

Request for Quotations (RFQ)

RFQ Number:	TFCS-RFQ-2021-004
Issuance Date:	Wednesday 8 th December 2021
Deadline for Receipt of Questions	12:00 pm, Thursday 16 th December 2021 (Ramallah local Time)
Deadline for Offers:	04:00 pm, Thursday 23 rd December 2021 (Ramallah local Time)
Description:	Tasdeer is seeking a hardware developing company to provide Tasdeer with IT Hardware as detailed Terms of Reference and Requirements attached to this RFQ.
For:	Trade Facilitation and Customs Support Programme (Tasdeer)
Funded By:	UK Foreign Commonwealth and Development Office (FCDO)
Implemented By:	Cowater International (Cowater)
Point of Contact:	Hanadi Musleh – Finance & Operations Lead – procurement@tasdeer.ps

ETHICAL AND BUSINESS CONDUCT REQUIREMENTS

Tasdeer adheres to Cowater and FCDO's ethical and business conduct requirements. Cowater is committed to integrity in procurement, and only selects offerors based on objective business criteria such as price and technical merit. Cowater expects offerors to comply with our Standards of Business Conduct, available at <https://www.cowater.com/en/about-us/#history>

Cowater does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to the Client.

Employees and agents of Cowater are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or offerors in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to the client.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Cowater or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Cowater prohibitions against fraud, bribery and kickbacks.

Please contact procurement@Tasdeer.ps with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Cowater at codeofconduct@cowater.com.

Section 1: Introduction and Instructions to Offerors

Tasdeer, the Trade Facilitation and Customs Support Programme, is soliciting proposals from eligible and responsible firms and individuals for the supply of **IT Hardware**, as described in Annex I (Detailed Terms of Reference and Requirements). The Trade Facilitation and Customs Support Programme (Tasdeer) is funded by the UK Foreign Commonwealth and Development Office (FCDO) and is being carried out in West Bank and Gaza. Cowater International is responsible for managing the implementation of this programme on behalf of FCDO and under its supervision. The objective of the Tasdeer programme is to improve the Palestinian private sector's competitiveness and the PA's capacity in the fields of trade, customs and exports. It aims to increase sustainable private sector-led economic growth and job creation in the Occupied Palestinian Territories, including East Jerusalem and Area C, and the PA's fiscal sustainability, while ensuring equitable access to increased trade and improved institutional capacity. Gender Equality and Social Inclusion are main objectives for Tasdeer to ensure the benefits of the programme are equally accessed by the diverse groups of men and women in the supply chain.

Tasdeer is designed to be flexible and adaptable, and will work politically and technically to make progress across four keys interrelated Workstreams:

- **Work Stream 1: Support to expedite the movement of goods and reduce transaction costs.** This work stream aims to develop systemic interventions that will seek to expedite the movement of goods and contribute to impactful reductions in transaction costs for Palestinian imports and exports.
- **Work Stream 2: Support to improve Palestinian trade-related institutions and business enabling environment.** This work stream aims to improve the Palestinian trade-related institutions and strengthen the trade operating environment.
- **Work Stream 3: Support to improve the private sector's skills and innovation to export and create jobs.** This work stream aims to provide grants in support of activities that will help Palestinian firms increase their exports through the application of a market-driven approach.
- **Work Stream 4: Support to improve PA's Customs readiness to assume functions from Israel and revenues from trade-related taxes.** This workstream aims to provide technical assistance to enhance the capacity of the PA Ministry of Finance Customs Department including the possible transfer of additional custom functions from Israel to the PA and to limit fiscal losses from inefficient clearance mechanism of trade-related taxes.

The interventions implemented by each work stream are designed to take into consideration the roles and needs of women, youth, and people with disabilities, including those in marginalized areas (i.e., East Jerusalem, seam zone, area C and Gaza), ensuring that all interventions and activities are GESI responsive, as main principle to achieve their expected results.

The programme is expected to implement between 40-60 strategic and systematic interventions across the workstreams and a number of activities that will require a range of communication support.

Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Failure to adhere with instructions described herein may lead to disqualification of a proposal from consideration.

2. Questions and Requests for Clarifications

Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than **12:00 pm, Thursday 16th December 2021 (Ramallah local time) by email to procurement@tasdeer.ps**. Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification and the responses thereto that Tasdeer believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Only the written answers issued by Tasdeer will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Tasdeer, or any other entity should not be considered as an official response to any questions regarding this RFQ.

3. Offer Deadline

Offers must be received no later than 04:00 pm Ramallah Local time on **Thursday 23rd December 2021**. Offers received after this date will not be considered.

4. Timetable

The table below shows an expected timetable for the RFQ process, which may be subject to change.

Stage	Date
RFQ sent to potential Vendors	Wednesday 8 th December 2021
RFQ clarification question deadline	Thursday 16 th December 2021
Proposals returned to Tasdeer	Thursday 23 rd December 2021
Evaluation of proposals completed	Tuesday 4 th January 2022
Contract award	Thursday 6 th January 2022
Required service commencement/goods delivery date	February 2022

5. Instructions for Submission of Offers

Each offeror must submit its proposal in a single volume in response to the RFQ.

All offers and related documents must be enclosed in sealed envelopes with the name and address of the offeror and the RFQ number ("RFQ No. TFCS-RFQ-2021-004) clearly marked on the outside. If multiple envelopes must be submitted due to the size of a proposal, offerors must ensure that each envelope is sealed and clearly marked with the RFQ number.

The proposal (consisting of both volumes) must be hand-delivered or sent by mail to **6 Jaffa St. Al Bardouni Commercial Center, 7th Floor, Ms. Hanadi Musleh. Electronic copies may also be submitted to procurement@tasdeer.ps** All electronic copies of documents must be in PDF, Microsoft Word or Microsoft Excel format.

All offers must be prepared in English

All offers must be submitted in Great British Pound (GBP). No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by Tasdeer after it has received the Proposal.

Additional supporting documentation can be submitted as part of the Proposal response in PDF, PPT, Word and Excel format. They should be clearly labelled and indicate how they relate to/support the Proposal and marked as either technical or commercial. No publicity material is required.

5.1 Submission Format

At a minimum, each offer must contain the following required completed documents:

1. ANNEX 1: Evidence of Responsibility Statement
2. ANNEX 2: Proposal Cover Letter
3. ANNEX 3: Price Schedule
4. ANNEX 4: Proposal Checklist
5. ANNEX 5: Commercial Evaluation Criteria
6. ANNEX 6: Technical Criteria Acceptability

Applicants are expected to submit a unit cost breakdown for every line item described in Annex 3, as well as a description of any other costs involved; see the Price Schedule in Annex 3 for the required format. The offer must preserve and clearly indicate the line-item numbers, showing a price quote per task. All items, services, transportation costs, etc. must be clearly labeled and included in the total price. Prices must be quoted on a lump-sum, all-inclusive basis. No other costs, taxes, and/or fees may be added later.

Supporting documentation should be provided to demonstrate that the supplier can meet the technical eligibility criteria, as required in Annex 1. All annexes must be completed or proposals will be non-compliant and rejected

Tasdeer is exempt from VAT. Any award issued by Cowater on behalf of Tasdeer, an official programme of the Government of the UK in Palestine, is free and exempt from VAT.

Quotations must be fixed price, expressed in GBP.

The anticipated subcontract type for this procurement will be a firm fixed priced subcontract.

It is anticipated that Tasdeer will subcontract for the full quantities of commodities and services described in this RFQ. However, Tasdeer reserves the right to subcontract for less or more quantities and/or services at its discretion. An offeror may present a proposal for less than the list of commodities as described in Annex I, but Tasdeer's preference is for proposals that address the complete technical solution.

5.2 Validity Period

Offers must remain valid for at least 90 calendar days after the offer deadline.

5.3 Negotiations

Best and final price quotations are requested from all offerors. It is anticipated that awards will be made solely on the basis of these original quotations. However, Tasdeer reserves the right to conduct negotiations and/or request clarifications prior to awarding a subcontract.

5.4 Basis for Award

Proposals will be evaluated based on their price-competitiveness for the most technically compliant offer:

Categories	Evaluation criterion	Comment
Compliance	Pass/Fail	Successful and up-to-date completion of the due diligence questionnaire
	Pass/Fail	Evidence of current licenses and certifications (if applicable)
Technical Criteria acceptability	Compliance with required technical specifications (Pass/ Fail)	
Commercial Criteria	Lowest price	

Full scoring criteria are available in Annex 5.

5.4.1 Awarding to multiple bidders

In cases where Tasdeer deems that no single offeror can fulfill all the requested service requirements, Tasdeer may select multiple offerors for different services. In such a scenario two or more offerors may be selected and Tasdeer will clearly articulate which services each offeror will provide to Tasdeer.

Commercial Evaluation Criteria Technical Criteria Acceptability (see Annex 5)

Technical Criteria Acceptability (see Annex 6)

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Tasdeer reserves the right to conduct any of the following:

- Tasdeer may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, Tasdeer may issue a partial award or split the award among various offerors, if in the best interest of Tasdeer Programme
- Tasdeer may cancel this RFQ at any time.

Please note that in submitting a response to this RFQ, the offeror understands that FCDO is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—

to Tasdeer Programme for consideration, as FCDO will not consider protests regarding procurements carried out by implementing partners. Tasdeer, at its sole discretion, will make a final decision on the protest for this procurement.

5.5 Terms and Conditions of Subcontract

By issuing this RFQ, Tasdeer is not bound in any way and does not have to accept any Proposal. Tasdeer may negotiate with more than one Potential Vendor. If Tasdeer deems your Proposal incapable of satisfying the requirements in accordance with this document, Tasdeer reserves the right to reject the Proposal.

The instructions contained in the RFQ constitute the “Conditions of Proposal”. The Potential Vendor must ensure that each and every employee, sub-consultant, consortium member and any other person / organization the Potential Vendor involves in its Proposal, abides by these Conditions of Proposal. The Potential Vendor shall be responsible for any breach of the Conditions of Proposal by it and anyone they have involved in their response to this RFQ.

No statement made by the Tasdeer team express or implied in the course of this procurement process is intended to form any express or implied contractual relationship between the parties unless and until the Contract is awarded and signed by the parties.

It shall remain the Bidder’s responsibility to ensure the Proposal reaches the address above on or before the deadline. Proposals that are received by Tasdeer after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files

5.5.1 Due diligence

All Tasdeer vendors must be able to commit, and sufficiently demonstrate that they are in a position to adhere to the due diligence minimum requirements and can ensure that any vendor, sub-consultants, agents, servants, or employees engaged by them shall do the same. Please refer to Annex 7 for Cowater’s Standard Due Diligence Form.

ANNEX 1: DETAILED SPECIFICATIONS AND REQUIREMENTS

FCDO Occupied Palestinian Territories (OPTs) Trade Facilitation and Customs Support (Tasdeer) Programme

I. Background

Palestine Customs uses the ASYCUDA World (AW) system as a Customs Management System (CMS) that handles data collection of goods being imported and exported.

As part of Work Stream 4, it is accepted that there is a need for the current AW to be upgraded and Palestine Customs are engaging to move forward with upgrade implementation. Support is required to assist Palestine Customs with the upgrade process, including supply and installation of new IT Hardware that will support and host the new ASYCUDA World implementation.

For this purpose, a comprehensive ICT Hardware assessment has been undertaken by Tasdeer at the Ministry of Finance premises to assess and validate the existing infrastructure and hardware, find any gaps, and identify the new required hardware to host the new upgrade.

The typically recommended server's specifications are Blade models with virtualization. The Customs Directorate within the Ministry of Finance has an existing Dell PowerEdge M1000e Blade Enclosure with 6 available blade spaces and existing Blade LAN and SAN Switches. Tasdeer is will consider for two blade system options; Option 1 to utilize and integrate the current blade system, and Option 2 is a new Blade system with all its components and both options are considered and to be evaluated.

The Blade servers must be equipped with adequate CPU and RAM to allow for (a) several Virtual Machines to run simultaneously (thus reducing the need for and the cost of individual physical servers serving single purposes), (b) scalability to be able to add more VMs and (c) better allocation of JAVA memory resources that will be running within the VMs. While planning for virtualization, the number of Blade servers proposed is carefully considered in order to eliminate single points of failure and to provide reliable fail-over for mission-critical environments. Therefore, the minimum amount is two Blade Servers.

A dedicated high-performance storage (SAN) system with NVMe Optane SCM SSD is required to store the ASYCUDA World Database data files, logs, backups, attachments, repositories, files, systems and etc. SAN should be initially provisioned with at least 25 - 30 TB of usable space and be scalable for larger data amounts over future years (for example, to provision for other VMs if and when required, to provide hot swappable spares in case of disk failure, and to provide enough storage that the purchase of additional disks need only be considered at some time in the future). The SAN storage is essentially a redundant array of disks and to be configured at RAID 1 for file system files and RAID 6 for data files to reducing the risk of data loss if one or more disks need replacing.

End-users' devices and office equipment are also needed for many levels of functional and technical operations. New devices are required.

2. The Services and Deliverables

The Vendor shall provide the Services:

Supply, installation, and configuration of the hardware at the PA MoF's main data center site. This includes integration with existing hardware available at the DC that will be utilized for the new systems and databases. In addition, the vendor shall supply end-user's devices and office equipment as listed below. All delivered products must be new and unused, and the Supplier must accept sole responsibility for the quality of the Equipment and Services supplied or provided under the contract agreement. Professional and skilled IT persons must conduct the installation, setup and configuration. Lead times for procurement of equipment must be fewer than 12 weeks.

I. BLADE SYSTEM SERVERS

I.1 Option 1 (integrate with existing Enclosure)

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Blade Server for DELL M1000E Enclosure	2
RAM	512 (8 x 64GB) RDIMM, 3200MT/s, Dual Rank (24 slots)	
CPU	2x Intel® Xeon® Gold 5220R 2.1G, 24C/48T	
Chassis Configuration	Chassis up to 8 x 2.5" Hard Drives	
Internal SD Module	IDSDM/BOSS Blank	
Power Supply	Dual, Hot-plug, Redundant Power Supply	
Embedded Systems Management	Dedicated remote virtual management console	
Internal Storage	2 x 480GB SSD (RAID 1)	
NIC	Dual Port 10/25GbE SFP28 & Dual port 1GB Ethernet	
HBA	Dual port 16Gb FC	
Blade License	All required licenses and transceivers to connect to existing M5424 BLADE FC switches	
Warranty	Basic Next Business Day, 5 Years	

I.2 OPTION 2 (New System Implementation)

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
I	BLADE Enclosure	1
Device bays	Min 8 Blades servers	
Management	Full redundant management module	
Power Modules	Single phase power module	
Power Supply	Full redundant power supply (all power supplied should be installed)	
Active Coll Fan	Full Redundant Cool Fans	
License	Full management licenses	
Warranty	Basic Next Business Day, 5 Years	

2	BLADE LAN SWITCH	4
Internal ports	8 x 10/25Gb	
External ports	Support minimum 1x100Gb or 4x25Gb or 1x40Gb or 4x10Gb	
Layer	L2 and L3 Ethernet switching	
Stacking feature	Included	
Cables and SFPs	All required cables and transceivers for uplinks with Top of rack switches	
3	BLADE SAN SWITCH	2
Device bays	Min 8 Blades servers	
Management	Full redundant management module	
Power Modules	Single phase power module	
Power Supply	Full redundant power supply (all power supplied should be installed)	
Active Coll Fan	Full Redundant Cool Fans	
License	Full management licenses	
Warranty	Basic Next Business Day, 5 Years	
4	BLADE SERVER	2
RAM	512 (8 x 64GB) RDIMM, 3200MT/s, Dual Rank (24 slots)	
CPU	2x Intel® Xeon® Gold 5220R 2.1G, 24C/48T	
Embedded Systems Management	Dedicated remote virtual management console full license	
Internal Storage	2 x 480GB SSD (RAID 1)	
NIC 1	Minimum of Dual Port 10/25GbE SFP28	
NIC 2	Minimum of Dual Port 10/25GbE SFP28	
HBA	Dual port 32Gb FC	
Warranty	Basic Next Business Day, 5 Years	

2. STORAGE ARRAY

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Unified storage system	1
Number of Controller Nodes	Storage includes dual redundant Active / Active controllers	
System memory	Min 500GB (256GB per controller)	

Connection	Front End Ports installed: 8 x: 32 Gb FC and 8 x 10/25 GbE/iSCSI	
Support Disks	NVMe SSD, SAS SSD, SAS HDD	
Availability	enterprise availability of 99.9999% with no single point of failure	
Capacity & performance	Effective capacity 30 TiB Using SAS SFF 2.5 inches SSD disks Note: Required RAID is RAID 6	
RAID levels	Support both RAID 5 and RAID 6	
Features	Offered Storage support critical storage efficiency features - inline de-duplication, compression, thin provisioning	
Storage Replication	Storage shall support storage-based replication between data center Asynchronous and synchronous	
Encryption	The storage must support disk encryption	
licenses	license for all critical functionalities like Snapshot, Application managed snapshots, Clone, Replication, QOS, LUN Configuration and Management etc. are included for the maximum supported capacity of array. There will be no additional software license requirement for future capacity upgrade	
Warranty	5 years onsite with remote monitoring 24x 7	

3. END USERS DESKTOP WORKSTATIONS

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Business Desktops Workstation	4
RAM	16GB; DDR4	
CPU	Intel Core i7 Processor 10 th + Generation	
Monitor	24" LED	
Operating System	Genuine Win 10 PRO 64bit Eng License Preinstalled by vendor	
Internal Storage	1 TB M.2 PCIe NVMe Solid State Drive	
Mouse	Optical Mouse	
Keyboard	Standard Keyboard	
Warranty	3 Years warranty	

4. END USERS MOBILE WORKSTATIONS

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Business Mobile Workstation	1
RAM	16GB; DDR4	

CPU	Intel Core i7 Processor 10 th Generation	
Monitor	15"+ LED	
Operating System	Genuine Win 10 PRO 64bit Eng License Preinstalled by vendor	
Internal Storage	512 GB M.2 PCIe NVMe Solid State Drive	
Mouse	Optical Mouse	
Case	Standard Laptop case	
Warranty	3 Years warranty	

5. END USERS DESKTOPS

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Business Desktops PCs	40
RAM	8GB; DDR4	
CPU	Intel Core i7 Processor 10 th Generation	
Monitor	24" LED	
Operating System	Genuine Win 10 PRO 64bit Eng License Preinstalled by vendor	
Internal Storage	512 GB M.2 PCIe NVMe Solid State Drive	
Mouse	Optical Mouse	
Keyboard	Standard Keyboard	
Warranty	3 Years warranty	

6. TABLETS

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Well-Known Brand Tablet	10
RAM	4GB Soldered LPDDR4X	
CPU	8C, 4x A53 @2.3GHz + 4x A53 @1.8GHz	
Display	10.1"+ HD	
Operating System	Android 10 (Q)	
Internal Storage	64GB eMCP4x	
Network & Cellular:	WWAN: 4G LTE WLAN + Bluetooth: 11a/b/g/n/ac, 1x1 + BT5.0	

SIM Card	Nano-SIM	
Warranty	1 Years warranty	

7. MFP PRINTERS

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Business Printer MFP Function	10
Product Description	Laser Jet MFP Printer	
Device Type	MFP (Standard functions Copy, Email, Print, Scan)	
Localization	English, German, French, Italian, Spanish/ Europe	
Printing Technology	Laser	
Printing Speed	35 - 40 ppm	
Duplex Printing	Automatic (Standard)	
Display	4 line LCD	
Memory maximum	1GB	
Media type	Transparencies, envelopes, plain paper, cards, labels	
Media Sizes Supported	A4 , A5	
Paper Trays	2	
Connectivity	Wi-Fi, LAN	
Paper handling input standard	100-sheet multipurpose tray, 500-sheet input tray 2	
Output Trays Capacity	250-sheet output bin	
PC Connection	USB 2.0, LAN.	
Power	AC 230V	
Manufacturer Warranty	1 year warranty	

8. BAR CODE SCANNERS

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Well-Known Brand Handheld 3d Laser Scanner	40
Product Description		

9. SCOPE OF WORK

Item Name	Description of Supplies and Related Services Required by the Entity	Qty
	Professional Service and work	1
SoW Description	VMware: Install and configure VMware vSphere on both servers VMware: configure networking and VLANs on new servers VMware: enable EVC in existing cluster and adding the new two servers to existing cluster Storage: Install and Configure the storage and create VMware Datastores on the servers FC Switches: configure zoning for servers and storage Migration: migrate old servers to the new VMware servers with zero down time Replication: add new VM to DR replication Veeam Backup: adding the new servers and new VM servers to the Veeam backup and existing data domain	

The Vendor shall also:

- Be ready to start the implementation of the project within a maximum of thirty (30) calendar days from the execution date of the agreement contract.
- Write and produce all test plans, procedures, and test cases for hardware acceptance test. The Supplier agrees to submit such test plans to Tasdeer prior to testing commencement for review and approval. Once the test plans are approved and finalized, the supplier will schedule and coordinate the respective testing with Tasdeer.
- Support the Ministry of Finance, through Tasdeer's team, to perform and execute acceptance testing for each deliverable of the project, and for the project as a whole.
- Rectify any and all defects/issues found in the Equipment and its configuration during the testing.
- Allocate qualified and sufficient personnel on site at MoF for supporting and assisting the Ministry of Finance, through the Tasdeer team, in executing acceptance testing.
- Be responsible for the support and maintenance of all components of the solution, equipment and systems (hardware and related software), including third party components.
- Announce, at least twelve (12) months in advance, if there are plans to stop supporting any component of the solution or some functionality of the systems. In such case, the Supplier shall be responsible to provide a replacement to achieve the same functionality at no additional cost, if such event takes place prior to the ten (10) year mandatory period.
- Provide training for the Installation, Setup, Configuration, Provisioning, Operation, Troubleshooting, and Maintenance of all components of the delivered solution. Training must be conducted by professional and skilled trainers.

3. Commencement and Duration of the Services

The Vendor shall commence the Services/ deliver the goods no later than 30th of March 2022 ("the Start Date") and the Services shall be completed by 15th of April 2022 ("the End Date").

4. Delivery Programme

The Vendor shall provide Services/ deliver the goods in accordance the following timeline:

Delivery Period: 10 - 12 Weeks after receipt of PO

5. Insurances

A list of insurances held by the organization along with the coverage levels should be provided as part of the submission.

6. Personnel Qualifications and Certifications

A list of all personnel curriculum who will be involved with the Hardware configurations should be provided as part of the submission.

The supplier must provide proof that they have a substantial base of operations in Palestine.

The supplier must be able to provide support during PA MoF working days/hours.

7. Invoicing requirements

Invoices must be sent to the following address: **Cowater International – Trade Facilitation and Customs Support Programme (TFCS) – Tasdeer**, Attention: Hanadi Musleh – Finance & Operations Lead, 6 Yaffa Street, Al Bardouni Building, 7th Floor, Ramallah, Palestine Tel: +972 (0) 2 2929287

The invoices must include the following information:

- The Vendor may be required to submit a zero VAT invoice (Tasdeer is a VAT Exempted Programme)
- Contact Name: [Full Name, Company Name, Address and Tel Number]
- Account Name: [Beneficiary Name, Bank Name, Bank Address and Branch, Account Number, Currency, IBAN Number and SWIFT Code]

Invoices must be submitted by the 8th of the month. If invoices are not submitted by this date, invoices will be paid in line with the next payment cycle.

ANNEX I: Evidence of Responsibility Statement

Evidence of Responsibility Statement

This statement describes the offeror's internal policies and procedures, as well as its ability to comply with the terms and conditions of a potential subcontract resulting from RFQ No. TFCS-RFQ-2021-004. The offeror shall complete the information in this statement as part of its proposal.

I. Authorized Negotiators

The offeror's proposal in response to RFQ No. TFCS-RFQ-2021-004 may be discussed with any of the following individuals. These individuals are authorized to represent our company in negotiation of this proposal.

Names of authorized negotiator(s): _____

These individuals can be reached at the following office:

Address: _____

Telephone/Email: _____

2. Adequate Financial Resources

We hereby certify that the above-named company maintains adequate financial resources to manage any subcontract resulting from this offer.

3. Ability to Comply

We certify we are able to comply with the proposed schedule and period of performance, having taken into consideration all existing business commitments, commercial as well as governmental.

4. Record of Performance, Integrity, and Business Ethics

Our record of integrity is outstanding. We have no allegations of lack of integrity or of questionable business ethics. Our integrity can be confirmed by our Past Performance References, contained in the Technical Volume.

5. Organization, Experience, Accounting and Operational Controls, and Technical Skills

Describe how the subcontract will be managed: _____

6. Equipment and Facilities

We maintain the necessary facilities and equipment to carry out the subcontract.

7. Eligibility to Receive Award

We are qualified and eligible to receive an award under applicable laws and regulation. In addition, we have performed similar work – describe: _____

8. Acceptability of Subcontract Terms and Conditions

We have reviewed the solicitation document and attachments and agree to the terms and conditions set forth therein.

I hereby certify that the above statements are true and accurate, to the best of my knowledge.

Company Name: _____

By (Signature): _____ Title: _____

Printed Name: _____ Date: _____

ANNEX 2: Request for Quotation Cover Letter

[On Firm's Letterhead]

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror, as part of the Technical Volume:

**To: Cowater International – Tasdeer Programme
Ramallah Office**

Reference: RFQ no. TFCS-RFQ-2021-004

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers, and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Cowater or Tasdeer programme staff members.
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Cowater’ prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: _____

Name and Title of Signatory: _____

Date: _____

Company Name: _____

Company Address: _____

Company Telephone and Website: _____

Company Registration or Taxpayer ID Number: _____

Does the company have an active bank account (Yes/No)? _____

Official name associated with bank account (for payment): _____

ANNEX 3: Price Schedule

Item No.	Item Name	Description/Specifications	QTY	Unit Price	Total Price
1.					
2					
3					
GRAND TOTAL IN Click here to enter text.					

GRAND TOTAL IN GREAT BRITISH POUND GBP	£
--	---

Delivery Period: Click here to enter text.

Note: If the cost offer could be provided in GBP, please adjust your cost proposal and mark clearly costs to be in the GBP currency.

ANNEX 4: Proposal Checklist

Offeror Name:

Have you?

☐ Submitted your proposal to Cowater International / Tasdeer Programme by hand or mail to the as specified in General Instructions above?

Does your proposal include the following?

- ☐ Signed Cover Letter (*use template in Attachment 3*)
- ☐ Proposal of the Product or Service that meets the technical requirements as per Attachment A
- ☐ Response to each of the evaluation criteria

ANNEX 5: Commercial Evaluation Criteria

The lowest priced technically acceptable offer will be selected.

ANNEX 6: Technical Acceptability Criteria

Scoring Guide	Score	Qualitative Comment/Feedback
Items		
The supplier has demonstrated that lead times for procurement of equipment are fewer than 12 weeks	Pass/Fail	N/A
The supplier has supplied proof that they have a substantial base of operations in Palestine.	Pass/Fail	N/A
Delivery of Products shall mean the Equipment is on-site, running and operational. Delivery of Equipment does not constitute Acceptance.	Pass/Fail	N/A
The Supplier shall provide the Installation, Configuration and Commissioning of the Equipment (and all required services) in accordance with the times and terms set in the project plan, per the agreement contract.	Pass/Fail	N/A
The Supplier warrants that all Installation, Setup and Configurations will be conducted by professional and skilled IT persons.	Pass/Fail	N/A
The Supplier agrees to write and produce all test plans, procedures, and test cases for hardware acceptance test. The Supplier agrees to submit such test plans to Tasdeer prior to testing commencement for review and approval. Once the test plans are approved and finalized, the supplier will schedule and coordinate the respective testing with Tasdeer.	Pass/Fail	N/A
The Supplier shall support the Ministry of Finance, through Tasdeer's team, to perform and execute acceptance testing for each deliverable of the project, and for the project as a whole.	Pass/Fail	N/A
The Supplier agrees to rectify any and all defects/issues found in the Equipment and its configurations during the testing.	Pass/Fail	N/A
In the event that the Equipment does not satisfactorily pass the tests, the Supplier shall rectify the defects and, if necessary, replace the defective Equipment within a period not longer than ten (10) Business Days after receiving the notification of refusal	Pass/Fail	N/A
The Supplier agrees to allocate qualified and sufficient personnel on site at MoF for supporting and assisting the Ministry of Finance, through the Tasdeer team, in executing acceptance testing.	Pass/Fail	N/A
The Supplier covenants to be ready to start the implementation of the project within a maximum of thirty (30) calendar days from the execution date of the agreement contract	Pass/Fail	N/A
The Supplier warrants that all delivered products shall be new and unused, and that he/she has sole responsibility for the quality of the Equipment and Services supplied or provisioned under the agreement contract.	Pass/Fail	N/A
The Supplier shall be responsible for the support and maintenance of all the components of the solution; equipment and systems (Hardware and related software), including 3rd party components.	Pass/Fail	N/A
The Supplier shall be responsible to announce, at least twelve (12) months in advance, if there are plans to stop supporting any component of the solution or some functionality of the systems. In such case, the Supplier shall be responsible to provide a replacement to achieve the same functionality at no additional cost, if such event takes place prior to the ten (10) year mandatory period.	Pass/Fail	N/A
The Supplier shall be required to provide training for the Installation, Setup, Configuration, Provisioning, Operation, Troubleshooting, and Maintenance of all components of the delivered solution.	Pass/Fail	N/A
The Supplier warrants that all training will be conducted by professional and skilled trainers	Pass/Fail	N/A

The Supplier shall be able to provide support during PA MoF working days / Hours.	Pass/Fail	N/A
The Supplier undertakes to promptly remedy all defects discovered in the Equipment and Software, within the Warranty period or any Extended Support & Maintenance period, by either repairing or replacing the defective Equipment and Software or its defective part, at the Supplier's own cost and expense (including labor), so as to ensure that the Equipment and Software are fully operational.	Pass/Fail	N/A

ANNEX 7: Cowater's Standard Due Diligence Form**Due Diligence Questionnaire**

This questionnaire is part of the due diligence process that Cowater undertakes when considering external organizations for subcontracts, grants, consortiums, or other inter-organizational relationships. It reflects the due diligence requirements of Cowater's clients, governmental authorities, and financial institutions regarding Cowater's supply chain in such areas as: legal capacity to contract, political exposure, anti-corruption, anti-terrorism, compliance with international sanctions, safeguarding, and financial capacity. For the purposes of this questionnaire, the relevant third-party organization will be referred to as the **"Entity"**. It is important to answer all questions candidly and to the best of the Entity's ability.

If there is insufficient space in the form for the response, please attach additional sheets.

I. Information about the Entity

1. Full legal name of Entity

2. Registered address of Entity

3. Legal form of Entity (e.g. sole proprietorship, corporation, partnership, non-profit organization)

4. Date of initial registration or incorporation

5. **Please attach a copy of the Entity's certificate of registration**

6. Number of years the Entity has been actively operating

7. List of countries in which the Entity currently operates

8. Country (countries) in which the Entity will potentially be working with Cowater

9. Please provide a brief description of the Entity's core business and expertise

10. Please specify a contact person for possible follow-up questions

Contact Person		
Surname, first name	Email	Phone

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2. Ownership structure

11. **Please attach an organization chart** detailing the Entity's affiliations with other entities (e.g. parent, subsidiaries, common ownership, 'sister' organizations, etc.) and the respective ownership interests.
12. For natural persons or entities with at least 10% ownership in the Entity, please complete the following

Significant Shareholders	
Shareholder Name	Ownership %

13. Please provide information about the Ultimate Beneficial Owner(s)^I of the Entity.

Ultimate Beneficial Owners		
Surname, first name	Nationality	Address

^I **Definition:** "Ultimate Beneficial Owner(s)" or "UBO(s)" is a natural person or entity who (a) holds an interest of minimum 25% capital of the legal Entity, (b) directly or indirectly (i.e. through intermediary entities), has a minimum 25% voting rights at the general meeting of shareholders, (c) receives minimum 25% of said legal Entity's capital as beneficiary, or (d) controls the Entity by other means (e.g. by means of a shareholder's agreement, authority to appoint members of the board of directors, veto right(s)).

3. Board of Directors

14. Please provide the following information for members of the Board of Directors

Board of Directors	
Surname, first name	Nationality

4. Political Exposure Disclosure - Public Official²(s)

15. Does any current Public Official, or immediate family member of such a person, have any ownership interest or exert control over the Entity?

Yes ☐ No ☐

If 'Yes' please provide details

16. Does any former (within the past five years) Public Official, or immediate family member of such a person, have any ownership interest or exert control over the Entity?

Yes ☐ No ☐

If 'Yes' please provide details

17. Is any current Public Official, or immediate family member of such a person, a director or officer the Entity?

Yes ☐ No ☐

If 'Yes' please provide details

18. Is any former (within the past five years) Public Official, or immediate family member of such a person, a director or officer the Entity?

Yes ☐ No ☐

If 'Yes' please provide details

² Definition: “**Public Official**” means whether paid or unpaid: (a) any official or employee of any government agency or government owned or controlled enterprise; (b) any person performing a public function; (c) any official or employee of a public international organization including without limitation donor or funding agencies; (d) any candidate for political office; or (e) any political party or an official of a political party.

5. Codes of Conduct

19. Does the Entity have policies and procedures to ensure ethical business practices and prevent bribery and corruption?

Yes ☐ No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance

20. Does the Entity have policies and procedures with respect to child protection for its operations and supply chain?

Yes ☐ No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance

21. Does the Entity have policies and procedures with respect to Safeguarding³ in its operations and supply chain?

Yes ☐ No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance

22. Does the Entity have policies and procedures with respect to the avoidance of conflicts of interest? Yes ☐

No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance

23. Does the Entity have policies and procedures to ensure compliance with international financial sanctions in its transactions and supply chain?

Yes ☐ No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance

24. Does the Entity conduct anti-terrorism screening of its supply chain? Yes

☐ No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance

³ **Definition:** “**Safeguarding**” policies are to eliminate the risk of poor human rights practices and include: (i) sexual exploitation, abuse and harassment; (ii) all forms of child abuse; (iii) inequality or discrimination on the basis of race, gender, age, religion, sexuality, culture, or disability; and (iv) forced labour. Entities must place an emphasis on the control of these and other unethical and illegal employment practices such as human trafficking and modern-day slavery, forced labour, child labour, and other forms of exploitative and unethical treatment of workers.

25. Does the Entity have policies and procedures to ensure compliance with relevant and applicable international, national, and local environmental laws and regulations, as well as any environmental standards and codes that are specific to its industry?

Yes ☐ No ☐

If 'Yes', please briefly describe them, including how the Entity ensures compliance.

6. Financial Capacity

26. Please provide details of the following summary information from the Entity's financial statements for the past two years and, if available, for one forecast year.

Currency for (a) through (d)			
	Two Years Ago	Last Year	Projecte dNext Year
a) Turnover [i.e. annual revenue]			
b) Total Assets			
c) Total Liabilities			
d) Net Working Capital [current assets - current liabilities]			
e) Current Ratio [current assets ÷ current liabilities]			
f) Quick (Acid Test) Ratio [liquid⁴ current assets ÷ current liabilities]			
g) Debt to Assets Ratio [total liabilities ÷ total assets]			

27. The Entity is encouraged to submit its **financial statements for the previous two years.**

7. Disclosures

28. Has the Entity or any of the Entity's shareholders, directors, officers, ultimate beneficial owners, associated entities, or employees been the subject of debarment (e.g. World Bank list of debarred firms and individuals), criminal proceedings, and/or professional suspensions relating to bribery, fraud, or similar offences at any time in the past ten years? (Yes/No)

Yes ☐ No ☐

If 'Yes,' provide details

⁴ Definition: "**Liquid**" current assets are "near cash" assets and exclude inventory/work in progress and prepaids

29. Has the Entity or any of the Entity's shareholders, directors, officers, ultimate beneficial owners, associated entities, or employees been in the last 10 years, or are they currently being, prosecuted for bribery, influence peddling, money laundering, terrorist financing, tax evasion, cartel, anticompetitive practices or other offenses relating to the conduct of business? (Yes/No)

Yes ☐ No ☐

If 'Yes', identify the concerned Entity or person(s) provide a summary of the proceedings

30. Currently or in the last five years, is/has the Entity or any of the Entity's shareholders, directors, officers, ultimate beneficial owners, or associated entities been a sanctioned party? (Yes/No)

Yes ☐ No ☐

If 'Yes', identify the concerned Entity or person(s), the relation of the sanctioned party to the Entity, and the relevant sanction list for which the Entity or person(s) has been identified

8. Declarations

31. **No pending suits or actions:** The Entity declares and guarantees that it is under no obligation or prohibition, nor is it subject to or threatened by any significant actions, suits or proceedings that could or would (a) render the Entity unable to fulfill its contractual commitments due to insufficient financial capacity and/or (b) render the Entity's disclosures invalid.

Check to confirm ☐

If unable to confirm, provide details

32. **Anti-terrorism:** The Entity declares and guarantees that the funding for the purposes of the project will not knowingly be used to benefit terrorist groups or individual members of those groups, or for terrorist activities, either directly or indirectly, as per the Consolidated United Nations Security Council Sanctions List.

Check to confirm ☐

If unable to confirm, provide details

33. **No code violations:** The Entity declares and guarantees that neither the Entity, nor any of the Entity's Directors or Officers, nor any of the Entity's staff assigned to the opportunity or project that is related to this due diligence questionnaire appear on any watch-lists for anti-corruption, anti-terrorism, or international sanctions.

Check to confirm ☐

If unable to confirm, provide details

Prior to contracting: Prior to concluding a contractual relationship with Cowater, the Entity confirms its understanding and acceptance that it shall also be required to demonstrate evidence confirming that the Entity is in good standing as at the contract date; evidence confirming the Entity's compliance with relevant country tax regulations, including payroll withholdings; and confirmation of the Entity's acceptance of relevant codes of conduct (client codes and Cowater's Supply Chain Code of Conduct).

Signature

Name and title of signatory

Entity

Date