



UNHCR

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

DATE: 17/01/2019

INVITATION TO BID: No. 2020_ITB_001

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE SUPPLY OF
RATION CARDS**

CLOSING DATE AND TIME: 28/02/2020 – 23:59 hrs CET

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 16,000 people in more than 138 countries continues to help about 68.5 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), Budapest Global Service Center, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of the Ration Cards.

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with an initial duration of 3 (three) years, potentially extendable for a further period of 1 + 1 year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is the following for each item:

- 1,800,000 Ration cards - Type A with UNHCR-WFP logos
- 600,000 Ration cards - Type B with UNHCR logo

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 the 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.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (**Annex E**).

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
- ANNEX C: Financial Offer Form
- ANNEX D: Vendor Registration Form
- ANNEX E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
- ANNEX F: UN Supplier Code of Conduct
- ANNEX G: Transportation & Clearance of goods UNHCR Geneva

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to ulanbeko@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 (e.g. E-Mail, Chamber of Commerce, UNGM website, printed media etc.)
- In order to receive UNHCR Vertical Logo (Blue and Black)

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 Nurlana Ulanbekova, Senior Supply Assistant, both at ulanbeko@unhcr.org and at HQQuery@unhcr.org. **The deadline for receipt of questions is at 23:59 hrs CET on 07/02/2020.**

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.

Kindly note, that questions and request for clarifications will not be answered after this deadline. Bidders are requested to keep all questions as concise as possible.

UNHCR will compile the questions received. UNHCR may, at its discretion, at once copy any particular question and its reply to all other invited bidders AND/OR post these on the UNHCR/UNGM website.

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 uploading to the eTenderBox will result in disqualification of the offer. Please submit your bid only through the URL address provided in the "Submission of Bid" section 2.6) of this ITB.

Your offer shall comprise the following three (3) sets of documents:

- ANNEX B- Technical Offer Form (Excel and Signed Pdf) and Digital Proof
- ANNEX C - Financial Offer Form
- ANNEX D - Vendor Registration Form (Only, for suppliers that are not registered with UNHCR and has not received a purchase order from UNHCR during the past two years)

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 (**Annex B**) 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 confirmation that the vendor can deliver according to Incoterms 2010.

DAP UNHCR HQ Project PROFILE Warehouse
16, Chemin de la Voie Creuse
Geneva 1202
Switzerland

DAP delivery to other locations or FCA Supplier location (as required):

Upon request from UNHCR, supplier may offer DAP deliveries to other locations (field offices) and provide the transport costs separately from the goods. UNHCR from time to time contracts its nominated Global Freight Forwarders for delivery of goods to the field offices and in this instance, FCA supplier location Incoterms will be applied.

Packing details: The technical offer shall clearly indicate the packing and transport options (e.g. weight, volume, etc.) in compliance with the packing and transport requirements part of **Annex B** to this ITB.

Production Capacity: The bidder shall state annual production capacity.

Delivery lead time : The bidder shall state the mobilization time, ex-stock quantity and quantities available after one, two, three and four weeks of production lead time, including times from manufacturer to the bidder and bidder to UNHCR/ or, from manufacturer directly to UNHCR, as appropriate.

Minumum Purchasing / Delivery Volumes: The bidder must state the minimum quantities required, if any, for purchase and delivery of items per order.

Inspection: Inspection of goods will be applicable and will be advised at the time of purchase. The inspection will be arranged and paid by UNHCR. Please note that inspection charges resulting from the supplier's default will be charged directly to the supplier.

Place of inspection: The bidder shall state the place of inspection.

IMPORTANT:

Supplier are eligible to apply for partial quotes. UNHCR may consider partial bids especially if there's reduction on the total cost of the items.

Country of Origin of the Supplier and place of Manufacture:

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.

Warranty: The bid shall include defects and liability period with terms of warranty.

Certificate: If available, the bidder shall submit a copy of internationally recognized quality certificate of the manufacturing company.

Additional information: any information which the supplier may consider necessary or useful to clarify their bid is appreciated.

IMPORTANT:

Samples

Bidders are required to send samples of each products offered to evaluate whether they meet the item specifications and comply with the standards set in **Annex A**, Technical Specifications.

Samples must be submitted on correctly labelled binders/folders/clear plastic sheets, clearly marked with the name of the bidder. All samples must be submitted in one (1) sealed envelope. Please note, samples may not be considered or accepted if the submissions were not complying with the packing and labelling requirements. Samples have to be sent, at the bidder's cost, to the following address:

Attn: Mrs. Vanda Sawalha
Senior Admin & Programme Assistant
Identity Management and Registration Section (IMRS)
UN City, 1.1.29. Marmovej 51,
2100. Copenhagen, Denmark.

Failure to provide the requested samples will result in disqualification of the offer.

Deadline for sample reception is: 28/02/2020

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 acknowledgment of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex E**.

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

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.

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 both FCA naming the locations respectively and DAP Geneva, Switzerland. The unit cost shall be provided for the supply of product 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 regard, 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.

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

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
- Dependability of products and services
- Lead time for 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 in Annex A, and based on the requirements from Annex A.**

2.5.3 Financial evaluation:

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

All bids will be evaluated based on:

- Compliance with the established UNHCR specifications
- Unit cost FCA, (palletized)
- Unit cost DAP Geneva, (palletized)
- Delivery lead time

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. Both prices, unit cost DAP Geneva and unit cost FCA will be included in the Frame Agreement. However, for the financial evaluation, only the unit cost DAP Geneva will be used.

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:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <https://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The Technical and Financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is **10MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Deadline: 28/02/2020, 23:59 hrs CET.

IMPORTANT:

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

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.



Fabrizio Bertora

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