

**DATE:** 18 MAY 2020

**INVITATION TO BID:** NO. 2020/ITB/003

FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR  
THE SUPPLY OF:

LOT 1: STANDARD SYNTHETIC SLEEPING MATS

LOT 2: MULTI-PURPOSE SLEEPING MATS

**CLOSING DATE & TIME:** 1 SEPT. 2020, 23:59 HRS CEST

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## **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. UNHCR's mandate is also 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 16,803 people in more than 134 countries continues to help 70.8 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), Supply Management Service, Budapest, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the supply of:

- 1) Standard Synthetic Sleeping mats (lot 1); and**
- 2) Multi-purpose Sleeping mats (lot 2).**

Bidder may submit and offer for ANY or ALL of these products/ lots.

**IMPORTANT:**

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

UNHCR may award Frame Agreement(s) (FA) with an initial duration of three (3) years, potentially extendable twice for period of two (2) years each, for supplying its operations globally. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is for:

LOT 1: 2,400,000 (Two Million Four Hundred Thousand) pieces of Standard Sleeping mats;  
and

LOT 2: 800,000 (Eight Hundred Thousand) pieces of Multi-purpose Sleeping mats.

Please note that the figures are presented for 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 needs and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes, if authorised in writing by UNHCR, 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:**

Once a Frame Agreement is signed, either party can terminate the agreement 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 the 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 ARE 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:	A1) Technical Specifications Standard Synthetic Sleeping mats A2) Technical Specifications Multi-Purpose Sleeping mats
Annex B:	Technical Offer Forms, containing two forms: B1) Standard Synthetic Sleeping mats; and B2) Multi-Purpose Sleeping mats
Annex C:	Financial Offer Forms, containing two forms: C1) Standard Synthetic Sleeping mats; and C2) Multi-Purpose Sleeping mats
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods & Services – <i>July 2018</i>
Annex F:	UN Supplier Code of Conduct (December 2017)
Annex G:	Key Performance Indicators

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [OMARYT@unhcr.org](mailto:OMARYT@unhcr.org) with cc to [VANDIJK@unhcr.org](mailto:VANDIJK@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not, and for which lots, you will be submitting a bid
- The source where you have acquired this tender document (e.g. e-mail, UNGM website, any other media etc.)

**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 Tawab Omary, Senior Supply Associate: [OMARYT@unhcr.org](mailto:OMARYT@unhcr.org) and [HQQuery@unhcr.org](mailto:HQQuery@unhcr.org).

In e-mail subject please indicate: "Inquiry on ITB: 2020/ITB/003 for Sleeping mats".  
**The deadline for receipt of questions is 23:59 hrs CEST on 9 July 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 UNHCR and UNGM websites and by e-mail to all bidders that send a confirmation (as per 2.2).

## **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 not be 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 through the dedicated submission tool may result in disqualification of the offer. Please send your bid **ONLY** according to the provision outlined in 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.

Please structure your technical offer following the sequence and information requested and required below:

#### **2.4.1.1 Qualification**

##### **1) 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) and provide the required supporting documents:

- Copy of Certificate of Incorporation;
- Document demonstrating ownership of bank account declared;
- Copies of last 3 years' available Audited Financial Statements;
- Copies of Quality Assurance Certificates, if any.

##### **2) UNHCR General Conditions of Contract for Provision of Goods & Services:**

Your technical offer must contain an acknowledgement of your acceptance of the UNHCR General Conditions of Contract for Provision of Goods & Services (2018). However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods & Services (2018).

**3) Financial Capacity:**

The technical offer must include copy of the last 3 years available Audited Financial Statements in order to demonstrate that the bidder has the financial stability and capacity adequate to successfully implement the frame agreement.

**4) Ethical Purchasing:**

UNHCR in particular underlines full applicability of articles 26, 27, 28 and 29 of the General Terms and Conditions concerning working conditions. In addition, UNHCR requirement of compliance with UN Global Compact principles referred to in point 2.5.5 may verify the situation in the supplier's premises at any time. Inconsistency with these articles may lead to contractual remedies such as a warning linked to a period for improvement, suspension or termination of the Agreement, depending on the gravity of findings.

#### **2.4.1.2 Experience**

The bidder shall have at least five (5) years' experience in supplying the same, as described in Annex A, or similar relief items, in particular with other UN agencies and humanitarian organizations.

In case the bidder uses a manufacturer, the bidder needs to provide information on the past five (5) years' experience of the manufacturer in supplying the same or similar relief items.

Please use section 2 of Annex B (Technical Offer Forms), to provide the following information:

- The Number of years of experience with those organizations (this experience should correspond to the place of manufacturing of the provided goods);
- List of Clients to whom you have supplied in the last five years;
- List of Purchase Orders received (indicating the number, type of product and destination) in the last five years for similar items.

#### **2.4.1.3 References**

Please indicate (per lot, where applicable) in section 3 of Annex B at least three (3) references for similar supply of relief items over the last five (5) years. For each reference, please provide (per lot, where applicable) the following information:

- Name and address of client (organization) and type of project;
- Period of contractual activity (start and end dates);

- Reference name, title and contact details (tel., e-mail);
- Supplier Delivery Certificate/Letter: the Bidder should attach a document issued by the purchasing party which show successful deliveries, if available.

If the Bidder is not the Manufacturer (i.e. if bidder is a trader), please provide the same information on the manufacturing company/ companies used.

#### **2.4.1.4 Confirmation of Compliance with the Technical Specification**

The technical specifications of the product requested by UNHCR are provided in **Annex A**.

Your technical offer should clearly state whether or not the goods you are offering are in conformity to the product specifications in **Annex A1 and/or A2**. Clearly state and disclose any discrepancies with the specifications given. Please use **Annex B1 and/or B2**, sections 4 of the Technical Offer Form(s), to provide this information.

**Alternate products may be offered especially if they provide a more sustainable solution.**

**IMPORTANT:**

If you have alternative product to offer, please clearly indicate the advantages over the standard items (**Annex A1 and A2**). Do not send only an offer for alternative products, i.e. these should be sent in addition to an offer for the standard items requested.

UNHCR is undertaking a range of efforts in order to meet its goal of reducing the carbon footprint and environmental impact of programs. The agency is working to analyse and improve the way that items distributed during humanitarian interventions are designed, procured and implemented. As part of this greener response initiative, UNHCR is looking for alternative products which minimize negative environmental impacts without compromising technical standards. Some principles that are considered in the design and procurement of products to improve environmental sustainability and reduce negative environmental impacts are:

1. Design for recovery;
2. Optimise material efficiency;
3. Design to reduce product waste;
4. Eliminate hazardous materials;
5. Use recycled materials;
6. Use renewable materials;
7. Design to minimise litter;
8. Design for transport efficiency;
9. Design for accessibility;
10. Provide consumer information on sustainability.

**UNHCR requests technical concept notes from suppliers of up to 3 pages (A4 size) for products that contribute to a greener humanitarian response. Concept notes must be based on research and will be assessed using a weighted system which attributes a higher score to more environmentally friendly products determined by the extent to which they fulfil the 10 principles outlined above.**

#### **2.4.1.5 Product sample**

Bidders are requested to send one (1) sample per product (lot 1, lot 2 or both), with or without logo, for visual inspection and for future reference to UNHCR at the bidder's cost (DDP incoterms) to the following address, before the bid closing date:

UNHCR HQ Warehouse  
16 Chemin de la Voie Creuse  
1202 Genève  
Switzerland  
Attn.: Mr. A. AL-MAHDAWI / Mr. R. Giroud  
Tel: +41 22 739 7810

Reference details to be indicated on outer parcel are: "2020/ITB/003", "Lot No.: 1 /or 2" and "[bidding company name]".

**Failure to submit samples before the given deadline and in compliance with above instructions may result in disqualification of the offer.**

#### **2.4.1.6 Laboratory Certificate**

Bidders must provide relevant Laboratory Certificate of (each of) the product(s) offered.

The Laboratory Certificate shall comply with the following requirements:

- 1) The Certificate is issued by an internationally recognized laboratory in the relevant industry;
- 2) The Certificate is dated, and issuance date is no later than 24 months counted from the submission tender deadline; and
- 3) The Laboratory Certificate result shall demonstrate compliance of the product offered with the specification as outlined in Annex A1/A2.

If alternative products are offered, please submit a Laboratory Certificate for each product version.

**Failure to submit such Certificate(s) meeting the requirement may result in disqualification of the offer.**

UNHCR reserves the right to conduct laboratory testing of the product using its own laboratory in any given moment before or after the award of the contract.

Note: Upon conclusion of the tender procedure, awarded suppliers may receive a Purchase Order for a limited number of samples for laboratory testing purposes.

**2.4.1.7 Country of Origin of the Supplier and place of Manufacture:**

Bidders must provide a Certificate of Origin of the product, indicating the factory name and address. The Certificate of Origin must be provided for:

- 1) samples delivered in accordance with 2.4.1.5 for visual inspection under this ITB; and
- 2) products which will be delivered under the FA, if awarded.

In particular, please indicate in Annex B1/B2, per product lot:

- A. the country in which the supplier is registered;
- B. In case of a consortium, please list for each entity in the consortium the country of registration. If the consortia has already been established at the time of solicitation please attach the relevant document indicating the consortia leader and provide the certification of incorporation of the leading company. If the consortia has not been established yet please attach declaration that it will be established in the case of an award indicating the company that will take the lead and providing the Certificate of Incorporation of the leading company;
- C. the country/ countries and place(s) (physical and registered address, including GPD coordinates) of the factory/ factories in which the product or part of the product is manufactured;

Please include to Annex B1/B2:

- D. Certificate of Incorporation(s) of the Manufacturer(s) if different than the bidder.

**2.4.1.8 Factory and production line pictures**

Bidders must provide digital colour pictures of the respective factory/ factories and in case of several factories for the item, the pictures must be provided for each factory.

<b>Picture Sub-set #</b>	<b>Picture object(s)</b> <i>(max. 10 pictures per sub-set).</i>
1.	External pictures of the factory buildings
2.	Pictures of the production lines and main equipment (while in operation) to manufacture the goods



3.	Pictures of quality control equipment used during reception, production or final quality control if any
4.	Pictures of packing and loading equipment and areas
5.	Pictures of logistics equipment used for handling cargo and any other related facilities
6.	Pictures of social and common areas, including restaurant/ cafeteria, recreation room, restroom facilities, etc.
7.	Pictures of health and safety facilities
8.	Pictures of management facilities

Please note that the above pictures are required for due diligence purposes and for future reference.

Please insert pictures in a Word file (4 pictures per A4 page).

#### 2.4.1.9 Quality Management System

Bidders shall have in place a Quality Management system which ensures that the product can be delivered consistently in accordance with the technical specifications detailed in Annex A.

Bidders are required to submit the below information in Annex B:

- A. Information about the respective Quality Management System (e.g. ISO) in place, including quality manual, quality policy and information describing the actual quality assurance and control processes. If a bidder is a trader, bidder shall submit the above information regarding the factory/ factories used.
- B. Bidders are required to describe the Quality Management System in place at the factory location where the product is manufactured.

**Quality Certificate:** If available, the bidder shall submit a copy of internationally recognized quality certificate(s) of the manufacturing company together with a copy of quality certificate for the finished product(s).

#### 2.4.1.10 Packing and container utilization 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 A** to this ITB. These are minimum packaging requirements; however, suppliers are encouraged to propose alternative options for better container utilization and sustainable solution.

Pallets should be shrink-wrapped and strapped. Fumigated as per IPSM 15 standard. Dimensions (L x W x H): 1150 x 770 x 144 mm (lot 1) / 1120 x 780 x 144 mm (lot 2).

Maximum height of the packed pallet: 115 cm. The palletized goods must not exceed the length and width of the pallet.

In addition, to the above, bidder can also offer alternative green packaging options which could be accepted in case they do not jeopardize the cargo's safety during transit.

#### **2.4.1.11 Production Capacity:**

The bidder shall state in Annex B the overall annual production capacity of the factories and how much of that production capacity will be allocated to UNHCR.

Bidders shall provide information of their total weekly and monthly production capacity and how much of such production capacity will be made available to serve UNHCR needs. In case the Bidder is not the Manufacturer of the product such information shall be supported by written declaration, dated and signed by the Manufacturer(s). Bidders shall indicate whether there are any periods in the year when the declared capacity is not, or not fully, available for example due to a national holiday.

The Bidders are expected to maintain such allocated production capacity throughout the entire period of validity of the FA including possible extension(s).

#### **2.4.1.12 Delivery Capacity:**

The bidder shall state in Annex B1/B2 the mobilization time, ex-stock quantity and quantities available after one, two, four, six and eight weeks or more (please specify) of production lead time.

#### **2.4.1.13 Storage Requirements**

Throughout the agreement UNHCR may refer to the following types of stock:

**"White Stock"** - Successful bidders may be expected to maintain a dedicated stock, based on a separate agreement, at their premises at no additional cost and without prior commitment from UNHCR, which can be used for rapid deployment to address urgent needs of UNHCR operations worldwide. Upon expiration of the Frame Agreement, UNHCR commits to purchase unused quantity remaining as White Stock with the Frame Agreement holder.

This stock should be available at any given time and depleted only if UNHCR requests it under an approved Purchase Order.

Administration of the stocks is the responsibility of the supplier and should be based on the first-in, first-out (FIFO) principle and considering rotation of products out of the stockpile for purchase orders placed against fresh production, as and when necessary.

**“Set Aside Stock”** This is ready stock held voluntarily by the supplier, at its own business risk, in expectancy of UNHCR orders.

#### **2.4.1.14 Shelf life and expected lifespan:**

Shelf life requirements can be found in **Annex A** (Technical Specifications).

The bidder shall clearly state the recommended shelf life of the product, as well as the usable lifespan, i.e. the recommended usage period. Minimum shelf life and usable life span are to be entered in Annex B, section 13.

#### **2.4.1.15 Inspections:**

UNHCR will carry out random and/or systematic quality inspections, including specific selected criteria for laboratory testing and/or visual inspections of product or raw material selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, at final destinations or from any storage or distribution location.

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

The bidder shall state the preferred place of inspection for the product.

#### **2.4.1.16 Batch and Supplier Identification Marks:**

The successful bidders will be expected to affix 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 (as indicated in the technical specifications of the products found in **Annex A**).

#### **2.4.1.17 Warranty/ Guarantee:**

The offer shall include a guarantee that the warranty period which, at the least, matches the shelflife indicated in Annex A and will be in effect from the date of delivery of goods to UNHCR initial (ship-to) Warehouse.

#### **2.4.1.18 Stakeholder Meetings:**

Successful suppliers will be expected to attend periodic stakeholder meetings, usually once per year, for review of their performance involving UNHCR and other supply chain partners. UNHCR may request the supplier to submit additional information and documentation related to the company and/or its manufacturer as needed. All related costs, if any,

(preparation, travel, accommodation etc.) for attendance of such review meetings shall be borne by the supplier. Venues may vary between e.g. Budapest, Dubai, and geographic centers of most suppliers.

#### **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 and comply with the pricing model applicable to this invitation tender.

Bidders are required to submit product unit prices to be maintained throughout the duration of the Frame Agreement. Volume discounts can be offered as per Annex C. UNHCR may conduct a secondary bidding processes among the Frame Agreement holders for the same requirements whenever a need arises. The price offered following the secondary bidding process cannot exceed the ones offered under **Annex C**.

**UNHCR acknowledges in the long-term market conditions may unpredictably change. As a result, after the initial period of validity of the Frame Agreements (three years), Contractors will be allowed to submit a fully a documented request for price revision. UNHCR, at its sole discretion, will decide in due time on such a request. The provisions governing this process will be detailed in the Frame Agreements.**

The Financial offer is to be submitted as per the Financial Offer Form (Annex C1 / C2). 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 product unit price for both EXW and FCA (sea/dry port and airport) Incoterms naming the locations respectively. The 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. In 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 price offered 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 assessment of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Company profile and organization
- Company registration (Certificate of Incorporation), extract from trade register
- Company license
- Financial standing
- Declaration on legal and commercial capacity to enter the contract
- Staffing (number, structure/levels)
- Core business
- Track record
- Experience working with public sector institutions
- Quality Management System in place
- Corporate Social Responsibility

### **2.5.2 Technical evaluation:**

The evaluation of technical offers will be based on a Pass/Fail methodology which will look at the criteria as expressed in this ITB and in particular with regards to, but not limited to:

- 1) Company experience
- 2) Quality Management Systems
- 3) Production and Delivery capacity
- 4) Qualification and acceptance of product samples
- 5) Product offered complies with the requested product specification. (Environmental and sustainable solutions for production and product packaging and end-of-life disposal shall also be assessed here, see section 2.4.1.4)
- 6) Verification of laboratory testing report:
  - from internationally recognized laboratory
  - report not older than 24 months
  - report to match the product sample submitted
- 7) Warranty/ guarantee (respecting given minimum periods)

Reference is also made to the Technical Offer Form (**Annex B**).

### 2.5.3 Financial evaluation:

The financial offer will be evaluated only for those suppliers that pass the technical evaluation as per the:

- Unit price FCA (containerized, non-palletized) offered, and based on a scenario which takes into account the landing cost from the place of origin to the UNHCR main five shipping destinations, these were in the past three years: (1) Damascus, Syria (2) Dubai, UAE UNHCR Global Stockpile, (3) Nairobi, Kenya UNHCR Global Stockpile, (4) Kampala, Uganda UNHCR Regional Stockpile, (5) Chittagong, Bangladesh.

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.

### 2.5.4 Overall Evaluation:

Bids will be evaluated and awarded based on technically qualified/ lowest priced offer (unit price FCA sea/dry port, non-palletized, containerized).

Please note that if multiple bidders offer a product from the same manufacturer (main manufacturer), UNHCR will only award one contract to one of the successful bidder/manufacturers which is technically compliant and offers the lowest price as outlined above.

### 2.5.5 Due Diligence:

Prior to awarding the Frame Agreements or during the term of Frame Agreements, UNHCR or its authorised representative(s) may conduct factory inspections for designated awards and their offered product. During the inspection visits, information provided in response to this ITB shall be confirmed. In addition, the following aspects will be checked:

- Quality Management system, Quality Policy, Quality Assurance and Quality Control as implemented in practice;
- Production Capacity;
- Working conditions; respect for the Convention on the Rights of the Child; social standards as defined by ILO, SA8000, UN Supplier Code of Conduct (Annex F), and UN Global Compact: Human rights, labour, environmental conditions.

Technical condition of production facilities, age of equipment, raw material, intermediate and finished product storage facilities, internal carriage, delivery and dispatch areas.

Corporate Social Responsibility: UNHCR will verify that factories comply with international Corporate Social Responsibility standards (social standards) and particularly with standards defined in UN Global Compact (as per link below).

<https://www.unglobalcompact.org/what-is-gc/mission/principles>

UNHCR invites suppliers to become members of UN Global Compact.

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that brings 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.

## **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 the eTenderBox, registration on the website is required. The registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered e-mail 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 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: 1 September 2020, 23:59 hrs CEST**

**IMPORTANT:**

Any bid received after this date or sent to a 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 technical evaluation and has been accepted by UNHCR as meeting the technical specifications.

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.

## **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.

## **2.10 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advises suppliers not to offer any gift, favour, hospitality, etc. to UNHCR staff.



Fabrizio Bertora

Chief of Section, HQ Procurement  
Supply Management Service (SMS)  
UNHCR Global Service Center Budapest