



UNHCR

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

DATE: 11 APRIL 2024

INVITATION TO TENDER: No. ITB/HCR/NIGOG/24/015 - FOR ESTABLISHMENT OF FRAME AGREEMENT FOR PROVISION OF LOGISTICS SERVICES WITHIN UNHCR OPERATIONAL AREAS IN NIGERIA

CLOSING DATE AND TIME: 28th APRIL 2024– 23:59 hrs. Nigeria 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>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sub Office Ogoja, invites qualified Vendors to make a firm offer for the **FOR ESTABLISHMENT OF FRAME AGREEMENT FOR PROVISION OF LOGISTICS SERVICES WITHIN UNHCR OPERATIONAL AREAS IN NIGERIA**.

The successful bidders will be requested to carryout logistics services **to different UNHCR Sub-Office Ogoja operational areas or activity locations.**

The requirement mentioned in Annex A have been stated in order to enable Bidders have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the stipulated quantity or any minimum. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

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 Service Frame Agreement with other UN Agencies.

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**).

NOTE: To continuing doing business with UNHCR as a supplier your company status must not be inactive in the cooperate affairs commission of Nigeria. In line with UNHCR procurement policy before we engaged

any supplier, your company CAC status must be active in the cooperate affairs commission of Nigeria. Verify your company details by searching via this link <https://search.cac.gov.ng/list>

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, signed and stamped*

Annex C: Financial Offer Form – *to be filled, signed and stamped*

Annex D: Vendor Registration Form – Register at [Supplier Registration \(oraclecloud.com\)](https://supplierregistration.oraclecloud.com)

Annex E: UNHCR General Conditions of Contract for the Provision of Goods and Services

Annex F: UN Supplier Code of Conduct

Annex G: Declaration of Eligibility – *to be filled, signed and stamped*

Annex H: eTenderBox Registration Guideline and Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate you inform us of the receipt of this ITB by a return e-mail to NIGOGSUPPLY nigogsupply@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a Bid

2.3 REQUESTS FOR CLARIFICATIONS

IMPORTANT: In event of ambiguity or query seeking for clarification or additional information on this tender kindly direct your inquiry to the email address herein NIGOGSUPPLY nigogsupply@unhcr.org

Bidders are required to submit any request for clarification or any question in respect of this ITB by e-mail to NIGOGSUPPLY nigogsupply@unhcr.org. **The deadline for receipt of questions is 24th April 2024 at 23:59 hrs.**

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

PARTIAL OFFER PER ITEM IS ACCEPTED

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 Annexures provided. Offers not conforming to the requested formats may not be considered.

Your offer shall comprise the following three (3) sets of documents (to be submitted in separate PDF files via 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 proposal must contain:

1. Copy of valid business/commercial registration certificate must be submitted (CAC)
2. **Vendor Registration Form:** Companies who are interested in doing business with UNHCR Nigeria should register themselves at [Supplier Registration \(oraclecloud.com\)](https://supplierregistration.oraclecloud.com) and submit all required documentation.
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 E**):

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

4. **Financial Statements:** Your Company should submit **financial statements** of two years, proving healthy financial standing of the company (2021, 2022)
5. **UNHCR General Conditions of Contract (Annex E):** Refer to annex G Declaration of Eligibility
6. **UN Supplier Code of Conduct (Annex F):** Refer to Annex G -Declaration of Eligibility

IMPORTANT: The above listed documents are considered **mandatory** and must 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 – Technical Specifications**. Your technical offer should clearly disclose any discrepancies with the specifications given. Your technical offer should be concisely presented, using **Annex A** and structured in the following order to include, but not necessarily be limited to, the following information:

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

A- PRODUCT SPECIFICATIONS:

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

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

Product catalogue: The Bidder must submit:

- Catalogue of all the requested items intended to supply.
- A complete and comprehensive specifications.
- Offers that are not accompanied by the required catalogue and technical specifications will not be further assessed!

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.

Warranty: The Bid shall include defects and liability period after the date of delivery with terms of warranty. One (1) year after delivery date full warranty (against manufacturing defects).

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:

Supply & Lead Time: The bidder shall state the time required for the supply, packaging and delivery at point

Delivery Capacity: The bidder shall state the delivery capacity, meaning the quantity of units that can be delivered from date of receipt of Purchase Order.

Delivery Schedule: 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.

Please consider:

UNHCR is exempt from all direct taxes and customs duties. With these regards, 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.

Please include the following price information in your quote:

- Currency: **NGN**
- Unit Cost: DAP UNHCR Sub Office Ogoja CRS.
- Additional charge, if any (please specify):
- Total Cost for goods.

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 Commercial documentation, 2. Technical, and 3. Financial) as 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

Eligibility Pass/Fail Check
1. Valid Business Registration Certificate submitted (Corporate Affairs Commission))
2. Submitted Financial Statements of past two years (2021 & 2022)
3. Acknowledgement of UNHCR General Conditions of Contract provided (Annex E) and UN Supplier Code of Conduct (Annex F) by signing Declaration of Eligibility (Annex G)
4. Current Tax Clearance Certificate (2023)

All 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: TECHNICAL CRITERIA	EVALUATION
COMPANY'S CAPACITY & EXPERIENCE	
a. The bidder shall provide the company Profile, year founded (Minimum (3) three years from submission deadline	Pass/Fail
b. Similar work list of the last (1-3) three years: the bidders will provide a list of similar works done in the last one-three years, Reference letters, Pos etc.:to confirm previous experience. it will be a simple list containing information about the procurement/supply/delivery work done brief description of work, organization name, total amount of contract. UNHCR may go for a reference check with any/all the organization with whom the bidders worked with	Pass/Fail
c. Signed Technical Offer Form – Annex B	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.

Financial:

- Competitiveness of the quoted unit prices for the required item.
- The evaluation will be conducted separately by Unit Price per item and the DAP.

Following the technical verification of the offer, technical compliant bids will be compared on the basis of the above-mentioned criteria. The cheapest bid substantially conforming to the terms of this ITB will be recommended for the award to goods or material provision.

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: 28th APRIL 2024 23:59 hrs. Nigeria Time

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: 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 E-MAIL and must contain all required attachments.

It is important to inform bidders that partial bidding is encourage therefore you are allowed to bid for any of the lots you may wish to bid.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

BY EMAIL:

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10Mb** so it may be necessary to send more than one e-mail for the whole submission.

Documents should be submitted preferably in PDF and many other formats as indicated in the **Annex G – eTenderBox Registration guideline and Supplier Manual**.

E-mail submissions must be sent **ONLY** to the eTenderBox which can be accessed via the following URL: <http://etenderbox.unhcr.org>

Please indicate in e-mail subject field:

- **ITB/HCR/NIGOG/24/015** – Establishment of Frame Agreement
- Name of your firm
- The title of the attachment (e.g., registration documents, technical or financial proposal)
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).
- **Financial Offer** – This is a documentation to be submitted separately as one email to the above address.
- **Technical Offer** – This is a documentation to be submitted separately as one email to the above address.
- **Registration/Commercial documents** – This is a business information and documentations to be submitted separately as one email to the above designated email.

IMPORTANT: UNHCR encourages vendors to submit their offers by email in view of adherence to COVID-19 Protocol.

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/24/015 – Frame Agreement for Logistics services**
- 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.

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.

David Okumali



Supply Officer
UNHCR Sub-Office Ogoja