



**UNHCR**

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

**DATE: 7<sup>th</sup> NOVEMBER 2023**

**INVITATION TO TENDER: No. ITB/HCR/NIGOG/23/045**

**FOR THE  
SUPPLY, DELIVERY AND INSTALLATION OF SURVEILLANCE (CCTV) SYSTEM FOR UNHCR  
SUB-OFFICE IN FIVE (5) LOCATIONS, (OGOJA OFFICE, OGOJA GUESTHOUSE 1,2,3,  
TAKUM OFFICE AND CALABAR OFFICE)**

**CLOSING DATE AND TIME: 21<sup>st</sup> NOVEMBER 2023 – 23:59 hrs. Nigerian 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 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 <https://www.unhcr.org/nigeria.htm>

### **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sub Office Ogoja, invites qualified suppliers to make a firm offer for the Supply, delivery and installation of surveillance (CCTV) system for UNHCR Sub-Office Ogoja in five (5) locations (Ogoja Office, Ogoja guesthouse 1,2,3, Takum Office and Calabar Office, the project shall be implemented in five (5) phases.

**The summary of the ITB requirement are indicated below:**

- 1- Supply, Delivery, and installation of 1 outdoor dome PTZ Cameras
- 2- Supply, Delivery, and installation of 22 outdoor bullet Cameras
- 3- Supply, Delivery, and installation 1 indoor bullet cameras
- 4- Supply, Delivery, and installation of 32 outdoor dome Cameras
- 5- Supply, Delivery, and installation 1 indoor dome cameras
- 6- Supply, Delivery, and installation of NVR: QTY Five (5) Devices
- 7- Supply, Delivery, and installation of POE Switches 24 ports: QTY Five (5) Devices
- 8- Supply, Delivery, and installation of Monitor Screen 40 inch: QTY five (5) Device
- 9- Supply, Delivery, and installation of Cable: estimation QTY 1,400 meters
- 10- Supply, Delivery, and installation of RJ45: QTY 1,000.
- 11- Supply, Delivery, and installation of tubes: estimation QTY 1,400 meters

<b>IMPORTANT:</b> The technical specifications are detailed in <b>Annex A</b> of this document.
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The Supply, delivery and installation of surveillance (CCTV) system for UNHCR Sub-Office Ogoja in five (5) locations (Ogoja Office, Ogoja guesthouse 1,2,3, Takum Office and Calabar Office).

UNHCR Sub Office Ogoja would like to install a new CCTV Surveillance System in five (5) locations (Ogoja Office, Ogoja guesthouse 1&3, Ogoja guest house 2, Takum Office and Calabar Office.

The project shall be implemented in five (5) phases.

The following are the main scope of works to be undertaken.

**IMPORTANT: Partial Bidding not allowed!**

It is **strongly recommended** that this ITB 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), 16 (Termination) and 19 (Settlement of Disputes) of the attached General Terms and Conditions (**Annex E**).

The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

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 – *to be filled and submitted*
- Annex C: Financial Offer Form – *to be filled and submitted*
- Annex D: Vendor Registration Form – *to be filled and submitted*
- 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– *to be filled and submitted*
- Annex H: eTenderBox Registration Guideline and Supplier User Manual
- Annex I: CCTV Coverage Plan – Ogoja, Calabar and Takum

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [nigogsupply@unhcr.org](mailto:nigogsupply@unhcr.org) to:

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

### **2.3 REQUESTS FOR CLARIFICATIONS**

Bidders are required to submit any request for clarification or any question in respect of this ITB by e-mail to [nigogsupply@unhcr.org](mailto:nigogsupply@unhcr.org) **the deadline for receipt of questions is 16<sup>th</sup> November 2023 at 23:59 hrs.**

**IMPORTANT NOTICE: BIDDERS CONFERENCE WILL BE HELD ON MONDAY 13<sup>th</sup> NOVEMBER 2023**

**IMPORTANT:** Please note that Bid Submissions are **NOT** to be sent to the e-mail address above, they will **ONLY** be accepted when sent to the address provided in the "Submission of Bid" section 2.6) of this ITB.

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

## 2.4 **YOUR PROPOSAL:**

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 the following three (3) sets of documents (to be submitted in separate envelopes or emails):

- Commercial/Registration Documents (refer to point 2.4.1 below)
- Technical offer (refer to point 2.4.2 below)
- Financial offer (refer to point 2.4.3 below)

### 2.4.1 **Content of the COMMERCIAL/REGISTRATION DOCUMENTS**

As part of the formal check if your company is eligible to be registered as Vendor to UNHCR your

1. Copy of valid business/commercial registration certificate must be submitted (CAC)
2. **Vendor Registration Form:** Your Company should complete, sign, and submit the Vendor Registration Form (**Annex D**) – **must include information on company's business bank account.**
3. Current Tax Identification Certificate and Number (FIRS)

#### **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 and the company stamp.

4. **Audited Financial Statements:** Your Company should submit **financial statements** of the last two years
5. **(2021 & 2022) Evidence of Company Tax Remittance Certificate.**
6. **General Conditions of Contracts for the Provision of Goods and Services (Annex E):** Annex E should contain your acknowledgement of the UNHCR General Conditions for Provision of Services
7. **UN Supplier Code of Conduct (Annex F):** should contain your acknowledgement of the UN Supplier Code of Conduct
8. **Declaration of Eligibility (Annex G):** Must be filled, signed and submitted

**IMPORTANT:** The above listed documents are considered **mandatory** and have to be submitted **separately** from the technical proposal and the financial proposal. Failure to comply may risk disqualification.

**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 details of the products requested by UNHCR can be found in **Annex A**. Your technical offer should clearly 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:

Bidders are encouraged to give attention to **Annex I: CCTV Coverage Plan – Ogoja, Calabar and Takum** this will provide technical insight on the site in which the project will be executed per **Location**.

The following details shall also be provided in the Technical Offer.

#### **A- PRODUCT SPECIFICATIONS:**

Technical Item Description: Detailed description of the technical specifications (in **Annex A**)

**Offers with no detailed technical specifications provided complying with Annex A may not be further assessed.**

**Company's qualifications and experience:** the following documents are required for submission with your offer:

- Company's profile.
- List of companies/organizations/establishments to which your company provide drinking water including the contact details (contact name, title, phone number); If multi location company, specify headquarters location.

Country of Origin of the Supplier and place of Manufacture: The technical offer shall state the country in which the supplier is registered as well as the country and place of manufacture of the imported products.

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

Certificate: If available, the bidder shall submit a copy of internationally recognized quality assurance certificate of the manufacturing company, together with a copy of test certificate for the finished product.

#### **B- 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 instructions reflected in Annex **B** of this ITB. (These are minimum packaging requirements; however, suppliers are encouraged to propose alternative options for better container utilization). Offer should clearly indicate the container utilization details in case of international shipments.

Delivery Time: The Bidder shall state the delivery time (in days) from ready to dispatch to final destination.

#### **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 as specified in the purchase order.

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

Inspection: Inspection 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.

**Batch and Supplier Identification Marks:** The successful Bidders will be expected to adhere to the packing requirements as clearly stated within Annex (A) and set within the forthcoming purchase order, failure to adhere to the packing requirements as per the purchase order shall result the shipment considered failed within inspection and will not be received.

### 2.4.3 **Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in a single currency (preferably in Naira). The Financial Offer must cover all the services to be provided (price “all inclusive”).

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.

#### **Partial biddings NOT Allowed**

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

Prices must remain the same in case of partial or complete award is received by the Bidder.

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.

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

The following all-inclusive unit price shall be quoted:

- **DAP to UNHCR Office locations (Ogoja, Takum, & Calabar)**

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

<b>Eligibility Pass/Fail Check</b>
1. Valid Business Registration Certificate submitted
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 – 2021 & 2022
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annex E)
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex F)

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:

For all offers passed the formal evaluation, the technical evaluation shall be based on the following criteria: <b>TECHNICAL CRITERIA</b>	EVALUATION
a. Copy of any <b>National Registered</b> license/permit issued in the name of your company to perform CCTV Supply and Installation.	Pass/Fail
b. Proof of Practical & Hands-On Training CCNA, Cisco & MikroTik, CCTV, WiFi Hotspot, VOIP, Fiber Optic Cable, Provide Certificate of Technicians in company	Pass / Fail
c. Compliance with the established UNHCR specifications as stated in Annex A by Filling, Endorsed and Submit Annex A to the tender box.	Pass/Fail
d. Provide Evidence of your company compliance to ISO 27001 which is focused on information security ISO 27001 is the global standard for information security, Provide Company Profile justifying your presence in the business as supplier and installer of the CCTV Camera.	Pass/Fail
e. Provide Catalogue of the proposed CCTV Camera and Accessories as requested in Annex A of this tender.	Pass/Fail
f. Provide at Evidence of past similar service delivery in the past 3years either a Purchase order, Contract Agreement or Letter of Award.	Pass/Fail
g. Provide 3 reference of which similar service has been performed satisfactorily in recent past.	Pass/Fail

### 2.5.3 Financial evaluation:

**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.

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

**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:

**Deadline: 21<sup>st</sup> November 2023, 23:59 hrs. Nigerian Time**

**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.

### 2.6.1 Submission of Offers:

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.

**IMPORTANT:** The Technical and Financial offers shall be clearly separated by uploading them to the appropriate category in the system. 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, .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:** The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

#### **2.6.2 Submission of Catalogues:**

As part of your offer, you are requested to send a catalogue for the product intended to supply to the same email address: URL: <http://etenderbox.unhcr.org> multiple email is allowed.

Catalogues provided should be properly labelled with company letter head:

- The Vendor name
- The tender reference no. **ITB/HCR/NIGOG/23-045** Supply, Delivery and Installation of Surveillance (CCTV) System for UNHCR in FIVE (5) Locations.
- The content

**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

**IMPORTANT: UNHCR encourages vendors to submit their offers by eTender. Only Tenders submitted by eTender will be accepted.**

#### **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 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 to the General Conditions for the Purchase of 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 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.

Thank you for your kind attention

**David Okumali**  
Supply Officer  
UNHCR Sub Office Ogoja

