



**Annex A**

**TERMS OF REFERENCE (TOR)  
FOR SUPPLY AND DELIVERY OF  
HYGIENE MATERIALS  
RFQ/HCR/JOR/2022/30**

**1. Background**

United Nations High Commissioner for Refugees (UNHCR) in Amman Jordan, inviting qualified companies to make a firm offer for the establishment of Frame Agreement with initial period of two (2) years with a possible extension of one (1) year based on satisfactory performance for **the Supply and delivery of Hygiene Materials for all UNHCR offices in Jordan** with qualified Suppliers.

**2. Item Specification:**

The specification of the items is as following:

**a) Hand Towel Rolls:**

**2ply, 140m, White (1 to 1.5 Kilo gm), And Auto-Cut Hand Towel Dispenser** with Sensor (can change the auto-cutting length as your need) + Free Batteries should be provided with the dispensers. Dispensers presents a green label (ISO 14024 Ecolabel Type I or other Type I, or equivalent). However, the item should give a minimum of 400 sheets depending on paper length size.

**b) Anti-Bacterial Hand Foam Soap:**

**1L (1000 push), And Hygienic No-Touch Foam Soap Dispenser**, Free Batteries should be provided with the dispensers, Free Batteries. Dispensers presents a green label (ISO 14024 Ecolabel Type I or other Type I, or equivalent). However, the item should give standard and fixed minimum 1000 push.

If applicable, the bidding companies will provide Material Safety Data Sheets (MSDS) or Product safety data sheet (PSDS) or other relevant products literature available for soaps, hygiene and sanitizer products showing that materials or chemical substances detrimental to the environment are excluded or minimized (irritating substances, classified as known or likely human carcinogens or reproductive toxicants).

**c) Toilet Paper Roll:**

**2ply, (800gm -1000 gm), White (Dissolve in water), and One-AT-A-Time Toilet Paper Dispenser**. Free Batteries should be provided with the dispensers, Mini,

Transparent. However, the item should give standard and sheets range of ( 800- 1000 )sheets.

**d) Instant Manual Gel Sanitizer:**

**4L, (Min.4000 push), Sanitizer Gallon with fully hygiene ingredients. and Dispensers**  
Free Batteries should be provided with the Dispensers presents a green label (ISO 14024 Ecolabel Type I or other Type I, or equivalent), gel. However, the item should give standard and min. of 4000 push.

**e) Desk Tissues Packaging:** Facial tissues shall be in carton box, which contains

- 150 tissues per box.
- Box shall be carton type food board packaging.
- The package should contain perforation so that the perforated part is easily removed.
- The tissues must be folded and assembled inside the box so that one tissue can be pulled at a time without disturbing the order of the tissues underneath it.
- Color: White
- Paper size 210\*180 mm (+- 2%)
- PH (6-8.5)
- Thickness (Number of Layers): Two (2) Ply
- Strong and absorbent material.
- Soft and gentle to the Skin.

**f) Drain cleaner:** specifications as well for this item: liquid Products that combines the action of microorganisms specialized in the degradation and specific enzymes against fat and cellulose.  
Capacity (1 L) /bottle

### 3. Tender Eligibility and Qualification Criteria:

1. The supplier should have valid commercial registration certificate from Chamber of Commerce and a valid commercial bank account certificate.
2. The supplier should provide a list and proof of relevant experience in supplying cleaning materials for the last three (3) years experiences with UN Agencies, International Organisations, Embassies and Multinational Corporation, minimum of 3 reference.
3. The bidding companies should provide Material Safety Data Sheets (MSDS) or Product safety data sheet (PSDS), or other relevant products literature available for soaps, hygiene and sanitizer products showing that materials or chemical substances detrimental to the environment are excluded or minimized (irritating substances, classified as known or likely human carcinogens or reproductive toxicants).



4. 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 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).
5. Provide order fulfilment capacity responses time between order and delivery.
6. Shelf life: The bidder shall clearly state the recommended shelf life of the product. The production date should be no longer than 12 months.
7. UNHCR Vendor Registration dully signed and submitted or acknowledgment if your company is already registered by UNHCR.
8. UNHCR General Conditions for goods and services-2018, dully acknowledged and signed.
9. UN Supplier Code of Conduct dully signed and submitted.

#### 4. Evaluation Criteria

5.1 The bid evaluation criteria will be based on a mandatory requirement and compliance with technical Evaluation (**PASS/FAIL**) criteria on the specified requirement and the best technical proposal meeting UNHCR's requirement.

5.2 Your proposal should consist of two sets of documents:

- Technical Offer
- Financial Offer

5.3 The received proposal will be evaluated in three stages as detailed below:

- Stage 1: Compliance with mandatory requirements
- Stage 2: Compliance with Technical Evaluation
- Stage 3: Compliance with Financial Evaluation

#### Stage 1: Mandatory Requirements:

The following mandatory requirements must be met. Non-compliance with any of the below requirements will totally disqualify the proposal.

No.	Requirement
.1	Bidders should submit a valid copy of Commercial registration / business certificate from Chamber of Commerce
.2	Bidders should submit a valid commercial Company bank account; personal accounts are not accepted
.3	Bidders are requested to provide Sample of each offered item meeting the required criteria as requested in Annex (A) for technical evaluation

Bidders complying with all the above requirements will proceed to the second stage of technical evaluation.

**Stage 2: Technical Evaluation:**

Proposals meeting all the mandatory requirement in stage (1) will be further assessed subjected to the Technical Evaluation criteria as following:

No.	Requirement	PASS	FAIL	Remarks
1.	Provide Material Safety Data Sheets (MSDS) or Product safety data sheet (PSDS),			
2.	Provide a list and proof of relevant experiences with UN Agencies, International Organisations, Embassies and Multinational Corporation and with local companies. Minimum of 3 reference.			
3.	Sample quality according to the committee based on the specification. Items' compliance with the specifications and requirements mentioned in (Annex A)			
4.	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).			
5.	Shelf life: The bidder shall clearly state the recommended shelf life of the product. The production date should be no longer than 12 months			