



UNHCR

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

DATE: 20 August 2020

INVITATION TO BID: No. ITB/HCR/CXB/2020/015

**FOR THE ESTABLISHMENT
OF FRAME AGREEMENT (S) FOR THE SUPPLY AND DELIVERY OF COMPOUND
MAINTENANCE ITEMS, APPLIANCES, ELECTRICAL AND ICT ITEMS**

CLOSING DATE AND TIME: 20 September 2020 – 14:00 hrs BST

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), Bangladesh Office in Cox's Bazar, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of Compound Maintenance, Appliances, Electrical and ICT items referred to hereinafter as "Goods and Services" based on the delivery terms - DAP to UNHCR's Sub-Office Cox's Bazar and UNHCR Dhaka office.

COMPOUND MAINTENANCE ITEMS:

LOT 1 - Supply and delivery of cleaning materials;

LOT 2 - Supply and delivery of electrical items;

LOT 3 - Supply and delivery of crockeries items;

APPLIANCES, ELECTRICAL AND ICT ITEMS

LOT 4 - Supply and delivery of appliances, electrical and ICT items;

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

IMPORTANT:

The schedule of requirements and Exact technical specifications of the items are detailed in **Annex A1 & A2** of this document.

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

The concerned solicitation exercise foresees choosing a primary and a back-up supplier. If the primary supplier is unable to fulfil the requirement of a purchase order resulting from the Frame Agreement, such order will be cancelled with a new purchase order issued to the back-up supplier for the provision of the required goods.

Please note that figures have been stated in **Annex – A1 & A2**, 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 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 Contract 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 be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

QUALITY CONTROL THROUGHOUT THE FRAME AGREEMENT:

UNHCR will carry random quality inspections, including specific selected criteria for laboratory test to products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival to destination or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR.

Sub-contracting: Please take careful note of Article 5 of the attached General Terms and Conditions of Contract (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 A1: Technical Specifications - Compound Maintenance Items (Cleaning Materials LOT 1), (Electrical Items LOT 2) and (Crockerries Items LOT 3);
- Annex A2: Technical Specifications - Appliances and Electrical Items (LOT 4);

- Annex B1: Technical Offer Form - Compound Maintenance Items (Cleaning Materials LOT 1), (Electrical Items LOT 2) and (Crockerries Items LOT 3);
- Annex B2: Technical Offer Form - Appliances and Electrical Items (LOT 4);

- Annex C1: Financial Offer Form - Compound Maintenance Items (Cleaning Materials LOT 1), (Electrical Items LOT 2) and (Crockerries Items LOT 3);
- Annex C2: Financial Offer Form - Appliances and Electrical Items (LOT 4);

Annex D: Vendor Registration Form - June 2018;

Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services - *July 2018 revision*;

Annex F: UN Supplier Code of Conduct – December 2017

2.2 **ACKNOWLEDGMENT**

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

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

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 or any question in respect of this ITB by e-mail to marjia@unhcr.org, copy to elias@unhcr.org.

The deadline for receipt of questions is 14:00 hrs BST on 31/08/2020. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

2.4 **YOUR OFFER**

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.

Your offer shall be prepared in English.

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

IMPORTANT:

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

Your offer shall comprise the following two sets of documents:

- Technical Offer
- Financial Offer

2.4.1 **Content of the TECHNICAL OFFER**

IMPORTANT:

No pricing information shall be included in the Technical Offer. Failure to comply will result in disqualification of your offer. The Technical Offer must contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex A1 & A2**.

Your Technical Offer should clearly state whether or not the goods and services you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

During the Frame Agreement UNHCR might procure items of the same nature of the ones included in Annex A1 & A2, which are not requested in the present tender. Bidder is to express its interest and capacity to provide UNHCR with such items and to confirm they can offer same lead time for those items as for the items listed in Annex A.

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

Description of the company and the company's qualifications through presentation of the following documents:

- Company profile (Including year found and nature of business e.g. manufacturer, distributor and/or reseller, established presence in Bangladesh, number of similar and successful completed projects, number of similar projects currently underway and reference of top 3 institutional clients served in Bangladesh with their complete contacting details)

Certificates (mandatory requirement):

- Trade Licence (at least for 2017 to 2020)
- Certificate of registration with the tax authorities in (where applicable).

Place of Manufacture:

The Technical Offer shall state the country and place of manufacture of the products.

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

Delivery Terms: The items supplied under the future Frame Agreement are to be delivered DAP to be named locations UNHCR – Cox's Bazaar Sub Office. And UNHCR – Dhaka Office.

Production Capacity: The bidder shall state annual production capacity for each of the items for which a bid has been submitted.

Delivery Capacity and 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 and delivery lead time after receipt of order for each of the items for which a bid has been submitted.

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

Certificate: If available, the bidder shall submit a copy of quality certificate from a recognized institution for the finished product confirming food grade material.

IMPORTANT: SAMPLES/CATALOGUE

Presentation of sample(s) for **LOT 1, 2 & 3** are mandatory requirement constituting an integral part of the preliminary (eligibility) evaluation process. The sample(s) will be examined for conformity to the technical specifications detailed in Annex A1 and A2 (Technical Specifications).

For **LOT 4**, submission of catalogue(s)/Photographs of the items offered with specifications.

Failure to provide the required samples renders the entire bid non-responsive and will lead to its rejection.

Bidders will bear the cost of delivery and collection of samples to/from UNHCR Sub-Office Cox's Bazar. Up on conclusion of the tender and establishment of Frame Agreements(s), bidders will be requested to collect all samples except for those whose bid was successful where their samples will be maintained for the purpose of products receipt verification during the entire contracting period and may not be returned.

The samples must contain a label or marking which can identify the bidding company and the tender reference number, i.e. ITB/HCR/CXB/2020/015.

Bidders must send the samples to the following address:

UNHCR SUB-OFFICE COX'S BAZAR, MOTEL ROAD, COX'S BAZAR,
BANGLADESH
SUPPLY UNIT
ATTENTION: MARJIA MARJIA

Deadline for delivery of samples – 20 September 2020 at 14:00 hrs BST.

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 of Contract for the Provision of Goods and Services: Your Technical Offer must contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Goods and Services by signing **Annex E**.

UN Supplier Code of Conduct: Your Technical 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 put the financial offer in the same email as the technical offer. **The prices offered should remain fixed for the entire duration of the Frame Agreement.**

The Financial offer is to be submitted as per the Financial Offer Forms (**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 (Annex C1 & C2): 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 C1 & C2**. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

In Annex B, the cost of the equipment should include the standard one (1) year warranty; furthermore, bidders are requested to quote a second and third year of warranty coverage, in case UNHCR decides to extend the warranty.

UNHCR is exempted from all direct taxes and customs duties. Quoted prices 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 Mushak 6.3 template, Treasury Challan signed by Bank/VAT authorities and money receipt.

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. UNHCR's standard payment terms are within 30 days after satisfactory delivery of the goods and receipt of original invoice with accompanying documents in good 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.

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 delivery of the goods to and/or acceptance by UNHCR of the services and acceptance of contractor's invoice in good order.

2.5 BID EVALUATION

Each offer from a Bidder will be considered separately and independently. Bidders shall submit a complete offer for each solicitation in which they wish to participate. References to previous or on-going tenders 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 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.

2.5.2 Technical and Financial evaluation

Technical Evaluation.

All Technical Offers from bidders validated by the UNHCR SO Cox's Bazar Bids Opening Committee will be evaluated using the PASS/FAIL system based on the following eligibility and technical evaluation criteria, *inter alia*, linked to the information contained in the sub-article 2.4.1 of this document and summarized as follows:

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 as well as trade licenses for 2017-2018-2019	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 (signed and stamped Annex E).	Non-discretionary "Pass/Fail"
5. Formal acknowledgment to the UN Supplier's Code of Conduct (signed and stamped Annex F).	Non-discretionary "Pass/Fail"
6. Submission of samples and outer packaging for LOT 1, 2, 3 and catalogue(s)/Photographs with specifications for LOT 4 of the product as part of the technical offer (Mandatory)	Non-discretionary "Pass/Fail"
7. Submission of duly filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered) (signed and stamped Annex D).	Non-discretionary "Pass/Fail"

TECHNICAL EVALUATION CRITERIA	
A- PRODUCT SPECIFICATIONS	
1. Compliance of proposed items in the technical offer with UNHCR technical specifications of the Compound maintenance items and appliances, electrical and ICT (Annex-A1 and A2).	Non-discretionary "Pass/Fail"
2. Compliance of submitted sample of the product with UNHCR technical specifications of the Appliances, Electrical and (Annex-A2).	Non-discretionary "Pass/Fail"
B – COMPANY'S CAPACITY AND EXPERIENCE	
1. Proven track record in supply of similar types of products to other reputable clients (list of organizations, copies of contracts / purchase orders, letters of reference from key clients).	Non-discretionary "Pass/Fail"
2. Company Profile including Vendor Registration Documents provided.	Non-discretionary "Pass/Fail"
3. Sound financial stability of the bidding company (based on the documentation certifying the bidder's average annual turnover for the last 2 years audit report, balance sheet, details of any outstanding claims or litigation against the bidding company).	Non-discretionary "Pass/Fail"

Note: "FAIL" on any one of the above-listed sub-criterion will result in assigning "FAIL" to the entire corresponding criterion. Only the offers received "PASS" merit against all of the aforementioned criteria will be considered for further financial evaluation process.

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 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 only by e-mail and all attachments should be in PDF format. (Copies of the PDF-formatted documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial Offers submitted electronically must be sent in separate emails.

Bid submitted by email must be sent **ONLY** to: BGDCOBID@UNHCR.ORG

IMPORTANT:

The Technical Offer and Financial Offer submitted electronically must be sent in separate emails.

Failure to do so will result in disqualification of your offer.

Deadline: 20 September 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/2020/015**
- 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 Offer or the Financial Offer.

For example: ITB/HCR/CXB/2020/015 Company ABC/Technical Offer (email 1 of 3);
ITB/HCR/CXB/2020/015 Company ABC/Financial Offer (email 2 of 3).

IMPORTANT:

Bids sent by email with subject fields not carrying the aforementioned descriptive information (i.e. **[Tender ref. No.] + [Company's name] + [Technical Offer]** or **[Tender ref. No.] + [Company's name] + [Financial Offer]**) will be rejected.

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 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 for Services.

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 only. Payment will be made in accordance to the General Conditions of Contract 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 CONTRACT FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contract (**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,
Senior Supply Officer (a.i.)
Supply Unit
UNHCR SO Cox's Bazar