

DATE: 22 November 2022

INVITATION TO BID No. ITB /HCR/JOR/2022/30

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE SUPPLY
AND DELIVERY OF HYGIENE MATERIALS FOR ALL UNHCR OPERATION IN JORDAN**

CLOSING DATE AND TIME: 6 December 2022– 23:59 hrs Amman Local Time.

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 six 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 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), Amman, invites reputable, reliable, and qualified companies registered with the government of Jordan to submit a firm offer for the **supply and delivery of Hygiene Materials**

IMPORTANT: Specifications and list of the items are detailed in Annex A attached to this document.
--

UNHCR may award Frame Agreement(s) with initial duration of two (2) years and potentially extendable for a further period of one (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement (s).

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to send the requested information may result in disqualification from the evaluation process.

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: Terms of reference

Annex B: Technical Offer Form *(to be filled in, signed, stamped and submitted)*

Annex C: Financial Offer Form *(to be filled in, signed, stamped and submitted)*

Annex D: Vendor Registration Form *(to be filled in, signed, stamped and submitted)*

Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services 2018 *(to be stamped, signed and submitted)*

Annex F: UN Supplier Code of Conduct *(to be stamped, signed and submitted)*

Annex G: e-Tender Box Registration Guide

Annex H: e-Tender Box Supplier User Manual

2.2. ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFQ by return e-mail to joramsup@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid.
- Whether or not you will be submitting a bid.

2.3. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFQ by e-mail to joramsup@unhcr.org. **The deadline for receipt of questions is on 30 November 2022 at 23:59 hrs Local Time.**

UNHCR will compile the questions received and will respond to all bidders participating in the tender competition, shortly after the query deadline.

All the emails sent requesting clarification **shall** have the following email subject:
RFQ /HCR/JOR/2022/30 - Question

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 submission e-mail address 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**.

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

The following details shall be provided in the Technical Offer:

A- PRODUCT SPECIFICATIONS:

Technical Specifications: Bidders shall submit a detailed description of the technical specifications of the item, data sheet as per the technical specifications provided in Annex A.

Samples: samples shall be submitted with the technical offer as per below:

Submission of SAMPLES:

As part of your offer you are requested to send - free of charge --**samples** of each of the offered item, with the RFQ reference number and the company's name clearly mentioned on the sample.

The sample should be submitted based on the technical specifications outlines in **Annex A** of this document.

Samples has to be sent to the following address **by or before 6 December 2022 – 23:59 Amman Local time:**

UNHCR BO Amman
Attn: Supply Unit – Katia Al Masaadeh
Located on Wasfi Al-Tal Street Corner Musa George Fram Street
Opposite Paradise Bakery
Amman

Failure to provide the requested sample(s) by the deadline will result in disqualifying the offer

IMPORTANT: 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.

Certificates:

- Bidders should have valid registration certificate from Chamber of Commerce,
- Bidders should submit a valid commercial Company bank account; personal accounts are not accepted
- Bidders shall submit certificate that the product(s) offered meets and comply with the national standards of Jordan from the Royal Scientific Society (RSS). Or a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product (ISO certificates or equivalent).

Offers without the above-mentioned license/certificate might not be further assessed.

B- DESCRIPTION OF THE COMPANY'S PROFILE AND QUALIFICATIONS:

Company Information: The bidder shall provide:

- Description of Company Profile and core business,
- Provided a list and proof of relevant of experience with UN Agencies, International Organisations, Embassies and Multinational Corporation, minimum of three (3) reference.

Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in a single currency, i.e., JOD, USD or in the currency of your company's country.

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. Bidder can quote for any item or all of the items, but each offered type should be for all of the given locations. Prices must remain the same in case of partial or complete award is received by the bidder.

For evaluation purposes only, the offers submitted in currency other than USD will be converted into USD using the United Nations rate of exchange in effect on the date the submissions are due. Please note:

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

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 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.

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

- a) Commercial bank account
- b) Name of the company in the commercial registration certificate should match with the bank account.

لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي

Unit costs: The bidder shall quote the unit price to the given DAP locations. Using the given pricing structure and model, the bidder shall quote the unit price both EXW (naming the locations) and DAP UNHCR locations listed in the financial offer form **Annex C**.

Note: Estimated quantities of purchase can be found in the **scenario** in Annex C attached. Please note the figures in **Annex C** are only estimates and to give bidders an idea of UNHCR's level of spend. UNHCR is not committed to match this spend in the coming years or throughout the contract's duration.

2.5. BID EVALUATION:

2.5.1 Supplier Eligibility and Registration:

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 and supporting documents. The

investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

- Vendor Registration Form (Annex D) should be signed and submitted with required attachments

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

- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability and quality of products.

2.5.2 Technical Evaluation:

Formal evaluation of the bids will be based on the following technical evaluation criteria:

Technical Evaluation Criteria	PASS/FAIL
A. Mandatory Criteria:	
Bidders should submit a copy of valid Commercial registration/business certificate from Chamber of Commerce	PASS/FAIL
Bidder should submit a valid commercial/ company bank account, personal accounts are not accepted	PASS/FAIL
Bidders are requested to provide Sample of each offered item as requested in Annex (A) for technical evaluation	PASS/FAIL
B. Pass/ Fail Criteria	
Provide a Material safety data sheet (MSDS) or Product safety data sheet (PSDS)	PASS/FAIL
Provided a list and proof of relevant experience with UN Agencies, International Organizations, Embassies and Multinational Corporation & with local companies, minimum three (3) references	PASS/FAIL
Sample quality according to the committee based on the specification. Items' compliance with the specifications and requirements mentioned in (Annex A)	PASS/FAIL
Bidders shall submit certificate that the product(s) offered meets and comply with the national standards of Jordan from the Royal Scientific Society (RSS). Or a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product. (ISO certificates or equivalent).	PASS/FAIL
Shelf life: The bidder shall clearly state the recommended shelf life of the product. The production date should be no longer than 12 months	PASS/FAIL

In addition to the above, bidders are also required to provide the below Annexes:

- o **Vendor Registration Form:** Please make sure to complete, stamp, date, sign and submit the Vendor Registration Form (Annex D) as part of your technical proposal. The form shall contain the bank details of the company's business account.

- **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 by stamping, dating and signing **Annex E**.
- **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by stamping, dating and signing it (**Annex F**).

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

2.5.3 Financial Evaluation:

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

- Quoted DAP prices to the required locations.

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

2.6. SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. 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 registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one 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. Registration Guide and User Manual of eTenderBox are available at the above URL.

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**.

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. In order 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 this date 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 simultaneously

Deadline: 6 December 2022 – 23:59 hrs Amman Local Time.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications

2.7. BID ACCEPTANCE:

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 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 currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Purchase of Goods & Services 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 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.

Francis Ngarambe
Snr. Supply Officer
UNHCR BO Amman, Jordan

