financial management. This software-assisted accounting system will assist our partner to conduct their financial transactions in an easy and professional manner by enabling them to manage their accounting needs.

**Scope of Work**

UNHCR Nigeria, Maiduguri Sub-Office is therefore seeking a International or /local qualified and professional licensed companies to supply and Install an Intuit quick books enterprise ,hosting services and training of end users on use of the software.

The contractor is responsible for providing the following services:

- Procure and Cloud Hosting of Intuit QuickBooks Enterprise solution on behalf of the end user and annual subscription/maintenance.
- Install and customize QuickBooks appropriately for institutions' use.
- Train and provide technical guidance to partners' finance staff (3 to 10 staff) as means to provide hands-on understanding. Provide details of your training methodology e.g. virtual, in-person, duration, etc.
- Arrange virtual technical support and backstopping for any troubleshooting.

**Requirements**

1. Bidders are required to submit a financial offer (s) indicating pricing details for each component of the services required (software license, hosting, and training). Any additional costs or fees should be indicated
2. Indicate the delivery timeline with a commitment to deliver the services per the stated timeline.

3. Bidders are required to submit a financial offer (s) indicating pricing details for each component of the services required (software license, hosting, and training). Any additional costs or fees should be indicated.
  
4. Demonstrate technical competency supported with evidence of previous work experience in providing similar services, especially, the training of end users in QuickBooks accounting software.
  
5. **Internet connectivity:** There is an existing internet connectivity infrastructure at the Governments Offices sufficient to support the system’s operation efficiently. UNHCR would provide GSM Wireless Broadband Router from either MTN or Airtel to support users should there be any internet connectivity disruptions.
6. **LFA/After Sales Services:** In addition to the training of end users, an after sales services required shall involve arranging virtual technical support and backstopping for any troubleshooting activities.
  
7. **Roles and Responsibilities:** UNHCR and the Government entity intends to acquire the solution through a locally authorized or International software vendor or a contractor with the required technical expertise to install, configure, and provide end-user training services. Preference will be made on engaging a vendor with the capability to provide quick last mile support whenever needed. The training shall be based on end-user satisfaction and comfortability to use the system effectively and efficiently.
  
8. **Recurring Monthly/Annual Subscription:** UNHCR and the Government entity would identify alternative modalities to continue paying the subsequent monthly/annual subscriptions without having to go through the vendor.
  
9. **System Maintenance Services:** The successful vendor shall not have the responsibility to maintain the system since the solution is cloud-based and its maintenance responsibility lies with the system developer.
  
10. **Security Features:** In addition to the MFA, the vendor shall be required to customize the solution to fit for organization’s use. This shall include setting up appropriate user access permissions, integrating it with other applications such Microsoft Office 365, customizing user interface, automating data backups, etc.

### Evaluation Criteria

The quotations shall be evaluated based on cost-effectiveness and contractor’s technical expertise to provide the required solution based on a “ Pass or Fail “rating below Technical evaluation Criterias.

S/N	Technical Evaluation Criterias	PASS/FAIL
1.	Submission Company registration Certificate (CAC)	
2.	Demonstrated technical competency supported with evidence of previous work experience in providing similar services, especially, the training of end users in QuickBooks accounting software. (Attach past work order (s), Purchase orders or contract(s))	
3.	Demonstrated experience supported with previous evidence in troubleshooting or providing last mile support for the solution	
4.	Bidding company to provide a simple 1 page of trainings methodology listing the number of trainings for end-users.	

5.	State Warranty period for use of the software by end users.	
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**FINANCIAL OFFER FORM: ANNEX B REQUEST FOR QUOTATION:  
RFQ/SC/NIGMA/2024/053**

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The Proposed discounts will become an integral part of your bid submission.

Payment terms: Acceptance of UN payment terms (i.e. 30 within days from the receipt of documents) YES NO

Note: Please note that the quantities given below are just for costing purposes The number may increase or decrease based on the needs during the finalization of the procurement process.

UNHCR shall not be liable for transportation cost or separate cost required for this delivery. All cost should therefore be factored in item price and service using Delivered At Place terms.(DAP).

S/N	Item Description	Unit	Qty	Unit Price (NGN)	Total Price (NGN)
1.	Supply and Installation of the Quick books accounting software	ea.	1		
2.	Conducting of trainings on the use of the Quick books accounting software to about 5-10 end users.	ea.	Lumpsum		
3.	Any other costs	ea.	Lumpsum		
<b>GRAND TOTAL FOR (NGN):</b>					

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Registration Number:** \_\_\_\_\_

**FIRS/TAX NO:** \_\_\_\_\_

**Name of Bidder:** \_\_\_\_\_

**Cell Phone Number:** \_\_\_\_\_

**Authorized signature:** \_\_\_\_\_

**Company Stamp:** \_\_\_\_\_

**Delivery Period:** \_\_\_\_\_

**Price Validity:** \_\_\_\_\_

**Payment Terms:** \_\_\_\_\_

**Defects liability/Warranty Period:** \_\_\_\_\_

**Date:** \_\_\_\_\_