
DATE: 09 September 2026

REQUEST FOR QUOTATION: No. BGD - UNHCR RFQ 3556

**FOR THE SUPPLY, DELIVERY, INSTALLATION AND MAINTENANCE SERVICES OF
SELF-SERVICE KIOSKS**

QUOTATION TO BE RECEIVED BY: 23 September 2026, 17:00 hrs. BST

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly¹, requests your price quotation for the following Goods specified in this Request for Quotation (RFQ).

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sub-Office (SO) Cox's Bazar, Bangladesh, invites qualified vendors to submit their quotations for the supply, delivery, installation and maintenance services of Self – service Kiosks to be deployed in Ukhiya, Cox's bazar, and Bhasan Char, Noakhali Bangladesh.

- Description: Information Kiosks to pilot as terminals for the self-verification app.

For Goods:

- Type of Goods and deliverables: 15 information Kiosks (12 units for Ukhiya, Cox's Bazar, & 3 units for Bhasan Char, Noakhali).
- Delivery Location(s): Ukhiya, Cox's Bazar, and Bhasan Char, Noakhali, Bangladesh.
- Duration and/or Frequency of Services: 1 time.
- **Supply, delivery and installation lead time: Maximum delivery and installation lead time is set to 45 days from PO issuance. Bidders offering longer lead time may not be considered.**
- Contract type: Contract and Purchase Order.

Find attached in Annex A – Terms of Reference (ToR).

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

- Cost for each requested item
- Overall total cost, including any direct and indirect cost, for each KIOSK
- **Optional for Suppliers outside of Bangladesh:** Cost for installation in Ukhiya, Cox's Bazar, and Bhasan Char, Noakhali.
- **Optional for Suppliers outside of Bangladesh:** Cost for transport, with incoterm DAP to Ukhiya, Cox's Bazar, and Bhasan Char, Noakhali.

Please note that your offer can be in USD or BDT. For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

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

Please note that the figures have been stated in order to enable the bidders to have an indication of the projected requirements. This 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.

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 contract with other UN Agencies.

2. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or questions regarding this RFQ (**BGD- UNHCR RFQ 3556**) by messaging through the Cloud ERP system—Supplier Portal. (Please refer to the instructions attached as **Annex - B**, page 51.) **The deadline for receipt of questions is 15:00 hrs BST on 15/09/2026.** Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by Cloud ERP system/email to all interested bidders.

3. TECHNICAL EVALUATION CRITERIA

All offers will be evaluated using the PASS/FAIL system based on the following eligibility and technical evaluation criteria – **Bidders are requested to submit all the below requested documents/information:**

TECHNICAL EVALUATION CRITERIA	
EVALUATION CRITERIA	MERIT “PASS” / “FAIL”
ELIGIBILITY CRITERIA	
1. The bidder must have a minimum of three (3) years of proven experience in the manufacture, supply, and installation of self-service kiosks. To demonstrate compliance, the bidder shall submit: a) Certificate of Registration/Incorporation showing legal establishment of the company; b) Evidence of similar experience , including at least three (3) reference letters, contracts, purchase orders, or completion certificates for comparable kiosk projects completed within the last three (3) years; c) A comprehensive list of major clients for whom similar kiosk solutions have been provided; d) Documentary evidence of previous kiosk projects , such as photographs, videos, website links, online portfolios, or product galleries, with at least three (3) examples showcasing supplied and installed self-service kiosks.	Non-discretionary “Pass/Fail”
2. Company fully accepts UNHCR General Conditions of Contract for the Provision of Goods and Services by company signature and seal (Annex C)	Non-discretionary “Pass/Fail”
3. The company unconditionally commits to the UN Supplier Code of Conduct by company signature and seal (Annex D)	Non-discretionary “Pass/Fail”

TECHNICAL EVALUATION CRITERIA	
1. Kiosks specifications provided, showing compliance with the technical specifications: • Bidder's RFQ response includes shared Images/Video demonstrating the kiosk functionality • Kiosks specification/video/images demonstrates/shows • Kiosk enclosure • Kiosk screen & controller • 1 port for Iris scanner – Iris shield BK2121U • 1 port for fingerprint scanner – Thales DactyScan84c • 1 A4 printer and document outlet slot embedded into the KIOSK • Ticket Dispenser slot and holder Kiosk specifications demonstrate securable enclosure/lockable door	Non-discretionary "Pass/Fail"
2. The manufacturer shall commit to providing preventive and corrective maintenance, technical support, and spare parts availability for a minimum of two (2) years after installation. The bidder must submit a signed Letter of Commitment.	Non-discretionary "Pass/Fail"
3. The bidder shall provide a warranty for all self-service kiosks for a minimum period of one (1) year from the date of installation and commissioning. The warranty shall cover repair or replacement of defective components at no additional cost to the purchaser. Full warranty terms and conditions must be included in the bid.	Non-discretionary "Pass/Fail"
4. The bidder shall confirm its commitment to complete the supply, delivery, installation, testing, and commissioning of the self-service kiosks within one (1) to one and a half (1.5) months from the date of Purchase Order issuance. A written confirmation and proposed implementation schedule must be included in the bid.	Non-discretionary "Pass/Fail"

Technically compliant suppliers will pass to Financial Evaluation.

The award will go to the least costly, technically acceptable offer.

4. RFQ SUBMISSION

After design a sample photo/video to be sent the UNHCR Cox's Bazar Supply Unit (bgdcosup@unhcr.org) on or before the submission deadline to verify if the proposal conforms to the requirements.
Please carefully read the step-by-step procedures for submission of your offer from Annex B , page 41 – 62.

Bids should be submitted directly on 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 of Cloud ERP Negotiation **BGD - UNHCR RFQ 3556**. **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 Negotiation BGD - UNHCR RFQ 3556.**

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.

IMPORTANT:

The technical offer and financial offer are to be uploaded separately in the specified section in the ERP portal. Failure to do so may result in disqualification.

DEADLINE: 23 September 2026 – 17:00 Hrs BST.

LATE SUBMISSION OF BIDS: The ERP Portal will deny access to suppliers who attempt to submit their bids after the closing deadline date and time. Should the bidder have any challenges in submitting their proposal, **request for assistance should be sought by sending an email to bgdcosup@unhcr.org, at least two (2) working days before tender closing date.** Bidders are encouraged to submit their proposals in good time to allow for any technical issues to be resolved.

Your quotation must be valid for at least sixty (60) days.

5. TERMS OF PAYMENT

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 the contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the Goods and services.

6. UNHCR GENERAL CONDITIONS OF CONTRACT FOR THE PROVISION OF GOODS AND SERVICES

The UNHCR General Conditions of Contract for the provision of Goods and Services can be found in **Annex C** respectively. Please return a signed copy of both GCC documents together with your offer or clearly indicate in your quotation that you unconditionally accept its provisions. However, please note that submitting an offer is deemed to be full acceptance of the GCCs.

7. UN SUPPLIER CODE OF CONDUCT

Your offer must contain your acknowledgement of the UN Supplier Code of Conduct by signing the attached **Annex D**. However, please note that submitting an offer is deemed as full acceptance of the UN Supplier Code of Conduct.

8. Supplier Registration in Cloud ERP System:

If you are interested in submitting a response to this RFQ, please prepare your bid response in accordance with the requirements and procedures as set out in this Request for Quotation and submit it by the deadline for submission of Proposal set out in this document and in the ERP Cloud 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 and guidelines available on the UNHCR website: [Supplier Portal User Manual](#) or Guidelines for UNHCR Suppliers (**Annex B**).

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 38 of the UNHCR Supplier portal manual (**Annex B**) to Log in with your email address and Password. Use the forgotten password feature in case you do not know/remember your password or username from previous registration, please refer to **page number 38-40 of the UNHCR Supplier portal manual (Annex B)**.

The award of this purchase will be done to the lowest priced offer best meeting the stated requirements.

UNHCR reserves the right to accept the whole or part of your bid or to allow split or partial awards.

Thank you for your kind interest in doing business with UNHCR.

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