

DATE: 20/10/2020

REQUEST FOR PROPOSAL: NO. 2020/RFP/021

FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF:

IMPROVED EMERGENCY LATRINE SLABS

CLOSING DATE AND TIME: 22/02/2021 – 23:59 hrs CET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established in 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 people who have been forced to flee.

For over half a century, UNHCR has helped millions of people to restart their lives. They include refugees, returnees, stateless people, the internally displaced and asylum-seekers. Today, UNHCR employs 17,324 colleagues in 135 countries to help over 79 million forcibly displaced people worldwide. To help and protect some of the world's most vulnerable people in different 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), HQ Supply Management Service on behalf of WASH, invites qualified vendors, manufacturers and traders to make a firm offer, individually or joint, for the establishment of Frame Agreement(s) for the design and provision of an improved emergency latrine slab.

IMPORTANT:

The Performance Specifications are detailed in Annex A of this document.

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

The estimated annual requirement from UNHCR and its partners is in the range of 20,000 to 40,000 latrine slabs, including an initial procurement by UNHCR of 4,000 slabs.

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 purchase a minimum quantity of latrine slabs. 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, 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 90 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 REQUEST FOR PROPOSAL 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. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

Annex A:	Performance 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 & Services – July 2018

Annex F: UN Supplier Code of Conduct (December 2017)

Annex G: Project Schedule

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to OMARYT@unhcr.org with cc to VANDIJK@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a proposal
- The source where you have acquired this tender document (e.g. e-mail, UNHCR website, any other media etc.)

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to Tawab Omary, Senior Supply Associate: OMARYT@unhcr.org and HQQuery@unhcr.org.

In e-mail subject please indicate: "Inquiry on RFP: 2020/RFP/021 for Improved Emergency Latrine Slab". **The deadline for receipt of questions is 23:59 hrs CET on 28 November 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).

2.3.1 Supplier conference

A virtual **supplier conference** is tentatively scheduled on November 5th, 2020. A respective invitation will be sent to bidders having confirmed to UNHCR their intention to submit a proposal. Participation is not mandatory.

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 and not following same order of the specifications/requirements in ANNEX A and B, may not be taken into consideration.

Note: Please be aware that "Requirement" condition implies Mandatory status (Fail/Pass) while "Specification" is scored for further evaluation and comparison.

Please provide an explanation whenever a specification is not met, which UNHCR shall nevertheless evaluate. Not meeting a certain specification will negatively affect the technical scoring of that specification.

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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 to the eTenderBox – address provided in the “Submission of Bid” section 2.6) of this RFP.

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 Requirements and Performance Specifications of the goods requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

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 Quality Assurance Certificates, if any.

2) Financial Capacity:

The technical offer must include a copy of the last three (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 (FA).

Additionally, you may include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

3) 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).

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 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.

Corporate Social Responsibility: UNHCR may 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 bidders 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.

2.4.1.2 Experience

Preferably, it is recommended that bidders have at least three (3) years' experience in supplying similar products in similar emergency context, as described in Annex A, 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 three (3) years' experience of the manufacturer in supplying similar products.

Please use section 2 of Annex B (Technical Offer Form), 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 (and since when) you have supplied in the last three (3) years;
- List of Purchase Orders received (indicating the number, type of product and destination) in the last three (3) years for similar items.

2.4.1.3 References

Please indicate in section 3 of Annex B at least three (3) references for similar supply of relief items over the last three (3) years. For each reference, please provide 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 Performance Specifications

The Requirements and Performance 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 Specifications in **Annex A**. Clearly state and disclose any discrepancies with the Specifications given.

As mentioned in section 2.4 of this document, an answer/ a narrative is requested to be provided even when not complying with the specifications or when information requested is not available. Failure to do so may result in disqualification of the offer. Offers not conforming to this request may not be taken into consideration.

Please use **Annex B**, section 4 of the Technical Offer Form, to provide this information and refer to **Annex A** for detailed information on the specifications and the requirements for each specification. The submission of falsified certificates and documentation will result in disqualification of the offer.

The offer shall include an expected service life of at least five (5) years and a guaranteed shelflife of at least five (5) years. The service life and shelflife shall be indicated in Annex B section 4.1.4. The warranty period for shelflife will be in effect from the date of delivery of goods to UNHCR initial (ship-to) Warehouse.

2.4.1.5 Packing and container utilization details

Pallet and packaging requirements are described in **Annex A**. Please use **Annex B** section 5 to provide this information.

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.

2.4.1.6 Delivery Capacity:

The bidder shall state in **Annex B** section 6, the mobilization time. The Bidders are expected to maintain the stated mobilization time throughout the entire period of validity of the Frame Agreement including a possible extension.

The succesfull bidders should affix non-removable and permanent marking on each slab, 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**).

2.4.1.7 Production Capacity:

The bidder shall state in **Annex B** section 7 the production capacity in units per week available to UNHCR at one month after having received an order from UNHCR.

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 Frame Agreement including possible extension(s).

It is desirable that bidders provide digital color pictures of the respective factory/factories and in case of several factories for the item, the pictures must be provided for each factory.

Picture Sub-set #	Picture object(s) (max. 10 pictures per sub-set).
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
9	Pictures of the warehouse area where UNHCR products would be stored

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).

2.4.1.8 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 Performance Specifications detailed in Annex A.

Bidders are required to submit the below information in **Annex B**, section 8:

- A. Information about the respective Quality Management System (e.g. ISO 9001) in place, including quality manual, quality policy and information describing the actual quality assurance and control processes. If a bidder is a trading company, 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.
- C. Bidders are advised to facilitate the 2 latest audit reports, if available.

Quality Certificate: If available, or upon UNHCR decision for an award of Frame Agreement, the bidder shall be asked to submit a copy of internationally recognized quality certificate(s) of the manufacturing company. A copy of this certificate(s) would replace the need to send the manuals and other documents related to the Quality Management system. The submission of falsified certificates will result in disqualification of the offer.

2.4.1.9 Minimum Environmental Impact

UNHCR is undertaking a range of efforts in order to meet its goal of reducing the carbon footprint and the environmental impact of its programs. The agency is working to analyze 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 products which minimize negative environmental impacts without compromising technical standards. Please refer to **Annex A** for further details and use **Annex B** section 9 and supplementary evidence to provide relevant information. The submission of falsified certificates will lead to disqualification from the tendering process.

2.4.1.10 Product sample

Bidders are requested to send five (5) samples of the product and, if available, one (1) sample of each disability add-ons, for visual inspection and laboratory testing and for future reference to UNHCR. UNHCR will pay for the lab test, but only for those samples that have successfully reached the required minimum technical score (as per section 2.5.2). Samples that do not reach the required minimum score, will be disposed by UNHCR at UNHCR's cost. Samples need to be sent at the bidder's cost (DDP incoterms) to the following address, before the bid closing date:

UNHCR Central Emergency Stockpile (CES)
Showroom J15
Phase 2 Warehouses
Dubai Industrial City (Off Emirates Rd, next to DWC/Maktoum Int'l Airport)
International Humanitarian City
Attn: Ms. Destamena Vinodh
P.O. Box 506013
Dubai, United Arab Emirates
Tel. +971 4 447 55 10

Reference details to be indicated on outer parcel are: "2020/RFP/021", "[bidding company name]".

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

Deadline for sample reception: 8 March 2021

2.4.1.11 Country of Origin of the supplier and place of Manufacture:

Please provide a Certificate of Origin of the product, indicating the factory name and address. The Certificate of Origin should be for:

- 1) the samples delivered in accordance with 2.4.1.11 for visual inspection under this RFP; and

2) products which will be delivered under the Frame Agreement, if awarded.

In particular, please indicate in Annex B, section 13:

- A. the country in which the supplier (bidding company) is registered;
- B. Joint Venture, Consortium or Association:
 - (a) If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, each such legal entity will confirm in their joint Proposal that:
 - (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this will be evidenced by a Joint Venture Agreement among the legal entities, which will be submitted along with the Proposal; and
 - (ii) if they are awarded the Frame Agreement, the designated lead entity will enter into the Frame Agreement with UNHCR, who will be acting for and on behalf of all the member entities comprising the joint venture.
 - (b) After the Proposal has been submitted to UNHCR, the lead entity identified to represent the joint venture will not be altered without the prior written consent of UNHCR.
 - (c) If a joint venture's Proposal is the Proposal selected for award, UNHCR will award the Frame Agreement to the joint venture, in the name of its designated lead entity. The lead entity will sign the FA for and on behalf of all other member entities.
- C. the country/ countries and place(s) (physical and registered address, including GPS coordinates) of the factory/ factories in which the product or part of the product is manufactured;
- D. Certificate of Incorporation(s) of the Manufacturer(s) if different than the bidder.

2.4.1.12 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.

Bidders are expected to ensure minimum storage standards to avoid damage to the stock. Outside storage to be avoided.

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 bidder 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 bidder, at its own business risk, in expectancy of UNHCR orders.

2.4.1.13 Inspections:

After award of the Frame Agreement, UNHCR may 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.

2.4.1.14 Stakeholder Meetings:

The successful bidder(s) 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 bidder to submit additional information and documentation related to the company and/or its manufacturer as need be. All related costs, if any, (preparation, travel, accommodation, etc.) for attendance of such review meetings shall be borne by the bidder. Venues may vary between e.g. Budapest, Geneva, Dubai, and geographic centers of most bidders.

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.

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 financial offer must cover all the goods / services to be provided (price “all inclusive”). Bidders are required to submit a product unit price to be maintained throughout the duration of the Frame Agreement. Volume discounts can be offered as per Annex C. If multiple Agreements are awarded 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 one offered under Annex C.

UNHCR acknowledges that 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.

UNHCR is exempt from all direct taxes and customs duties. With this regard, the proposed price should be given without VAT.

You are requested to hold your offer valid for 120 days from the deadline for submission. UNHCR will make every effort to select a company within this period. UNHCR’s standard payment terms are within thirty (30) days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor’s invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION:

Each proposal from a bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Bidders Registration:

The qualified bidders 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 and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The evaluation of each technical offer will be done in three (3) steps:

- 1) The evaluation of mandatory requirements, as marked in Annex A as “mandatory” (Pass/ Fail criteria);
- 2) If all mandatory requirements are met (scoring: Pass), the technical proposal shall be evaluated applying a scoring methodology covering the criteria listed under points 1 and 2 in the below table.
- 3) UNHCR will draw up a short list from the submissions received based on the minimum score required. All offers which are not meeting the minimum score required are eliminated from further evaluation. Only the samples from bidders whose technical offers meet the required minimum score shall be sent, at UNHCR’s expense, for laboratory testing.

Technical Criteria	Max. obtainable score (points)
1. Previous experience supplying the same or similar products	10
2. Product offered:	
2.1 Basic requirements (BR)	86
2.2 Assembly requirements (AR)	46

2.3 Mechanical & physical specifications, partially under 3.1 (MP)	30
2.4 Appearance and surface texture, partially under 3.2 (AST)	20
2.5 Environmental criteria (EC)	42
2.6 Special need add-ons, partially under 3.3 (SAO)	5
2.7 Manufacturing and supply-chain information (MSC)	36
Subtotal for 1 & 2:	275
Min. required score points 1- 2 for samples to be measured and laboratory tested (65% of 275):	178.75 points
3. <u>Laboratory testing result:</u>	267:
3.1 Mechanical & physical specifications (MP)	210
3.2 Appearance and surface texture (AST)	38
3.3 Special need add-ons (SAO)	19
Subtotal all criteria 1,2 &3:	542

Technical evaluation with the subtotal equivalent of 542 points, represents the 70% of total bid score, where the Financial represents the remaining 30%.

Required score points for samples to proceed with the third step of measurements checking and laboratory testing, is 178.75 points which represent the 65% of the maximum score achievable on criteria group 1 and 2 of the above table (275 points).

The cut-off point for submissions to be considered technically compliant and proceed to financial evaluation will be 75% (406.5 points) out of the 70% (542 points) available for the Technical Evaluation. That is the minimum of points out of the maximum possible 542 points for the technical proposal in order to be considered further for financial evaluation.

Clarification of Proposals:

To assist in the examination, evaluation and comparison of proposals, UNHCR may, at its discretion, ask the bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial evaluation** represents **30%** from the total bid score. This financial section will be analyzed only for those bidders that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other bidders's Price Component.

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.

2.6 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. Bidders should have only one registered e-mail account in the system. Therefore, the bidder 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 should 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**.

For video files submission, Bidder should facilitate a link from which the UNHCR evaluation panel will download the videos (access to be protected with a unique password).

Uploaded files can be amended by the bidder 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. When clicked upon, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the bidder'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: 22 February 2021, 23:59 hrs CET

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 bidder'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 allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and does 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 bidders 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 bidder.

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 RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Provision of Goods and Services 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 regarding fraud and corruption and as such advises bidders not to offer any gift, favour, hospitality, etc. to UNHCR staff.



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