



# UNHCR

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

DATE: [10/12/2016]

REQUEST FOR QUOTATION: No. RFQ/HCR/ALX/SUP/2016/063A]

FOR THE SUPPLY AND INSTALLATION [Queuing Management System]

QUOTATION TO BE RECEIVED BY: [20/12/2016]

The Field Office of the United Nations High Commissioner for Refugees (UNHCR) in Alexandria, requests your price quotation for the following Goods specified in this Request for Quotation (RFQ).

## 1. REQUIREMENTS

- Description: **Queuing Management System**
- **Delivery point: UNHCR Alexandria Field office**
- Delivery time (After receipt of offline PO): as soon as possible.
- Training for concerned employees for daily use required.

## 2. SPECIFICATIONS

SL.	ITEM SPECIFICATION	QTY
01	<b>QUEUING MANAGEMENT SYSTEM PRINTER STANDALONE</b> <ul style="list-style-type: none"><li>- Digital Screen for (3) number to serve (12) offices</li><li>- Printing Method : Direct thermal</li><li>- Print speed : 200mm/sec</li><li>- Paper size : 7.9mm / 80m</li><li>- Auto cutter</li><li>- Possibility of requesting a specific customer "call numbers randomly"</li><li>- Possibility to store the customer number and the return call.</li><li>- Central control unit for the system and character</li><li>- Sound alert : Voice announcement (Arabic)</li><li>- (12) <b>Wireless</b> buttons for screen control</li><li>- Categorization system for different units (6)</li><li>- Possibility to state that the staff member is currently NVA</li><li>- Statistics on daily basis to reflect the reports based on office, unit and staff</li></ul>	1

Please include the following information in your quote:

- Currency: EGP
- The price inclusive the new VAT applied by the government very recent,
- Your quotation must be valid at least for [30] days,
- Delivery time,
- Payment terms,
- Validate Offer ,
- Cost of Freight, if any,
- Total Cost for goods (all inclusive),
- Additional charge, if any (please specify)

### **3. PAYMENT TERMS**

- The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.
- The payment will be made after delivery of the goods upon submission of the invoice through bank transfer under the name of the company.

### **4. RFQ Submission**

We would appreciate receiving your quotation,

- To: Diya El-Saies, [elsaies@unhcr.org](mailto:elsaies@unhcr.org) Admin assistant,
- CC: Aklilu Mathewos, [mathewos@unhcr.org](mailto:mathewos@unhcr.org) Admin Finance officer,
- CC: Sara Abdrabbo, [ABDRABBO@unhcr.org](mailto:ABDRABBO@unhcr.org) Senior Supply Assistant
- Fax # : 03 – 545 0 299
- Or hard copies at 13 Nordon St., Kafr Abdo, Sidi Gaber, Alexandria

For any inquiry regarding the Supply procedures please contact: Mob: 0127 1555 067

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **[8] Mb** so it may be necessary to send more than one e-mail for the whole submission.

We would appreciate receiving the confirmation upon receiving Request for quotation.

Please indicate in the e-mail subject field:

- **RFQ/ HCR/ALX/SUP/2016/063A**
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Please find attached in [ANNEX B] the UNHCR's General Conditions of Contracts for the Provision of [Goods and/or Services-2010]. You must clearly indicate in your quotation if you accept them.

Thank you for your kind attention.

Aklilu Mathewos, Admin / Finance Officer



Administration  
UNHCR Alexandria Field Office