



UNHCR

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

DATE: 15 December 2023

INVITATION TO BID: No. HCR/RWAKI/SUP/2023/ITB0052 - Readvertisement

**ESTABLISHMENT OF FRAME AGREEMENTS FOR THE SUPPLY AND DELIVERY
OF OFFICE STATIONERY BASED ON SECONDARY BIDDINGS TO UN
ORGANIZATIONS IN RWANDA**

CLOSING DATE AND TIME: 08/01/2024 – 23:59 GMT +2

THIS ITB IS ONLY OPEN FOR RWANDA-BASED SUPPLIERS

INTRODUCTION TO THE UN IN RWANDA

The United Nations system in Rwanda consists of 22 UN organizations, programmes, and funds, both resident and non-resident.

Since the Genocide against the Tutsi in 1994, the UN system has been a fundamental partner in the reconstruction of Rwanda. Since 2008, they have been delivering as one: ‘One UN’. This means: one leader – the UN Resident Coordinator; one budget; one programme – the five-year Development Assistance Plan (UNDAP II); and one voice. ‘One UN’ capitalizes on the strengths and comparative advantages of the different UN organizations in the UN system and calls for coordinated endeavors for achieving the 17 Sustainable Development Goals (SDGs) to Transform Our World that were set out in Agenda 2030.

Between 2018-2023, the One UN Rwanda has budgeted around US\$631 million to assist the country in its development.

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 KIGALI-RWANDA on behalf of all UN organizations in Rwanda, invites qualified vendors specialized

in production and/or supply of stationeries to make firm offers for the establishment of frame agreements to supply and deliver office Stationeries referred to hereinafter as “goods”.

Type of contract: Frame agreements with suppliers for 3 years with the possibility of an extension for 2 years.

Issuance of Purchase orders: Secondary biddings shall be conducted when need for stationery arise and the award shall be made to the lowest bidder. Each UN organization shall separately issue Pos to suppliers following the outcomes of secondary biddings.

IMPORTANT:

Exact Specifications of the items are detailed in Annex B of this document.

Please note that figures have been stated to enable vendors to have an indication of the projected requirements from different UN organizations. It does not represent a commitment that UN organizations will purchase the quantities stated therein. Quantities may vary and will depend on the actual requirements and funds available from each organization regulated by issuance of individual Purchase Orders. UN organizations whose quantities are not captured may also benefit from the resulting frame agreements at the same terms and conditions.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days’ notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** “settlement of disputes” of the UNHCR General Conditions of Contracts for provision of Goods shall not be deemed to be a “cause” for or otherwise to be a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures outlined therein may result in disqualification from the evaluation process.

QUALITY CONTROL:

UN organizations may carry random quality inspections, including specific selected criteria for laboratory test of products or items selected by UN organizations or by an independent survey appointed by any UN organizations 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 the requested UN organization.

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.

Sub-Contracting: Please take careful note of article 4 of the attached General Terms and Conditions (Annex D).

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: Calendar of Activities
- Annex B: Summary Requirements and Specifications
- Annex C: Financial Offer Form (*To be completed and submitted in a separate financial proposal*)
- Annex D: UNHCR Vendor Registration Form (*To be completed and submitted in the technical offer by bidders who are neither registered in UNGM nor with UNHCR*)
- Annex E: UNHCR General Conditions of Contracts for the provision of goods Rev July 2018 (*To be read, signed, stamped, and submitted in the technical offer*)
- Annex F: UN Supplier code of conduct Rev.06 – December 2017. (*To be read, signed, stamped, and submitted in the technical offer*)
- Annex G: Submission Checklist and Acknowledgements (*to be checked and filled by bidders and submitted in the technical offer*)

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this “Invitation To Bid (ITB)”;
- 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.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to RWAKISUP@unhcr.org. **The deadline for receipt of questions is 29/12/2023 at 17:00hrs.**

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.

All the emails sent requesting clarification **MUST** have the following subject otherwise UNHCR reserves the right **NOT TO REPLY**.

EMAIL SUBJECT: HCR/RWAKI/SUP/2023/ITB0052– QUERY

UNHCR will compile the questions received as soon as possible. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders who confirm reception of this ITB and confirm their intent to submit a bid, at once.

2.4. Pre-bid Conference

An optional pre-bid conference is scheduled to take place 22 December 2023 at 10 AM in the UNHCR Kigali office located in KG 9 Avenue 60 Nyarutarama. Bidders can either participate physically by reporting to the office's conference room or virtually through a Microsoft team meeting link that shall be shared with interested bidders before the conference date. Registration for participation is as follows:

A. **To participate physically**, please send an email to rwakisup@unhcr.org with the names of your representative (s) who will participate (maximum 2 persons). The title of the email should be **HCR/RWAKI/SUP/2023/ITB0052 Pre-bid conference**.

B. **To participate virtually**, please send an email to rwakisup@unhcr.org with the email address that shall be used to invite you to a Microsoft teams meeting. The title of the email should be **HCR/RWAKI/SUP/2023/ITB0052 Pre-bid conference**. Please ensure that the email is correct and that you have a good internet connection.

Bidders who do not attend the pre-bid meeting are allowed to submit offers to the tender

2.4 YOUR OFFER

Your offer shall be prepared in English. Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will not be taken into consideration for evaluation.

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 and only 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 and on behalf of other UN organizations can be found in **Annex B**.

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

Description of the company and the company's qualifications

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded.
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients;

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the goods and services.

Business registration

The bidder shall provide copies of the registration documents issued by the government licensing authority, such as: company registration certificates, certificates of incorporation, tax certificates etc. **It is mandatory that the firm's core business be in the manufacturer and/or supply of stationery.**

Company experience in the supply of stationery.

Option A:

Please submit a minimum of two (2) POs or Contracts for the supply of stationery entered within the past 3 years. Each PO/contract should have a minimum value of RWF 25,000,000 or equivalent in another currency. A combination of separate purchase orders obtained within 2021, 2022 and 2023 with a single supplier, with a cumulative value of up to RWF 25,000,000 or equivalent in another currency can be considered as one PO or contract.

Option B:

Submit prove of operation of a physical stationery manufacturing factory or a retail shop in Kigali. Please provide the physical address and contact details of your shop. The technical evaluation committee shall visit to inspect.

Tax clearance: Bidder must submit a tax clearance certificate for 2022.

Compliance of offered goods to specifications.

Bidders must submit a signed and stamped statement of compliance of their goods to specifications. The statement should be in the official letterhead of your firm.

Financial standing: Please submit audited financial statements, bank statements or Mobil money (MOMO) statements of your firm for 2020, 2021, 2022 and 2023 if available. Your financial statements must have a minimum annual turnover of RWF 25,000,000. To qualify, you must have an annual turn of a minimum of RWF 40,000,000 in at least two of the years (2020, 2021, 2022, 2023)

MOMO statements are acceptable provided that that MOMO code bears the name of your firm, shop, or company.

Delivery Leadtime: Supplier must be able to fulfil orders within two (2) calendar weeks of receiving a PO.

Incoterm: The incoterm shall be DAP UN organizations' office in Kigali.

Acceptance UNHCR general terms and conditions for the provision of goods Rev July 2018.

Bidders must submit a signed and acknowledge copy of the terms and conditions in their technical offer.

UN supplier code of conduct.

Bidders must confirm they will abide by the UN suppliers code of conduct.

Alternative Products: If you have an alternative product(s) that fulfill the same function or offer better performance in terms of quality, cost-effectiveness, environmental impact, etc., we would like to ask you to include them in your offer in addition to the offer for items specified in Annex B.

Please note, that if these alternative products are deemed as viable alternative to the existing product pending an evaluation from our technical experts, we will be issuing a separate tender notice for purposes of establishing agreements for those.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial offer** must contain an overall offer in a single currency (**RWF**).

[IMPORTANT:

Please carefully consider the pricing model applicable to this invitation tender.

The prices offered should remain valid for the duration of each secondary biddings.

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 following details shall be provided for each item:

Unit costs: [Using the above pricing structure and model]. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

UN organizations are exempted from all direct taxes and customs duties. With this regard, price must be given without VAT.

You are requested to hold your offer valid for 90 **days** from the deadline for submission. UNHCR and other UN organizations will make their 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.

UN organizations may decide to use the prices submitted in your responses to this tender for their first orders without necessarily conducting a secondary biddings provided that the order is placed within the validity period of the offer (90 days)

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 contract, UNHCR has established evaluation criteria which will govern the selection of offers to be received under this ITB. Evaluation shall be made on a technical (Pass / Fail) and financial basis.

2.5.1 Supplier Registration

The qualified suppliers 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.

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

- Random / periodic evaluation of the supplier's products,
- Ability to respond quickly to organizations' needs,
- Timely delivery,
- Dependability of products.

2.5.2 Technical evaluation criteria: The technical component of the submission will be evaluated using the criteria **PASS or FAIL** by using the exact same structure outlined below:

Label	Criteria	Documents to be Provided	Evaluation
1	Valid business registration document with core business in the manufacture and/or supply of stationery You firm/company/shop must be based in Rwanda.	Enclose your business registration certificate in your technical offer. You core (main) business must be in the manufacture or supply/sale of stationery	Pass/Fail
2	Company experience in the supply of stationery.	<p>Option A: Submit a minimum of two (2) POs or Contracts for the supply of stationery entered within the past,2021,2022 and 2023 years. Each PO/contract should have a minimum value of RWF 25,000,000 or equivalent in another currency. A combination of separate purchase orders/contracts obtained within 2021,2022 and 2023 with a single supplier, with a cumulative value of up to RWF 25,000,000 or equivalent in another currency can be considered as one PO or contract.</p> <p>Option B: Submit prove of operation of a physical stationery manufacturing factory or a retail shop in Kigali. Please provide the physical address and contact details of your in annex G. The technical evaluation committee shall visit to inspect.</p>	Pass/Fail

3	Tax clearance certificate for 2022	Please attach your tax clearance certificate or installment payment agreement with RRA in your technical offer	Pass/Fail
4	Compliance of offered goods to specifications.	Bidders must submit a signed and stamped statement of compliance of their goods to specifications. The statement should be in the official letterhead of your firm	Pass/Fail
5	Financial standing: Your financial statements must have a minimum annual turnover of RWF 25,000,000.	Submit audited financial statements, bank statements or Mobil money (MOMO) statements of your firm for 2020, 2021, 2022 and 2023 if available. Your financial statements must have a minimum annual turnover of RWF 25,000,000. To qualify, you must have an annual turn of a minimum of RWF 25,000,000 in at least two of the years (2020,2021, 2022, 2023)	Pass/Fail
6	Delivery Leadtime: Supplier must be able to fulfil orders within two calendar weeks of receiving a PO.	State in annex G (submission checklist and acknowledgements) your maximum delivery period from the time of receiving a UN organization's PO (maximum, 2 weeks)	Pass/Fail
7	Incoterm DAP UN organization's office Kigali	State in Annex G (submission checklist and acknowledgements) whether you accept the incoterm.	Pass/Fail
8	UNHCR General Terms and Conditions of contracts for goods acknowledged?	Carefully read, sign and return the attached annex E.	Pass/Fail
9	UN Supplier's Code of Conduct Signed.	Carefully read, sign and return the attached annex F	Pass/Fail
10	Acceptance of UN Payment terms 30 days after delivery and submission of correct invoice	Indicate your acceptance in annex (G submission checklist and acknowledgements)	Pass/Fail

2.5.3 Financial evaluation:

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

All bids from suppliers will be evaluated based on:

- Compliance with the established UNHCR specifications.
- Unit cost in RWF VAT excluded.
- Total cost RWF VAT excluded.

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 organizations, 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:

A. By courier or hand carry.

Offers must bear your official letter head, clearly identifying your company. They should be addressed to:

The secretary of the bid opening committee.
UNHCR Representation Officer
KG9 Av 60
Nyarutarama Road
P.O Box867, Kigali

You must submit your technical and financial offers in 2 separate sealed envelopes labeled as follows:

For the technical envelop: Invitation to Bid: No. **HCR/RWAKI/SUP/2023/ITB0052-Technical Offer**

For the financial envelop: Invitation to Bid: No. **HCR/RWAKI/SUP/2023/ITB0052-Financial offer.**

IMPORTANT TO NOTE: The submission is based on two envelop system separating the technical and financial offer.

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.



By email

Bids may also submit by e-mail 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.).

Technical and Financial offers shall be sent in separate emails as follows.

Your emails should have the following on the subject line.

Email containing the technical offer sent to RWAKITECHNICAL@UNHCR.ORG

HCR/RWAKI/SUP/2023/ITB0052- Technical - Name of your firm with the title of the attachment Serial number of the e-mails (example: 1/3, 2/3, 3/4). E.g., a technical offer from Company 'Z Est' who is sending a total of 2 emails will be titled as follows:

HCR/RWAKI/SUP/2023/ITB0052-Z -Technical offer-1/2

Email with financial offer sent to RWAKIFINANCIAL@UNHCR.ORG

HCR/RWAKI/SUP/2023/ITB0052 - Financial - Name of your firm with the title of the attachment Serial number of the e-mails (example: 1/3, 2/3, 3/4). E.g., a financial offer from Company 'Z Est' who is sending a total of 2 emails will be titled as follows:
HCR/RWAKI/SUP/2023/ITB0052-Z -Financial offer-1/2

Deadline for submission: 08/01/2024 - 23:59 GMT +2

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 pre-qualified vendors simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough information is available, the pre-qualified vendor 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:

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 pre-qualified vendor 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.

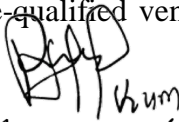
Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued because 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 Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion of delivery by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Pre-qualified vendor must confirm the acceptance of these terms and conditions in writing.


Digitally signed by Roland Fang Kum
Roland Fang Kum
Supply Officer
UNHCR Rwanda