

**DATE: 8 September 2022**

**INVITATION TO BID: No. ITB/SC/NIGMA/2022/003**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF  
DIGNITY ITEMS TO MAIDUGURI UNHCR WAREHOUSES**

**CLOSING DATE AND TIME: 27 September 2022, 23:59 hrs. LOCAL TIME**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees 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 16,765 people in 138 countries continues to help over 80 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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), NIGERIA, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply of DIGNITY ITEMS to cover the annual needs for 10,000 households.

**IMPORTANT:** Exact technical specifications of the items are detailed in **Annex A** of this document.

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

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 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.

**NOTE:** To continuing doing business with UNHCR as a supplier your company status must be **active** in the cooperate affairs commission of Nigeria. In line with UNHCR procurement policy before we engaged any supplier, your company CAC status must be active in the cooperate affairs commission of Nigeria. Verify your company details by searching via this link <https://search.cac.gov.ng/list>

**IMPORTANT:** Please take careful note of article 5 Subcontracting, article 16 (Termination) and article 19 (Settlement of Disputes) of the attached General Terms and Conditions of Contracts (**Annex E**).

**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. Quality Control (QC) inspection shall be conducted with regards to items technical specifications and Acceptable Quality Level (AQL).

For potential dispute cases regarding the quality of items which shall be delivered to UNHCR, the organization will keep reference samples for further required testing. Therefore, suppliers and manufacturers are requested to ensure that the quality of dispatched items fully comply with UNHCR technical specifications and requirements.

In cases of discrepancies of products, in addition to applicable compensation, clauses as may be defined in the respective AQLs, the additional inspection and/or laboratory costs will be charged to the supplier.

In cases of supplier's quality default, in addition to the good's PO penalty clauses, the inspection and laboratory cost will be charged to the supplier.

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 are integral part of this Invitation to Bid:

- Annex A: Technical Specifications
- Annex B: Financial Offer Form (To be completed and submitted in the financial offer), **both in Excel file and PDF file signed.**
- Annex C: Vendor Registration Form (To be completed and submitted in the technical offer)
- Annex D: English Version UNHCR General Conditions of Contracts for the Provision of Goods – *July 2018*
- Annex E: UN Supplier Code of Conduct
- Annex F: Submission Checklist and Acknowledgements
- Annex G: **e-Tender Box: Supplier User Manual on Guidance for Registration & Submission of offers**
- Annex H: **United Nations Global Market (UNGM) Registration Process**
- Annex I: **Vertical UNHCR Blue Logo**

**2.2 ACKNOWLEDGMENT**

We would appreciate you informing us of the receipt of this ITB by return e-mail to [rowland@unhcr.org](mailto:rowland@unhcr.org) and [suleimah@unhcr.org](mailto:suleimah@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. Failure to comply with this provision may result in disqualification.**

## **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by sending e-mail to [suleimah@unhcr.org](mailto:suleimah@unhcr.org), [rowland@unhcr.org](mailto:rowland@unhcr.org) and [cc umunyana@unhcr.org](mailto:cc umunyana@unhcr.org), **Supply Officer**.

**The deadline for receipt of questions is 23:59 hrs. local time on 14<sup>th</sup> September 2022. Bidders are requested to keep all questions concise.**

All questions asked by bidders and their answers will be sent to all those email IDs from where questions will be received as well as these will be uploaded on the same UNGM link where the tender documents are made available.

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

UNHCR will organize a supplier pre-bid conference virtually via Microsoft teams, **on 14 September 2022 at 3pm**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to [umunyana@unhcr.org](mailto:umunyana@unhcr.org), [rowland@unhcr.org](mailto:rowland@unhcr.org) and [suleimah@unhcr.org](mailto:suleimah@unhcr.org) changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation to the pre-tender conference is strongly recommended given the complexity of the requirements. All your questions and issues will be clarified and answered in the meeting. Participation to the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

## **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 **e-Tender Box** will result in disqualification of the offer. Please upload your bid directly to the e-Tender Box <http://etenderbox.unhcr.org> as described in the "Submission of Bid" section 2.6 of this ITB.

Your offer shall comprise the following three sets of documents to be uploaded on the e-tender box <http://etenderbox.unhcr.org> **Note:** The maximum size limit per file is 10MB. The system can handle multiple uploads.

- **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**. 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.

### **I) COMPANY QUALIFICATIONS:**

**Company Profile:** The bidder shall provide:

- company profile to be provided in **Annex A** (Year founded, specify headquarters location and other branch location, if any; description of core business; contact details of at **least 2 current or former clients for reference checks (excluding UNHCR); Total number of current clients**)
- **Valid company registration document**

**Experience of Firm:** The bidder shall show prove **of a minimum of 2-year experience in the supply of similar products by submitting at least 2 (two) contracts, work orders,** or POs

**UNHCR General Conditions of Contract (Annex D):** Your submission checklist in **Annex F** should contain your acknowledgement of the UNHCR General Conditions for Provision of Services

**UN Supplier Code of Conduct (Annex E):** Your submission checklist in **Annex F** should contain your acknowledgement of the UN Supplier Code of Conduct

**United Nations Security Council Sanctions List:** Your submission checklist in **Annex F** should contain your confirmation that your company is not on the United Nations Security Council Sanctions List.

### **III) PRODUCTION AND DELIVERY CAPACITY:**

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

**Delivery Time:** The bidder shall state the time required for delivery of the items UNHCR Warehouse Maiduguri – **UNHCR Acceptable delivery time is 5 to 10 days.**

**Storage Capacity and Emergency Response:** Successful bidders will be expected to maintain a dedicated emergency stock at their premises at no extra cost and without prior commitment from UNHCR, which can be used for rapid deployment to UNHCR emergency operations in Nigeria. The bidders should indicate in their offer the quantity they can maintain accordingly.

**Inspection:** Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase. The inspection will be arranged and paid for by UNHCR. Please note that inspection charges resulting from the supplier's default will be charged directly to the supplier.

#### **CONSEQUENCES FOR NON-COMPLIANCE:**

- Bidders who submit bids to this ITB and who fail to honour their offer when granted a frame agreement may be **suspended** from participating in UNHCR tenders and potentially also for other UN Agencies

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

Your separate **financial offer** must contain an overall offer in a single currency of NGN.

**The prices offered must remain unchanged for the duration of the Frame Agreement (1 year + 1 year).**

The Financial offer is to be submitted as per the Financial Offer Form (Annex B). Bids that have a different price offer form will not be accepted.

**Please note** that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.

The following details shall be provided for each item:

**Unit costs:** The bidder shall quote the all-inclusive DDP unit price for: **Maiduguri warehouse**

The supplier is expected to deliver the goods to the specified UNHCR warehouse on DDP. All taxes payable needs to be settled in full by the supplier.

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:**

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made in three (3) steps **(1. Mandatory documentation, 2. Technical, 3. Financial) described in the following sections.**

### 2.5.1 **Eligibility and Commercial/Registration Documentation Check:**

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations security council sanction list: <https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities>.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex C**) and supporting documents. The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

MANDATORY ELIGIBILITY CRITERIA	EVALUATION
1. Valid Corporate affairs Commission CAC certificate of incorporation ( <b>Active CAC</b> )	Pass/Fail
2. Tax clearance Certificate for the last two years 2020, 2021	Pass/Fail
3. Vendor Registration form: duly completed, signed, stamped, and dated. If your registered with UNHCR state your vendor ID in the form (Annex C)	Pass/Fail
4. Proof of experience ( <b>min.2 years</b> ) submitted (2 contracts or work orders or POs) for similar products/goods.	Pass/Fail
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annex D)	Pass/Fail
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex E)	Pass/Fail
7. Vendor submitted their delivery Capacity in Annex B. Delivery time to UNHCR warehouse is 7-10 days upon acknowledgement of Purchase Order.	Pass/Fail

**All of the above criteria have to be met**, otherwise the bidder's submission will not be considered for further evaluation.

### 2.5.2 Technical evaluation:

The technical component of the submission will be evaluated using the criteria **PASS or FAIL to the Provided samples using the exact same structure as outlined in Annex A.**

#### Qualification and acceptance of product samples

Technical acceptability of the products will be assessed through visual/tactile inspection of the sample by UNHCR Technical Team or a hired third-party inspection firm after technical evaluation of this ITB and through the duration of the frame agreement. Successful Bidders who Passed the Technical Evaluation will be required to submit samples of the Dignity kits to the below mentioned address on **5 October 2022 from 9 to 11pm.**

UNHCR Sub Office Maiduguri  
Supply Management unit  
Tangale Street, Off Circular Road by Damboa Road  
Maiduguri, Borno State

**Please, kindly ensure that your samples are well labelled with indelible ink bearing the name of the bidder and contact details.**

Bidders are advised to submit samples meeting the specification as well as best prices for the submitted sample. The Samples must be accompanied by two delivery notes on the letter head of the bidder, of which one copy will be returned to bidder after signature of receiving person as receipt confirmation of the samples and one copy will be kept in our records for future reference and return of samples for unsuccessful bidders.

***Failure to provide the requested samples shall lead to automatic disqualification of your bid.***

Technical bids will be evaluated based on Pass/Fail criteria as shown below. To be technically qualified all criteria must be passed.

TECHNICAL CRITERIA	EVALUATION
a. Samples submitted as requested	Pass/Fail
b. Samples meet all technical criteria/description defined in Annex A	Pass/Fail
c. UNHCR Blue logo 0.5m by 0.5m on specific items as per Annex A	Pass/Fail

### 2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass the technical evaluation for all items in the offered). UNHCR will:

- a) Calculate the average price for each product offered by each supplier based on DDP prices for UNHCR warehouses.
- b) Award the contract(s) to the lowest total price for each item, following the calculation above.

**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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

### 2.5.4 Performance evaluation:

The above will be followed, during the implementation of the contract, by performance evaluation as a supplier such as: Random / periodic testing of the supplier's products,

- Ability to respond to emergency needs,
- Lead time and timely delivery,
- Dependability of products and services (no damages and losses),

Accuracy of invoices.

## 2.6 SUBMISSION OF BID:

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

**Bids should be submitted by uploading all your document under the technical and financial category on the e-tender box site accessible via this link <http://etenderbox.unhcr.org>** and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in excel or other formats etc., note also that the allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, txt, zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is 10MB. The system can handle multiple uploads. The Technical and Financial offers shall be clearly separated.

**Bids must ONLY be uploaded via URL: <http://etenderbox.unhcr.org>**

**IMPORTANT:** The Mandatory commercial eligibility criteria and technical, financial offer are to be uploaded in separate documents. Failure to do so will result in disqualification.

**Deadline: 27 SEPTEMBER 2022 – 23:59 HRS**

**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 submit your offer for a UNHCR published tender via the e-Tender box online tool, the supplier needs to register in the system. This registration is exclusively for e-Tender Box and does not replace any other registrations for UNHCR applications. **Refer to annex G for the registration and how to submit your offer process in detail.**

**It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded and submitted well before the tender deadline.**

## **2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

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 Goods.

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 the NGN currency. Payment will be made in accordance with the General Conditions for the Purchase 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 CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES**

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.

Signature



Laetitia Umunyana, Supply Officer  
UNHCR SO Maiduguri-Nigeria