

**DATE: 08 September 2022**

**INVITATION TO BID: No. ITB/HCR/CXB/2022/007**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF**

**PASSENGER AND LUGGAGE TRANSPORTATION SERVICES**

**CLOSING DATE AND TIME: 06 October 2022 – 17:00 hrs BST**

---

### **INTRODUCTION TO UNHCR**

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution.

We lead international action to protect refugees, forcibly displaced communities and stateless people.

We deliver life-saving assistance, help safeguard fundamental human rights, and develop solutions that ensure people have a safe place called home where they can build a better future.

We also work to ensure that stateless people are granted a nationality.

We work in over 130 countries, using our expertise to protect and care for millions.

### **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Bangladesh Office in Cox's Bazar, invites qualified service provider to make a firm offer for the establishment of Frame Agreement(s) for the provision of passenger and luggage transportation services.

#### **IMPORTANT:**

The Terms of Reference (ToR) are detailed in Annex A 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 for the duration of agreement.**

The concerned solicitation exercise potentially foresees to award one (1) or more service providers, depending on the rates offered for each transport route stated in Annex C.

The estimated annual requirement of UNHCR is specified in Annex B.

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 quantities specified in Annex B. 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 18** "Settlement of disputes" of the UNHCR General Conditions of Contract for the Provision of 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.

Sub-contracting: Please take careful note of Article 5 of the attached General Terms and Conditions of Contract (Annex F).

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:

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

- Annex A: Terms of Reference (TOR)
- Annex B: Projected Geographical Routes and Vehicle Requirements
- Annex C: Financial Offer Form (C1- C3 Buses, C4 - 3MT Trucks and C5 -5MT Trucks)
- Annex D: Technical Evaluation Sheet
- Annex E: Vendor Registration Form
- Annex F: UNHCR General Conditions of Contracts for the Provision of Services – *2018 version*
- Annex G: UN Supplier Code of Conduct
- Annex H: eTenderBox Registration Guide
- Annex I: eTenderBox Supplier User Manual

**2.2 ACKNOWLEDGMENT**

You are requested to inform us of the receipt of this ITB by return e-mail to [ASHRAFUZ@UNHCR.ORG](mailto:ASHRAFUZ@UNHCR.ORG), copy to [HORVATH@UNHCR.ORG](mailto:HORVATH@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 will exclude you to get any updates on the tendering process, including any potential clarifications, addenda or corrigenda and may result in disqualification of your offer from further evaluation.**

**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 [ASHRAFUZ@UNHCR.ORG](mailto:ASHRAFUZ@UNHCR.ORG), copy to [HORVATH@UNHCR.ORG](mailto:HORVATH@UNHCR.ORG).

**The deadline for receipt of questions is 14:00 hrs BST on 27 September 2022.** Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

**UNHCR will organize an online pre-bid conference on 20 September 2022 at 11:00 hrs BST.** A maximum of one (1) representative per company is allowed to participate in Cox's Bazaar. Names and contact details of the company's representatives must be provided at least two working days in advance, by e-mail to [ASHRAFUZ@UNHCR.ORG](mailto:ASHRAFUZ@UNHCR.ORG), copy to [HORVATH@UNHCR.ORG](mailto:HORVATH@UNHCR.ORG). Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation in the pre-bid conference shall be at the bidder's own expenses. There will be no reimbursement from UNHCR.

Participation in the pre-bid conference is **strongly recommended given the complexity of the requirements**. However, the meeting minutes will be shared with all the interested bidders shortly after the pre-bid meeting.

**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 Term of Reference (ToR) of the service requested by UNHCR can be found in **Annex A**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- a) Submission of statutory and administrative documents
  - Certificates: Availability of a) Trade License (at least for 2019-2020 & 2020-2021 & 2021-2022, demonstrating minimum 3 years of continuous existence of your company), b) Valid certificate of registration with the tax authorities
  - Formal acceptance of the UNHCR General Terms and Conditions for the Provision of Services – 2018 version (Annex F).
  - Formal acknowledgment to the UN Supplier's Code of Conduct (Annex G).
- b) Description of the company and the company's qualifications
  - Company Profile;
  - Company background, years of experience: submit valid evidence showing your company is operating in the same business in Bangladesh for minimum 3 years (copies of minimum 3 contracts, or reference letters, etc. demonstrating bidder is continuously in business since 2019 are required)
  - List at least three reference/clients with contact details;
  - Number of similar and successfully completed projects;
  - **Additional information to be highlighted:**
    - Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- c) Delivery of Services
  - **Understanding the requirements for services, proposed approach, solutions, methodology and outputs**

Any comments or suggestions on the ToR, as well as your detailed description of the manner in which your company would respond to the ToR  
A description of your organization's capacity to provide the service;  
A description of your organization's experience in these services.
  - **Mobilization time**

Describe your capacity and expected average time realistically needed to have buses/trucks ready at the required locations specified in the Annex B. The mobilization time will be the basis of your performance evaluation criteria and will have an impact on the future possible commercial contract agreements.
  - **Fleet:**

List of all the vehicles you currently own or rent can be used to provide the required services to UNHCR in line with the requirements stated in Annex A (ToR), include the age of vehicles and details of last maintenance if available. Attach documents that prove ownership of the Vehicles or other means of availability (e.g. contractual relationship, lease, ownership, etc.)
  - **Fleet Recovery:**

Your company shall replace vehicles assigned to undertake the service in case of a breakdown within maximum of three (3) hours.
- d) Proposed personnel to carry out the assignment
  - A Project Manager shall be assigned for the contract.
  - Description of the experience and skills of the proposed personnel.
- e) Provide insurance documents for the vehicles assigned to the contract, cargo and passengers as required by the national law of Bangladesh.

**Key financial data:** Audited Balance sheet from 2021, if not yet available, from 2020. The quick ratio shall be equal or higher than 1 (Current assets/current liability).

Or

A proprietorship company should submit the bank account statements for last 3 years since 2019

**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 E**).

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

**UN Supplier Code of Conduct:** Your Technical Offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex G**.

**Your technical offer must respond to all the evaluation criteria set in Annex D “EVALUATION CRITERIA / BIDDER’S CHECKLIST”. Bids not responding to all the technical criteria will be rejected.**

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate Financial Offer must contain an overall offer in Bangladeshi Taka only.

**Bidders shall quote the prices for each route and vehicle type.  
Bidders shall also state the fuel component of their proposed contract rates in %.**

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 include the following information:

- a) All-inclusive rates as per Annex C
- b) Of which, the fuel component in %.

**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, Treasury Challan signed by Bank/VAT authorities, copy of Online Verification of the TR 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. 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:

- 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 technical evaluation criteria stated in Annex D, inter alia, linked to the information contained in the sub-article 2.4.1 of this document.**

#### **Resubmission of any missing non-substantial technical information / document:**

UNHCR considers the following technical information/document as non-substantial:

1. Eligibility criteria: 1, 2, 3 and 4.
2. C – COMPANY'S CAPACITY AND EXPERIENCE: 1, 2 and 3.

Only for the above information /documents, in case any of them is missing, UNCHR will reach out to the concerned bidder(s) following the tender closing date at the technical evaluation phase, to submit such missing documents. Bidders that still do not submit the requested information / document following such resubmission exercise, will be technically rejected.

**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 technically qualified bidders will be evaluated based on the unit costs of the offered services for each transportation route as expressed in Annex C Financial Offer Form.

**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 G and H 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 extension 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 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. 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: 06 October 2022 – 17:00 hrs BST**

It is 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.

## 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 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 SERVICES**

Please note that the General Conditions of Contract (**Annex F**) 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  
Supply Unit  
UNHCR SO Cox's Bazar