

SPECIFICATIONS

1. Objective:

United Nations High Commissioner for Refugees (UNHCR) is looking for an experienced company to provide stationery and other office supplies for the UNHCR Global Service Centre in Budapest. The GSC has approx. 500 staff members working on two sites, both located in the 13th district.

UNHCR may award Frame Agreement separate for LOT1 (Stationery items) and LOT 2 (Glass boards) for three years with the possibility of extending the contract twice for a further one-year period subject to satisfactory services. The items contained in LOT1 and LOT2 are listed in detail in Annex B. Bidders have the choice to bid on the items in Lot 1 and Lot 2 or to bid on only Lot 1 or Lot 2. Bidders have to submit a bid that covers 100 % of the items listed for each Lot in Annex B if they want to bid for the respective Lot. E.g. all items for Lot 1 must be included in a bid for Lot 1 and all items from Lot 2 must be covered by a bid for Lot 2.

It is strongly recommended that this document and its annexes be read thoroughly before any contact is made with UNHCR.

2. Orders and delivery:

Periodic orders are generally submitted every two months; however, ad-hoc orders are to be expected in between. Orders of our various units are collected and placed by the dedicated UNHCR Stationery Focal Point. It is welcomed from Supplier to provide an all-around 10% or more discount, from the public standard pricelist, for the complete product range they offer.

The supplier is requested to deliver the goods to both locations within 10 working days after the order is placed. Delivery is made DAP.

It is requested that the items be packaged separately for each unit. Currently, there are 11 units altogether, located on 6 floors in BSC1 and on 4 floors in BSC2 (addresses specified below). If other UN agencies piggyback on the Frame Agreement the addresses may vary. The person delivering the goods will be provided with a list that contains the names and room numbers of the staff members responsible for the handover, and they shall deliver the goods to each floor accordingly.

For time management purposes, items are not individually checked when delivered, but the UNHCR Stationery Focal Point will check, sign, and send back the delivery notes or raise any issues concerning the delivered goods within 5 working days.

3. Locations:

BSC1

UNHCR

Ipoly utca 5/b,c,d

1133 Budapest

Office building consists of 6 floors.

BSC2

UNHCR

DunaTower Offices

Népfürdő utca 22

1138 Budapest

Office areas consist of 4 floors

4. Company Qualifications

- A description of your company with evidence of your company's capacity to perform the services required, including:
 - o Company profile, registration certificate, and last 2 audit reports
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates
- Three or more references with contact information

5. Personnel:

The supplier is requested to also appoint a dedicated contact person who must be fluent in Hungarian and/or English. The dedicated contact person shall respond to inquiries within 1 working day.

The delivery and contact person appointed by the supplier are requested to sign the UNHCR Code of Conduct. Upon request, UNHCR provides a copy of the said document in Hungarian as well. Certificate of Good Conduct (Erkölcsi bizonyítvány) must be submitted with the tender documents for the delivery personnel that will enter UNHCR premises.

6. Technical Evaluation

If a bid is not considered technically compliant it will not proceed to the financial evaluation. Whether or not a bid is technically compliant will be decided based on the following criteria:

Criteria	
Company introduction: <ul style="list-style-type: none"> - Min. 1-page introduction - Company providing stationary for min. 3 years - References, registration certificate, audit reports provided as per section 4 of this document 	Pass/Fail
Logistics Capacity: <ul style="list-style-type: none"> - Delivery of goods within 10 working days after the order is placed. Delivery directly to the indicated floors & rooms - Ability to package items separately for each unit 	Pass/Fail
Storage Capacity <ul style="list-style-type: none"> - Min. 300m2 warehouse 	Pass/Fail
Contact Person <ul style="list-style-type: none"> - dedicated contact person who is fluent in Hungarian and/or in English - contact person responds to inquiries within 1 working day 	Pass/Fail
Delivery person: <ul style="list-style-type: none"> - confirmation that if selected, Certificate of Good Conduct (Erkölcsi bizonyítvány) will be provided for delivery person 	Pass/Fail
Provision of samples:	Pass/Fail

<ul style="list-style-type: none"> - sample items for the items marked as “sample required” in the financial offer form of the Lot you are bidding for are received by UNHCR before the ITB deadline - sample items all pass the quality assessment 	
Compliance with required specifications	Pass/Fail

Samples listed in of the items marked as “sample required” in the financial offer for should be delivered before the submission deadline to Budapest, 1133 Ipoly utca 5/bcd, addressed to CMU Stationery Tender. In case of delivery questions, Nurkyz Nurmanbetova should be contacted at nurmanbe@unhcr.org. Samples can be collected from drop off address once the tender selection is over. After a month of storage, samples will be destroyed. Samples from the winning bidder will be kept for quality assurance.

Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex D).

Applicable General Conditions

Please indicate your acknowledgment of the UNHCR General Conditions of Contract for the Provision of Services and UNHCR Supplier Code of Conduct by signing this document (Annexes E and F) and including it in your submitted Technical Proposal.