



UNHCR

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

DATE: 11 OCTOBER 2022

INVITATION TO BID: No. ITB/HCR/NIGOG/22/12

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR
SUPPLY AND DELIVERY OF DIGNITY KITS**

CLOSING DATE AND TIME: 26 OCTOBER 2022 – 23:59 hrs. Nigerian Time

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 10,966 people in more than 128 countries continues to help about 65.6 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> and www.unhcr.org/ng

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), UNHCR Sub Office Ogoja, Nigeria, invites qualified suppliers, duly registered with their Nigerian Governments, to make a firm offer for establishment of Frame Agreement(s) for the supply and delivery of Dignity Kits.

IMPORTANT: Exact technical specifications of the items 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 bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Partial bids per lots and Items are acceptable

The estimated annual requirement for each lot/item (Lot #1 and Lot #2).

#	Item	Location	Description	Estimated Qty.
1	Female Dignity Kit	Ogoja	As per the below specifications	20,000 kits
2	Vacuum Packed Mattresses	Ogoja	As per below specifications below	10,000 Pcs
3	Shaving Blades	Ogoja	As per the below specifications	15,000 Pcs
4	Female Dignity Kit	Adikpo	As per the below specifications	10,000 Kits

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.

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.

Please take careful note of article 5 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions of Contracts (**Annex E**).

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

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.

In cases of supplier's quality default, in addition to the goods 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 integral part of this Invitation to Bid:

Annex A:	Technical Specifications
Annex B:	Technical Offer Form – <i>to be filled and submitted</i>
Annex C:	Financial Offer Form – <i>to be filled and submitted</i>
Annex D:	Vendor Registration Form – <i>to be filled and submitted</i>
Annex E:	General Conditions of Contracts for the Provision of Goods and Services
Annex F:	UN Supplier Code of Conduct
Annex G:	Declaration of Eligibility- Must be filled, signed and submitted
Annex I :	eTenderbox Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to amadi@unhcr.org with copy to okumali@unhcr.org , edet@unhcr.org as to:

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

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 amadi@unhcr.org and okumali@unhcr.org , edet@unhcr.org

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address(es) above as this will result in an automatic disqualification.

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 to the address provided in the **“Submission of Bids” Section 2.6** of this ITB.

The deadline for receipt of questions is 19th October 2022 23:59 Hrs local Time.

UNHCR will compile the questions received by emails and/or at the site visit event, and/or in the bidders' conference meeting, and will respond to all Bidders participating in the tender competition, shortly after the query deadline.

2.4 YOUR OFFER:

Your offer should 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.

Your offer shall comprise of Three (3) sets of documents (to be uploaded separately):

- **Folder #1-1: Commercial/Registration Documents (refer to point 2.4.1 below)**
- **Folder #1-2: Technical offer (refer to point 2.4.2 below)**
- **Folder #2: Financial offer (refer to point 2.4.3 below)**

2.4.1 Content of the ELIGIBILITY REQUIREMENTS

- **Annex G:** Declaration of Eligibility - accept all mandatory requirements by fixing signature and company stamp.
- **Annex E:** UNHCR General Conditions - Goods_Rev. July 2018, *accept by filling-up and signing Annex H: Declaration of Eligibility*
- **Annex D:** Vendor Registration Form
- **Annex F:** UN Supplier Code of Conduct
- **Required Supporting Documents (documentary evidence)**
 - Business/Commercial Registration Certificate.
 - Certificate of incorporation (for corporations).
 - FIRS Certificate
 - Audit reports of the last two fiscal years (2019 & 2020)

IMPORTANT: The above listed documents should be submitted with your offer which are required to assess the legal status, capacity, prior experience etc. of your company. Companies not submitting them with their offer may be contacted by UNHCR and given one more opportunity to submit them. Should these companies still not submit the missing documents, they will then be disqualified.

Companies who are not yet registered with UNHCR and are interested in doing business with UNHCR Nigeria must fill-up and submit the **Vendor Registration Form (Annex D)** annexed to this document and submit all required documentation. The qualified supplier(s) will be added to the

Vendor Database after investigation of suitability based on the submitted **Vendor Registration Form (Annex D)** and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

For companies who are already registered with UNHCR Nigeria, please submit an empty Vendor Registration Form (**Annex D**) clearly indicating your UNHCR Vendor ID. Vendors must ensure that the information and documentation (e.g., bank details, financial statements; government certificates, licenses and permits; office address; contact details- name, telephone number, email address; etc.) provided in connection with their registration are up to date. Please verify and ensure that your company is registered under its full legal name. To update your profile kindly fill-up the appropriate section of the **Vendor Registration Form (Annex D)** which you are updating.

IMPORTANT:

- Any false information or incomplete information on the Vendor Registration Form may result in the rejection of the application or cancellation of an already existing registration.
- It is solely the bidder's responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Nigeria.

IMPORTANT: The above listed documents are considered **mandatory** and have to be submitted **separately** in a folder and uploaded with the technical offer, uploading the eligibility and technical folder with financial folder may risk disqualification.

BANK ACCOUNT:

UNHCR will **not accept** offers from companies that do not have the following required information in the **Vendor Registration Form (Annex F)**:

- a. Commercial bank account details
- b. Name of the company should match with the name of the bank account.

Please see related pass/fail evaluation criteria in section 2.5.1 of this document.

2.4.2 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 specification of the products requested by UNHCR can be found in **Annex A**.

Your technical offer should make clear whether the products you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented, using **Annex B** and structured in the following order to include, but not necessarily be limited to, the following information:

I) PRODUCT SPECIFICATIONS:

Technical Item Description: Detailed description of the technical specifications of the offered items have to be included in Annex B, which have to be in compliance with **Annex A**.

Sample: All offers must be submitted together with a SAMPLE for all offered item(s). Sample's submission is detailed in article 2.6.2 of this document and Annex A-Technical specifications attached to this tender.

Failure to submit the Sample(s) in addition to filled Annex B may result in disqualification from the evaluation process.

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

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

Country of Origin of the Supplier and name and place of Manufacture: The technical offer shall state the manufacturer name, country and place of manufacture of the products.

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.

Shelf life and usable lifespan: The bidder shall clearly state the recommended shelf life of the product, as well as the usable lifespan.

The remaining shelf life of the delivered product must be minimum two years from the time of delivery.

II) PRODUCTION AND DELIVERY CAPACITY:

Packing and container utilization details: The technical offer shall clearly indicate the packing and transport options (e.g. weight, volume, etc.), in compliance with the packing and transport requirements part of **Annex A** to this ITB. (These are minimum packaging requirements; however suppliers are encouraged to propose alternative options for better container utilization). Offer should also clearly indicate the container utilization details.

Delivery Capacity (Ready to ship): The bidder shall state the weekly delivery capacity, meaning the quantity of units for each offered item that can be ready to be shipped every week.

The minimum acceptable delivery capacity should not be less than 5,000 kits from each lot / week, upon purchase order's issuance. Offers with delivery capacity which is less than 5,000 units / week might not be further assessed.

Delivery Time: The bidder shall state the delivery lead time in days including the mobilization time from ready to ship to the final destination. The bidder shall confirm the mobilization time i.e. time required to start the delivery process for the first shipment as from the issuance date of the purchase order.

Storage Capacity: 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 worldwide. The bidders should indicate in their offer the quantity they can maintain accordingly.

Liquidated Damages:

Please note that - during the implementation of the purchase order- should the Contractor be in delay, without prejudice to UNHCR's other rights and remedies, UNHCR may, at its sole option, demand liquidated damages for such delay, in an amount equal to 0.3% for each day of delay beyond the date upon which the Goods were due to be delivered

2.4.3 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, (preferably Nigerian Naira NGN).

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 cover all the services to be provided (price “all inclusive”).

Submitting Offers in a foreign currency will be transferred in NGN using the effective official UN exchange rate at the time of payment.

BANK ACCOUNT

UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (**Annex D**):

- a) Commercial bank account
- b) Name of the company should match with the bank account.

Please Note: UNHCR strongly encourages to have Commercial Bank Account. Bids with Personal bank account will not be accepted.

The current UN exchange rate can be accessed on <https://treasury.un.org/operationalrates/OperationalRates.php>

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

Bids shall be valid for a period of **90 calendar days** after the bid submission deadline as prescribed on **Section 2.6 “Submission of Bids”** of this ITB. A bid valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, prior to the expiration of the bid validity period, UNHCR may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. A Bidder may refuse to extend the validity of its bid in which case the Bidder may withdraw its bid without any penalty. A Bidder agreeing to the request will not be required or permitted to modify its bid. All prices shall be fixed until the bid validity period expires before which a contract shall be established.

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.

Prices must remain the same in case of partial or complete award.

The following all-inclusive unit price shall be quoted:

- DAP Ogoja

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.

Clarification of Offers:

To assist in the examination, evaluation, and comparison of offers UNHCR may, at its discretion, ask the Bidder(s) for clarification on the content of the offer. The request for clarification and the

response shall be in writing. No change in price or substance of the offer shall be sought, offered, or accepted.

The responsible procurement staff shall review the bids received by checking the completeness of the information and required documents. Arithmetic check shall also be conducted on the price offer.

In cases when some immaterial documents (e.g., business registration certificates/permits, company profile, contracts, financial statements, Vendor Registration Form, etc.) were obviously missing from a bid submission, these documents may be requested after the submission deadline provided that it can be shown that the documents produced pre-dated the submission deadline.

The documents which **MUST** be included in the bid submission and will not be allowed to be requested from the Bidder after the bid submission deadline are the documents which contain prices/rates (e.g. Financial Offer) and substantial technical documents which affects the responsiveness of the technical bid.

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 Sanctions List, available at: <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 D**) and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

Pass/Fail Evaluation Criteria
1. Valid Business Registration Certificate submitted with active status on CAC website
2. Filled and signed Vendor Registration Form submitted (Annex D)
3. Valid company business bank account (Annex D)
4. Submitted Audited Financial Statements of past two years (2019 & 2020)
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annex G)
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex G)
7. Valid Tax Identification Certificate and Number (FIRS)

IMPORTANT:
Failure to meet the above requirements will result in disqualification of your offer from further evaluation.

2.5.2 Technical evaluation:

All bids from pre-qualified suppliers will be evaluated based on:

Pass/Fail Evaluation Criteria
1. Compliance with the established UNHCR specifications as stated in Annex A, based on the provision of the technical offer and samples of items, and packing as

well
2. Provision of samples for items as per Annex-A
3. Delivery Capacity (minimum acceptable weekly delivery capacity is not less than 5,000 kits per lot) (Pass/Fail) for all locations after the mobilization time
4. Warranty: warranty against the manufacturing defects
5. Shelf life: compliance with the minimum shelf-life requirement

IMPORTANT:

Failure to meet the above requirements will result in disqualification of your offer from further evaluation.

2.5.3 Financial evaluation:

The Financial offer will only be opened for evaluation if the bidder's technical offer has passed the technical evaluation process and has been accepted by UNHCR as meeting the technical specifications and formal requirements set forth herein.

Financial Evaluation will be carried out as follows:

1. Competitiveness of the quoted prices for the required items (DAP prices final delivery location).
2. Delivery Capacity.
3. The evaluation will be conducted separately by location, lot and group of items (partial awards have to be expected and accepted by bidders per each location, lot and group)

For evaluation purposes only, the offers submitted in currency other than NGN (Naira) will be converted into NGN (Naira) using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID AND SAMPLE:**2.6.1 Submission of Offers:**

IMPORTANT: Any bid received after this date or uploaded to wrong link may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

The offers must bear your official letter head, clearly identifying your company. Bids should be submitted by uploading to the shared link in **Annex I** and must contain all required attachments.

IMPORTANT: The Commercial/Registration Documents, the technical offer and the financial offer are to be sent in **separate envelope or email**. Failure to do so may result in disqualification.

Please Note: 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.

Bidders are advised to strictly follow the submission instructions below:

DEADLINE ON SUBMISSION OF BIDS: no later than 26 October 2022, 23:59 hrs. Nigerian Time
MANNER OF SUBMISSION: Offers must be submitted via UNHCR's eTenderbox

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. For reference, the **eTenderBox Supplier's User Manual is attached as Annex I** of this RFP document.

IMPORTANT:

The technical offer (including eligibility requirements) and financial offer are to be sent separately. Failure to do so may 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 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.

IMPORTANT:

Any bid received after submission deadline or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders in writing and/or an announcement shall be posted at the UNHCR Syria website and/or UNGM website. 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 service-provider.

At any time prior to the deadline for submission of Bids, UNHCR may amend the Bidding Documents by issuing an addendum. Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all prospective bidders invited to participate in the bidding process. The amendment shall also be posted at the UNGM and/or UNHCR Syria Official website as appropriate.

The Bidder shall bear all costs associated with the preparation and submission of its Bid. 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 shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.6.2 Submission of Samples:

As part of your offer, you are requested to send free of charge sample as requested with Annex A- Technical Specifications. **One Full packing unit of the requested kits .**

Samples should be sent to:

The UNHCR office in Nigeria, UNHCR Sub Office Ogoja, 10 Paul Adah Way, GRA, Ogoja Cross River State, Nigeria

Samples should be provided in a box labelled with:

- The bidder's name
- The tender reference No. ITB/HCR/NIGOG/22/012
- The tender requirement i.e., Dignity kits (lot#... Group A or B)

The sample(s) must be received by the ITB deadline.

Deadline to submit offers and samples: 26 October 2022, 23:59 hrs. Nigerian Time

Failure to provide the requested samples by the deadline will result in disqualification of the offer. Samples will form an integral part of the Frame Agreement to be established. No discrepancy between the samples and the delivered item will be accepted during the implementation of the contract.

Please note: The bidders will be requested to collect their samples following the evaluation. The deadline for the collection will be announced in due course.

Any bid received after this date will not be considered. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

2.7 UNHCR'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

UNHCR reserves the right to accept the whole or part of your bid.

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 the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Purchase of Goods and Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods and/or services, receipt of the invoice (and supporting documents) and acceptance thereof by UNHCR.

2.9 LIQUIDATED DAMAGES

Please note that - during the implementation of the Contract/PO - should the Contractor be in delay, without prejudice to UNHCR's other rights and remedies, UNHCR may, at its sole option, demand liquidated damages for such delay, in an amount equal to **0.3% for each day of delay** beyond the date upon which the Goods and/or services were due to be delivered.

2.10 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.

2.11 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**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.

2.12 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to the staff.

David Okumali
Supply Officer
UNHCR Sub Office Ogoja, Nigeria

