



UNHCR

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

DATE: 18/09/2024

INVITATION TO BID: NO. ITB/CO/YEMSA/24/03

FOR

SUPPLY AND DELIVERY OF ICT ITEMS TO SOUTHERN AND NORTHERN AREAS IN YEMEN.

The deadline for Technical and financial proposals submitted through the e-tenderBox is Thursday, October 3rd, 2024, at 23:59 hrs. **Yemen 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 coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is safeguarding the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five 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), Country Office, invites qualified vendors to provide their best offers **Supply and delivery of ICT Equipment to Southern and Northern Areas in Yemen.**

LOT 1: ICT Items to UNHCR Office in the (Southern Area).

#	Equipment	Description	QTY	UOM	Comments
1	Laptops - Lenovo ThinkPad	Lenovo ThinkPad T14s G4 i5 vPro with Autopilot	27	PCs	Details Specification is available in Annex- A
		Lenovo ThinkPad P16 G2	2	PCs	
		Lenovo ThinkPad P1 Gen6-OLED-Touch	4	PCs	
2	Accessories, Lenovo, Docking)	ThinkPad Universal USB-C Dock (40AY0090UK)	27	PCs	
		ThinkPad Thunderbolt 4 Workstation Dock (40B00300UK)	6	PCs	
3	Multi-Finger Scanner	Thales Cogent Multi-Finger Scanner DactyScan84c	21	PCs	

As per the below Terms:

- ❖ **Specifications:** As per the attached Annex-A.
- ❖ **Delivery Point:** **DDP UNHCR Aden office.**
- ❖ **Delivery Time:** 2-4 weeks After receiving the PO.
- ❖ **Catalogues:** All bidders must submit a detailed catalogue.
- ❖ **Warranty:** Two-year warranty

LOT 2: ICT Items to UNHCR Office in the (Northern Area).

#	Equipment	Description	QTY	UOM	Comments
1	Laptops - Lenovo ThinkPad	Lenovo ThinkPad T14s G4 i5 vPro with Autopilot	20	PCs	Details
		Lenovo ThinkPad P16 G2	2	PCs	
		Lenovo ThinkPad P1 Gen6-OLED-Touch	2	PCs	

2	Accessories, Lenovo, Docking)	ThinkPad Universal USB-C Dock (40AY0090UK)	20	PCs	Specification is available in Annex- A
		ThinkPad Thunderbolt 4 Workstation Dock (40B00300UK)	4	PCs	
3	Multi-Finger Scanner	Thales Cogent Multi-Finger Scanner DactyScan84c	22	PCs	

As per the technical specification in **Annex A**, to UNHCR's Offices in Yemen to the destinations mentioned below.

- ❖ **Specifications:** As per the attached Annex-A.
- ❖ **Delivery Point:** **DDP UNHCR Sana'a office.**
- ❖ **Delivery Time:** 2-4 weeks After receiving the PO.
- ❖ **Catalogues:** All bidders must submit a details catalogue.
- ❖ **Warranty:** Two Years warranty.

Bidders may bid for one of the Lots or all two Lots. All items within the Lot(s) should be quoted in the supplier offers (partial Lots are not acceptable); otherwise, the bid may be disqualified.

This tendering process will result in the primary winner being issued a one-off contract/PO for supplying the goods.

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

QUALITY CONTROL THROUGHOUT THE FRAME AGREEMENT:

UNHCR will carry out random quality inspections, including specific selected criteria for laboratory tests to products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival to a destination or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR. Quality Control (QC) inspection shall be conducted with regard to items' technical specifications and Acceptable Quality Level (AQL).

In cases of discrepancies of products, in addition to applicable compensation, clauses as may be defined in the respective AQLs, the additional inspection and/or laboratory costs will be charged to the supplier.

In cases of supplier's quality default, in addition to the goods or/and Services' PO penalty clauses, the inspection and laboratory costs will be charged to the supplier.

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 an integral part of this Invitation to Bid:

- Annex A: Technical Specification for ICT Items.
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts of Goods and Services
- Annex F: UN Supplier Code of Conduct (English)
- Annex G: Confirmation that the supplier is not on sanctioned lists.
- Annex H: E-TenderBox Supplier guidelines (English)

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Invitation To Bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, UNHCR Office, Friend etc.)

IMPORTANT NOTE FOR TENDER SUBMISSION:**1- Technical and Financial proposals**

Submission of both technical and financial offers should be submitted via E-tenderbox <http://etenderbox.unhcr.org>; please carefully read the e-TenderBox user manual attached as Annex-H for submission of your **Technical and Financial– Offers** submitted in any other manner will be disqualified.

The deadline for Technical & Financial proposals submission through the e-tenderBox will be on **Thursday, the 03 of October 2024, at 23:59 hrs – Yemen local time.**

2.3 REQUESTS FOR CLARIFICATION

Bidders must submit any request for clarification regarding this ITB by emailing yemsasu@unhcr.org. The deadline for receipt of questions is Wednesday, September 25th, at **23:59 hrs. local time.**

Within 2 to 3 working days after the deadline for receipt of questions, all questions asked by bidders and their answers will be sent to all those email IDs from where questions will be received as well as these will be uploaded on the same UNGM link and other websites or media where the tender documents are made available.

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.

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.

Your offer shall comprise the following two sets of documents:

- Technical Offer.
- Financial Offer.

IMPORTANT:

Please carefully read the e-TenderBox user manual attached as Annex- H for submission of your technical and financial proposals – Offers submitted in any other manner will be disqualified.

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.

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

Bidders should fill and stamp the Technical Offer Form in Annex B

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

COMPANY QUALIFICATIONS and Experience:

Company Profile: The bidder shall provide:

- Company profile (Year founded, specify headquarters location and other branch location if any; description of the core business; Total number of current clients)
- Contact details of at least 2 current or former clients for reference checks (excluding UNHCR).
- Valid company registration document related to same area of required items.
- Valid Tax registration document.

Experience of Firm: The bidder shall show proof of a minimum of 2-years' experience in the field of supplying of ICT items by submitting at least 2 (two) contracts, work orders, POs or reference letters that must be on letterheads of the clients.

Delivery Lead Time: When submitting your offer, you should indicate the delivery lead time for each Item in each LOTS.

Catalogues: All bidders must submit a details catalogue for each Item.

Warranty period: All Bidders must mention the Warranty for each Item.

UNHCR Vendor Registration Form: Acknowledgement of UNHCR **Vendor Registration Form** (by filling Annex D)

UNHCR General Conditions of Contract for Goods and Services: Acknowledgement of UNHCR General Conditions of Goods and Services (by signing Annex E)

UN Supplier Code of Conduct: Acknowledgement of UN Supplier Code of Conduct (by signing Annex F)

Confirmation that supplier is not in sanctioned lists: (by signing Annex G)

Audited financial report:

Your technical offer should contain:

- Confirmation of a valid commercial bank account – personal accounts are not acceptable.
- Audited financial reports or Bank Financial statements from a financial institute for the past 2 years, must include the financial institute logos, signatures, and official stamps.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency of **US Dollars**.

The Financial offer must be submitted according to the Financial Offer Form (Annex C). Bids with a **different price** offer form will **not be accepted**.

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of Contracts Goods and Services.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the all-inclusive DDP unit price for:

- **LOT1 - Southern Area – UNHCR Aden Office**
- **LOT2- Northern Area – UNHCR Sana'a Office**

Bid Validity: You are requested to hold your offer valid for **180 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period.

Payment Terms: UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of Invoice and supporting document 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.

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. Preliminary Evaluation Criteria, 2. Technical Qualification Criteria, 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 C**) and supporting documents.

2.5.2 **Technical evaluation:**

The technical component of the submission will be evaluated using the criteria **PASS or FAIL to the Provided offer using the exact same structure as outlined in Annex B (Technical Evaluation Form)**.

Technical Evaluation Criteria:

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

Preliminary Evaluation:

Category	Preliminary Evaluation Criteria	Criteria Description	Pass/Fail
Mandatory	Company Registration & license	Valid Company registration certificates, valid business registration certificates in Information Technology, Supply and Import of Computers, and IT Equipment or related area approval from the local authority.	Pass/Fail
Mandatory	Valid tax membership ID issued by the relevant local authorities.	Valid tax membership ID issued by the relevant local authorities.	Pass/Fail
Mandatory	Vendor Registration Form	Acknowledgement of UNHCR Vendor Registration Form (by filling Annex D)	Pass/Fail
Mandatory	UNHCR General Conditions of Contract for Goods and Services	Acknowledgment of UNHCR General Conditions of Goods and Services (by signing Annex E)	Pass/Fail
Mandatory	UN Supplier Code of Conduct	Acknowledgment of UN Supplier Code of Conduct (by signing Annex F)	Pass/Fail
Mandatory	Confirmation that supplier is not in sanctioned lists	Acknowledgment of Annex G	Pass/Fail
Mandatory	Financial Capacity	1- Confirmation of a valid commercial bank account – personal accounts are unacceptable. 2- Audited financial reports or Bank Financial statements from a financial institute for the past 2 years, must include the financial institute logos, signatures, and official stamps.	Pass/Fail
Desirable	Authorized Seller/Distributor	Bidders to provide Authorize Seller/Distributor certificates	Pass/Fail

Only the Technical Proposals assigned “**PASS**” for all the above-listed eligibility criteria will be considered for further evaluation.

Technical Evaluation:

Category	Technical Qualification Criteria	Criteria Description	Pass/Fail
Mandatory	Years of Business	Evaluate the stability and experience of the company: Minimum 2 years. of relevant work experience in IT, Supply and Import of ICT items (Provide registration certificates)	Pass/Fail
Mandatory	Relevant Experience	Bidders have demonstrated experience. In the field delivering ICT Items in Yemen with international organization or UN Agencies. (Through presentation of copies of the contracts / purchase orders / work orders as documented evidence) during the past 2 years (Minimum 2 contracts)	Pass/Fail
Mandatory	Meet Specification	Bidders Must meet the exact specification in Annex A.	Pass/Fail

All of the above mandatory criteria have to be met, otherwise, the bidder's submission will not be considered for further evaluation.

2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass the technical evaluation for all items in the offered. Financial bids from suppliers who are technically compliant will be evaluated based on:

- Competitiveness of the quoted prices by complete Lot(s)

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 Performance evaluation:

The above will be followed, during the implementation of the contract, by performance evaluation as a supplier such as:

- Random/periodic testing of the supplier's products,
- Ability to respond to emergency needs,
- Lead time and timely delivery,
- Dependability of products and services (no damages and losses),
- Accuracy of invoices.

2.7 SUBMISSION OF BID:

The proposal submission offer must bear your official letterhead, clearly identifying your company.

IMPORTANT NOTE FOR TENDER SUBMISSION:

1- Technical and Financial proposals

Submission of both technical and financial offers should be submitted E-tender box <http://etenderbox.unhcr.org> . Please carefully read the e-Tender Box user manual attached as Annex H for submission of your Technical and Financial – Offers submitted in any other manner will be disqualified.

The deadline for Technical & Financial proposals submission through the e-tender Box will be on 3 October 2024.

The Technical and Financial offers shall be clearly separated.

IMPORTANT:

The technical offer and financial offer documents are to be separated in E-tender box. Failure to do so may result in disqualification.

Thursday, the 03 of October 2024 at 23:59 hrs. – Yemen local 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 submitting bids by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all your submission offer proposals have been uploaded in the e-tender box properly before the deadline. The proposals must bear your official letterhead, clearly identifying your company name.

Bids should be submitted by file and uploaded to e-Tender Box, the online bid registration tool of UNHCR. The e-Tender Box can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use e-TenderBox, registration on the website is required. This registration is exclusively for e-TenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system and use only that e-TenderBox account to manage its offers to UNHCR.

In case the password is forgotten, that account cannot be used anymore, and new registration is required. The e-TenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this ITB.

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.

2.8 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may increase or decrease the proposed content when awarding the contract at its discretion 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.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the USD currency. 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 by UNHCR business owner.

2.10 UNHCR GENERAL CONDITIONS OF CONTRACT:

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**.

2.11 ENVIRONMENTAL POLICY

UNHCR's policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods form part of UNHCR's evaluation and selection criteria.

2.12 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such, advises Suppliers not to offer any gifts, favour, hospitality, commission, etc. to UNHCR Staff. Any Supplier found to be offering gifts, favour, hospitality, commission, etc. to UNHCR Staff will be placed on the United Nations sanctioned list and UNHCR will not do business with them anymore.

Martha Stacey Kiryewala
Supply Officer


UNHCR Country Office, Sana'a