



UNHCR

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

DATE: 14/01/2020

**INVITATION TO BID: No. ITB-GRC-2020-001
FOR THE ESTABLISHMENT
OF FRAME AGREEMENT(S) FOR THE SUPPLY OF ICT CONSUMABLES FOR UNHCR
GREECE**

CLOSING DATE AND TIME: 16/02/2020 – 23:59 hrs Local Greek Time

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Athens, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply of ICT consumables (referred to hereinafter as goods)

IMPORTANT:

Exact technical specifications of the items are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 1 year, potentially extendable for a further period of one additional year, for supplying the operations in Greece. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

With the present Invitation to Bid, UNHCR is seeking strategic partners who can supply price competitive ICT consumables in Greece.

The estimated annual requirement of UNHCR is specified on Annex A.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require the totality of the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes 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 Frame Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:**2.1. ITB DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

- Annex A: Technical Specifications
- Annex B: Technical Offer Form_ITB_GRC_2020-001
- Annex C: Financial Offer Form_ITB_GRC_2020-001
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods– 2018
- Annex F: Supplier Code of Conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to GREATPROCURE@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to GREATPROCURE@unhcr.org. **The deadline for receipt of questions is 23:59 hrs local Greek Time on 28/01/2020.**

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

UNHCR will reply to the questions received as soon as possible by means of publication on its website and by email to all invited bidders.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly and only to the address provided in the "Submission of Bid" section 2.6) of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex A**. Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

The following details shall also be provided in the Technical Offer.

Incoterms: The International Chamber of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase orders(s).

Packing details: The technical offer shall clearly indicate the packing and transport options in compliance with the packing and transport requirements part of Annex A to this ITB.

Delivery Capacity: The bidder shall state the delivery lead time of the items requested by completing the Annex B technical form.

Reference Letters: Bidders must submit at least 2 reference letters of previous satisfactory performance for the supply of same or similar goods during the past 5 years

Batch and Supplier Identification Marks: The successful bidders will be expected to affix a non-removable and permanent marking on each individual item clearly identifying the production batch and the supplier. Your technical offer should contain the details on how you would implement such markings demonstrating the product's authenticity.

Country of Origin of the supplier: The technical offer shall state the country in which the supplier is registered as well as the country and place of manufacture of the products.

Company profile : The company must submit a brochure or a presentation of the company

Certificate: Bidders shall provide manufacturers's certificate demonstrating that they are locally authorized dealers. Also if available the bidder shall submit a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product

Cartridge Codes:The cartridge codes provided are for reference, compatible codes can be provided by the supplier, but should be compatible and of the same brand as the printer, as well as authorized and authentic.

2.4.2 Administrative Documents

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

UNHCR General Conditions for Provision of Goods and Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex E**.

Please note that submitting an offer is deemed as acceptance of UNHCR's General Conditions for Provision of Goods and Services.

IMPORTANT:

If you have alternative product to offer, please clearly indicate the advantages over the standard items (**Annex A**). Do not send only an offer for an alternative product, i.e. these should be sent in addition to an offer for the standard items requested. Do not send any samples of the products at this stage.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial offer** must contain an overall offer in a single currency, either in US Dollars, Euros or in the currency of your company's country.

IMPORTANT:

Please carefully consider the pricing model applicable to this invitation tender.

The Financial offer is to be submitted as per the Financial Offer Form (**Annex C**). Bids that have a different price structure may not be accepted.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price DAP naming the locations respectively. The unit cost shall be provided for the supply of product in bulk as well as palletized. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

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

You are requested to hold your offer valid for **180** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

If during the contractual period, UNHCR has a requirement for toners or cartridges that are not listed in Annex A , the awarded contractor(s) will be asked in writing to submit the an offer to supply the item in question. If UNHCR accepts this offer, the good/service will automatically be added to the list of the goods/services described in Annex A

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing,
- Core business,
- Track record,
- Contract capacity.

If your company is not already registered with UNHCR, you should complete sign and submit with your technical proposal the Vendor registration Form (Annex D) with all the supporting documents:

- Tax Registration
- Status of Company
- Bank account details(bank account number and beneficiary)
- Any other document attesting commercial capacities and sound management (last audit report and audited financial statements for companies with transactions more than 150,000\$, if any)
- UNHCR General Conditions for provision of Goods and Services: Your Technical offer should contain your acknowledgement of the UNHCR conditions for Provision of Goods and Services by signing Annex E.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's products,
- Ability to respond quickly to Agency's needs,
- Timely delivery,

2.5.2 Technical evaluation:

The technical component of the submission will be evaluated using the criteria **PASS or FAIL** by using the exact same structure as outlined below, and based on the requirements from Annex A.

The Technical Evaluation criteria will be the following:

- a) Compliance with the established UNHCR specifications stated in Annex A
- b) Two (2) reference letters of successful previous performance
- c) Capacity to meet required lead times of 20 days upon confirmation of the order.
- d) Cartridges provided should be compatible, authorized, authentic and of the same brand as the printer.

2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass the technical evaluation

All bids from pre-qualified suppliers will be evaluated based on:

- Unit cost DAP Athens as indicated in Annex C

For evaluation purposes only, the offers submitted in currency other than EUR will be converted into EUR using the United Nations rate of exchange in effect on the date the submissions are due.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format and in excel 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 clearly separated.

Bid must be sent by e-mail ONLY to: GREATITB@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in **separate documents and separate mails**. Failure to do so may result in disqualification.

Deadline: 16/02/2020 23:59 hrs Greek Local Time

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments **to a maximum of 20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid ITB-GRC-2020-001
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: ITB/2020-001 Company ABC (email 1 of 3)

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE:

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

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.



Signature
Murod Niyazov
Senior Supply Officer
UNHCR-Greece