

DATE: 13 September 2024

INVITATION TO BID: No. ITB/HCR/CXB/2024/006

THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF VARIOUS ICT EQUIPMENT, HP PRINTER AND TONER FOR UNHCR BANGLADESH

CLOSING DATE AND TIME: 6 October 2024 – 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 seven 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 suppliers to make a firm offer for the establishment of Frame Agreement (s) for the **supply and delivery of various ICT equipment, HP printer and toner** (referred to hereinafter as "**Goods and Services**") for UNHCR Sub Office Cox's Bazar and RO Office Dhaka.

IMPORTANT:

Exact requirements and technical specifications of the items for the supply and delivery of various ICT equipment and toner are detailed in Annex A (Lot 1 & Lot 2) of this document.

Please note that, you are requested to share your offer for original and genuine products only. No copy and/or aftermarket products will be accepted at delivery point

UNHCR/IOM may award Frame Agreement(s) with an initial duration of one (1) year, potentially extendable for a further period of two (2) one-year periods.

Bidders can offer any of the items under LOT 1 and LOT 2. All items will be evaluated and awarded separately.

The estimated annual requirements of UNHCR are specified in Annex A.

This solicitation exercise envisions potentially having several Frame Agreement holders, among whom a **secondary bidding process** would be implemented before awarding each purchase order. UNHCR will request quotations during the secondary bidding process. The award(s) will be based on the lowest price offered for each purchase order among the Frame Agreement holders. . A minimum delivery lead time can be specified in the secondary bidding, and Purchase Orders may be awarded accordingly. UNHCR reserves the right to award multiple Purchase Orders simultaneously by distributing the requirements among the lowest quoted offers per item.

Important Note: Prices offered against this current tender shall be maintained for **3 months** after contract signature. The secondary bidding process will be activated following the expiry of the 3 months.

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.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

QUALITY CONTROL THROUGHOUT THE FRAME AGREEMENT:

Sub-Contracting: Please take careful note of article 4 of the attached General Terms and Conditions (Annex E).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. ITB DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

- Annex A: Technical Offer Form with Requirements and Specifications
- Annex B: Financial Offer Form;
- Annex C: Vendor Registration Form;
- Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018;
- Annex E: UN Supplier Code of Conduct.
- Annex F: eTenderBox Registration Guide;
- Annex G: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to Bangladesh Cox's Bazar Supply Unit BGDCOSUP@UNHCR.ORG with subject line of the e-mail "ITB/HCR/CXB/2023/006 Bid participation"

- 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 Bangladesh Cox's Bazar Supply Unit BGDCOSUP@UNHCR.ORG with subject line of the e-mail "ITB/HCR/CXB/2023/006 Request for Clarification". **The deadline for receipt of questions is on 22 September 2024 at 15:00 BST.** 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. Failure to comply with this provision will result in disqualification.

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 e-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 technical details of the products requested by UNHCR can be found in **Annex A**.

You are requested to provide samples for selected items as indicated in Annex A.

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

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

After-sale services: In your offer the after-sales service period shall be clearly indicated and this shall be in line with the requirements as outlined in Annex A.

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 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 C**).

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, 2018 by signing **Annex D**.

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

2.4.2 Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in Bangladeshi Taka (BDT) ONLY.

The Financial offer is to be submitted as per the Financial Offer Forms (**Annex B**). 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) UNHCR Sub Office Cox's Bazar and Delivery at Place (DAP) UNHCR RO Office Dhaka for LOT 1 and LOT 2.**

At the event of contract award, the prices offered in return to this ITB to remain valid for 6 months after contract signature after which the secondary bidding procedure will be activated as elaborated under 1. Requirements.

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 60 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the

Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing,
- Core business,
- Track record,
- Contract capacity.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's products,
- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of products and services.
- Lead time for delivery.

2.5.2 Technical 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 Trade license 2021- 2024	Non-substantial "Pass/Fail"
2. Submission of valid TIN Certificate	Non-substantial "Pass/Fail"
3. Submission of valid VAT certificate	Non-substantial "Pass/Fail"
4. 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-substantial "Pass/Fail"
PRODUCT SPECIFICATIONS AND OTHER CRITERIA	
1. Compliance of proposed items technical specifications with UNHCR technical specifications (Annex A).	Non-discretionary "Pass/Fail"
2. Proof of supplying similar items by submitting minimum of three similar contracts with UN Agencies, INGOs, Government or Private Sector.	Non-discretionary "Pass/Fail"
3. Compliance of samples with UNHCR technical specifications as per Annex A	Non-discretionary "Pass/Fail"

4. Compliance of requested after sales service period as per Annex A	Non-discretionary "Pass/Fail"
5. Proof of being in the business of ICT by submitting related trade license copies for the past three years	Non-discretionary "Pass/Fail"
6. Mandatory submission of product catalogue where applicable as per the technical specifications	Non-discretionary "Pass/Fail"
7. Compliance with the indicated warranty coverage	Non-discretionary "Pass/Fail"
8. Compliance with delivery lead time of Maximum 15 days (if available in stock) and Maximum 60 days (if importation is required) for LOT 2 items	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:

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

All technically compliant bids will be evaluated based on:

- Unit cost – DAP (UNHCR Sub-Office, Cox’s Bazar & UNHCR RO Office, Dhaka)
For LOT 1 & 2

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:

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: <http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as Annexes F and G to this ITB.

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

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .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 must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission has 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. 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: 6 October 2024 – 14:00 hrs. BST

It is the supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

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.

The offers must bear your official letter head, clearly identifying your company.

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you do not find the answer, you are looking for, please send an email to the following helpdesk email address: rbapsupply@unhcr.org. Also, in order to minimize any issues during the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).

Submission of Samples: Samples should be hand-delivered on or before the bid submission deadline mentioned above containing in an outer package (well packaged) clearly indicating the ITB title, ITB number and address given below:

**THE BID OPENING COMMITTEE
ITB/HCR/CXB/2024/006 – FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR
THE SUPPLY AND DELIVERY OF VARIOUS ICT EQUIPMENT, HP PRINTER AND TONER
FOR UNHCR BANGLADESH
UNHCR SUB-OFFICE COX'S BAZAR
MOTEL ROAD, COX'S BAZAAR, BANGLADESH**

The samples shall indicate your firm's name and address and shall be marked "Technical Component".

Failure to provide the required samples will render the bid non-responsive for those particular items.

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 – 2018

Please note that the General Conditions of Contracts (**Annex D**) 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.

Roshan Silva,
Senior Supply Officer
Supply Unit
UNHCR SO Cox's Bazar