



UNHCR

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

DATE: 22 November 2020

INVITATION TO BID: No. ITB/HCR/CXB/2020/019

THE SUPPLY, DELIVERY AND INSTALLATION OF VARIOUS ICT EQUIPMENT

CLOSING DATE AND TIME: 06 December 2020 – 14:00 Hrs

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), Sub-Office, Cox's Bazar, Bangladesh, invites qualified bidders to make a firm offer for the **supply, delivery and installation of various ICT items** referred to hereinafter as “**Goods and Services**”, as follows:

LOT 1 – Supply, delivery and installation of various ICT items for UNHCR Sub Office, Cox's Bazar;

LOT 2 – Supply, delivery and installation of various ICT items for UNHCR Representation Office, Dhaka.

Bidders can offer any of the Lots. All valid bids, regardless of the number of the offered Lots will be considered for evaluation.

<p>IMPORTANT:</p>

<p>Exact requirements and technical specifications of the items for the supply, delivery and installation of ICT items are detailed in Annex A of this document.</p>
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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 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 Programs 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.

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: Requirements and Technical Specifications for the supply and delivery of various ICT items;
- 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 – *July 2018 revision*;
- Annex F: UN Supplier Code of Conduct.

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation. 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 marjia@unhcr.org copying abdelsid@unhcr.org. The **deadline for receipt of questions is 14:00 hrs. by 25 November 2020.**

IMPORTANT:

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

UNHCR will reply to the questions received as soon as possible by email to all interested 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 assigned tender box will result in disqualification of the offer. Please send your bid directly 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 following details shall also be provided in the Technical Offer.

Required documents for complete submission:

- 1- Submission of a valid commercial registration document;
- 2- Submission of valid trade license 2020;
- 3- Submission of valid TIN certificate;
- 4- Formal acceptance of the UNHCR General Terms and Conditions for the Provision of Goods and Services – July 2018 version;
- 5- Formal acknowledgment to the UN Supplier's Code of Conduct;
- 6- Submission of dully filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered);
- 7- Compliance of proposed items technical specifications with UNHCR technical specifications (Annex A);
- 8- Provision of proven track record of three (3) similar/equivalent projects conducted in the past 3 years (list of organization/companies, copies of Purchase Orders, etc.);
- 9- Proof of being in the business of ICT by submitting related trade license copies for the past three years.

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

Delivery lead time: The bidder shall state the delivery lead time necessary to deliver the Goods and Services as specified in Annex A.

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, July 2018 by signing **Annex E**.

Supplier Code of Conduct: Your offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex F**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in Bangladeshi Taka (BDT) ONLY. It must be submitted to UNHCR in a separate email. Do not send the financial offer in the same email as the technical offer.

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

The following details shall be provided for each item:

Unit costs of Goods (Annex C): The bidder shall quote the unit price **Delivery at Place (DAP)** naming the locations respectively.

The unit cost shall be provided following the table of **Annex C**. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

UNHCR is exempted from all direct taxes and customs duties. Quoted rates shall be provided without VAT, but the VAT amount shall be clearly separately indicated. Suppliers mentioning VAT in their offer shall submit VAT registration documents, otherwise VAT component may not be accepted.

For VAT payment, awarded supplier will provide UNHCR with invoice, waybill, completed Mushok 6.3 template, treasury challan signed/attested by Bank/VAT authorities and money receipt.

You are requested to hold your offer valid for 90 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 and services,
- Ability to respond quickly to Agency's needs,
- Delivery lead-time;

2.5.2 Technical and Financial evaluation:

Technical Evaluation:

Offers will be technically evaluated using the PASS/FAIL system based on criteria inter alia selected among those listed at the section 2.4.1 summarized as follows:

TECHNICAL EVALUATION CRITERIA	
EVALUATION CRITERIA	MERIT “PASS” / “FAIL”
ELIGIBILITY CRITERIA:	
1. Submission of a valid commercial registration document	Non-discretionary “Pass/Fail”
2. Submission of valid trade license 2020	Non-discretionary “Pass/Fail”
3. Submission of valid TIN certificate	Non-discretionary “Pass/Fail”
4. Formal acceptance of the UNHCR General Terms and Conditions for the provision of Goods and Services– July 2018 version	Non-discretionary “Pass/Fail”
5. Formal acknowledgment to the UN Supplier’s Code of Conduct	Non-discretionary “Pass/Fail”

6. Submission of duly filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered). If already a UNHCR registered supplier, please indicate your UNHCR vendor registration number on the Vendor Registration Form.	Non-discretionary "Pass/Fail"
PRODUCT SPECIFICATIONS	
1. Compliance of proposed items technical specifications with UNHCR technical specifications (Annex A).	Non-discretionary "Pass/Fail"
2. Provision of clear warranty scope and coverage period	Non-discretionary "Pass/Fail"
3. Provision of delivery lead time in days.	Non-discretionary "Pass/Fail"
OTHER CRITERIA	
1. Proof of supplying similar items by submitting minimum of three similar contracts with UN Agencies, INGOs, Government or Private Sector.	Non-discretionary "Pass/Fail"
2. Proof of being in the business of ICT by submitting related trade license copies for the past three years	Non-discretionary "Pass/Fail"

Note:

Only offers whose technical proposal obtain PASS on all evaluation criteria will be considered for the further step of the selection process i.e. Evaluation of Financial offers.

Financial Evaluation:

All financial offers from bidders qualified at the technical evaluation of offers step will be evaluated based on:

- Unit cost – DAP (UNHCR Sub-Office, Cox’s Bazar)
- Unit cost – DAP (UNHCR Representation Office, Dhaka)

Following the technical verification of the offer, technical compliant bids will be compared on the basis of the provided unit rates. The lowest bid conforming to the terms of the ITB will be recommended for the award of the Frame Agreement.

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, labor, 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 **except for the Financial Offer**, which must be kept in the original 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 in different documents.**

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

IMPORTANT:

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

Tender closing date: 06 December 2020, 14:00 hrs. BST

IMPORTANT:

Any bid received after this date or sent to another UNHCR address will 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 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/HCR/CXB/2020/019

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

Whether the email is part of the Technical proposal or the financial offer

For example:

ITB/HCR/CXB/2020/019 Company ABC/Technical (email 1 of 3)

ITB/HCR/CXB/2020/019 Company ABC/Financial (email 2 of 2)

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 bidder's technical part of the offer has passed the evaluation 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 allow split or partial awards on this project.

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.

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 Bangladeshi Taka (BDT) only. 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 (in BDT). Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

**2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR GOODS and Services–
July 2018 revision**

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 _____



Bryan Gitau,
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Supply Unit
UNHCR SO Cox's Bazar