



# UNHCR

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

**DATE: 26/09/2024**

## INVITATION TO BID: No. UNHCR ITB 420

**For the Supply, delivery, and Installation of 1000 Units of Solar Systems for the refugees and host Communities in Kharaz Camp, Lahj, Yemen**

Deadline for Technical & Financial proposals submission through the e-tenderBox & UNHCR cloud ERP will be on **Sunday – 13 October 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 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 the mandate to help stateless people.

In more than six decades, the agency has helped tens of millions of people restart their lives.

Our workforce is the backbone of UNHCR. As of 31 December 2021, we employ **18,879** people, of whom around nearly 91 per cent are based in the field.

We work in **137 countries** and territories, with personnel based in a mixture of regional and branch offices and sub and field offices. Our teams work hard to help the displaced, specializing in a wide range of disciplines, including legal protection, administration, community services, public affairs and health. 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 for **the Supply, delivery, and Installation of 1000 Units of Solar Systems for the Refugees and Host Communities in Kharaz Camp, Lahj – Aden – Yemen**. Referred to hereinafter as “goods and services”)

#### **IMPORTANT:**

Exact technical specifications of the items, and requirements of this project are detailed in the following Annexes:

- **Annex A:** Scope of Work
- **Annex B1:** Bill of Quantities. (BOQs) for 800 Units of Solar System for **Refugees** in Kharaz Camp
- **Annex B2:** Bill of Quantities. (BOQs) for 200 Units of Solar System for the **Host Community** in Kharaz Camp

Figures have been stated to enable bidders to have an indication of the projected requirements. This does not represent a commitment that UNHCR will purchase the above quantities. Quantities may vary and will depend on the actual requirements and funds available, regulated by the issuance of individual Purchase Orders/Contracts.

Other United Nations Agencies, Funds and Programmes 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 Contract with other UN Agencies.

**Important Note: Partial offer is not accepted; otherwise, the bid will be disqualified.**

This tendering process will result in the primary winner being issued a one-off contract/PO for supplying, delivering, and installing 1000 Solar Systems for the Refugees and Host Communities in Kharaz Camp, Lahj, Yemen.

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 CONTRACT:**

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’ 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**

<b>Annex Reference</b>	<b>Description</b>
Annex A	Annex - A (SCOPE OF WORK)
Annex B1	Bill of Quantiles. (BOQs) for 800 Units of Solar System for <b>Refugees</b> in Kharaz Camp
Annex B2	Bill of Quantiles. (BOQs) for 200 Units of Solar System for the <b>Host Community</b> in Kharaz Camp
Annex C1	Technical Offer Form – Eligibility & Technical criteria
Annex C2-1	Technical Offer Form - Meet Specification - Solar System Components for Refugee Shelters
Annex C2-2	Technical Offer Form - Meet Specification -Solar System Components for Host Community Houses
Annex D1	Financial form for 800 Units of Solar System for <b>Refugees</b> in Kharaz Camp
Annex D2	Financial form for 200 Units of Solar System for the <b>Host Community</b> in Kharaz Camp
Annex E	Vendor Registration Form
Annex F	General Conditions of Contracts OF Goods & Services
Annex G	UN Supplier Code of Conduct
Annex H	E-TenderBox Supplier User Manual
<b>Annex I</b>	<b>Cloud ERP Supplier Guidance Manual</b>

## 2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to [yemsasu@unhcr.org](mailto:yemsasu@unhcr.org) as to;  
**Email Subject: UNHCR ITB 420– Supply and Installation of 1000 Units of Solar System for the Refugees and Host Communities in Kharaz Camp, Lahj – Aden – Yemen – ( xxx Your company Name xxx ) 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, Chamber of Commerce, UNGM website, printed media etc.)

## 2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB by e-mail to the following.

- To [YEMSASU@UNHCR.ORG](mailto:YEMSASU@UNHCR.ORG).
- In ERP portal using the messaging functionality.

The deadline for receipt of questions is **3/10/2024 at 16:00 hrs. Yemen time**. Bidders are requested to keep all questions concise.

UNHCR will compile the questions received. UNHCR may, at its discretion, within a week 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.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal **an/or by attaching the list of Questions and Answers to this ITB in this ERP portal.**

### **IMPORTANT:**

**Please note that Bid Submissions are NOT to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer. Offers to be submitted to Etender box.**

**Please note that proposals are NOT to be sent using the messaging functionality in ERP system. Proposals sent using the messaging functionality will result in disqualification of the offer.**

## 2.4 YOUR OFFER

### **IMPORTANT:**

UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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.

### **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 2.7) of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer (**Scan copy of bid security should be a part of the technical offer**)
- Financial offer

**IMPORTANT:**

Please carefully read the e-TenderBox user manual attached as Annex H & Cloud ERP Supplier Guidance Manual attached as Annex I 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.

The technical details of the products requested by UNHCR can be found in the following annexes:

Annex Reference	Description
Annex A	Annex - A (SCOPE OF WORK)
Annex B1	Bill of Quantiles. (BOQs) for 800 Units of Solar System for <b>Refugees</b> in Kharaz Camp
Annex B2	Bill of Quantiles. (BOQs) for 200 Units of Solar System for the <b>Host Community</b> in Kharaz Camp
Annex C1	Technical Offer Form – Eligibility & Technical criteria
Annex C2-1	Technical Offer Form - Meet Specification - Solar System Components for Refugee Shelters
Annex C2-2	Technical Offer Form - Meet Specification -Solar System Components for Host Community Houses

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.

Technical Proposal must be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

**1) General Documentation:**

- 1- **Valid Business registration & Tax ID:** presented a valid business registration certificate and valid Tax ID, and/or licenses (issued by the pertinent Yemeni authorities) in the field of supply and installation of solar power system and related electrical equipment.
- 2- **Financial Capacity:** Submitted any one or composition of the following financial instruments -
  - a) certified financial statements/balance sheets, for the past three years, with minimum turn over ≥ USD 100,000.
  - b) and/or audit reports, for past three years, with minimum turn over ≥ USD 100,000.
  - c) and/or turnover records, for past three years with minimum turn over ≥USD 100,000.
- 3- **Bid Security:** Submitted scan copy of the bid security must be valid for 180 days.  
In the amount of Fifteen thousand (15,000) USD or equivalent in local currency @ USD 1 = Yemeni Rial 542 (USD 15,000 = Yemeni Rial 8,130,000).

- 4- **Vendor Registration Form:** If your company is not already registered with UNHCR, you must complete, sign and submit with your technical proposal the Vendor Registration Form (Annex E)
- 5- **Acknowledgement of UNHCR General Conditions of Contract OF Goods & Services:** Acknowledgement of UN GCC (by signing and stamp Annex-F)
- 6- **UN Supplier Code of Conduct:** Acknowledgement of UN Supplier Code of Conduct (by signing and stamp Annex G)
- 7- **Company's experience** Evaluate the stability and experience of the company: Minimum 2 years. of relevant working experience in supply and installation of solar power system and related electrical equipment.  
(Provide registration certificates)
- 8- **Relevant Experience:** Bidders have demonstrated experience. experience in supply and installation of solar power system and related electrical equipment 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)
- 9- **Proposed project personnel:** The qualifications and experience of key technical personnel proposed for administration and execution of the contract. Provide C.Vs of proposed staff ( one Project manager, minimum 1 Engineer in the field of electrical or mechanical engineering, minimum 1 Technicians and Foremen in key trades (steel welding, electricians, plant mechanics, etc.)
- 10- **Company Implementation Capability and storage capacity:** The vendor must submit prove (By providing license, pictures, and profiles of the company) that the company have existing show rooms or/ and warehouse storage facilities of electrical equipment in Aden so that the components of the systems can be inspected and for easy follow-up during the warranty period. (A site visit might conduct by UNHCR to check the shops/warehouse)
- 11- **Workplan:** Submit programme of work in the form of bar Chart or Critical Path, (the program shall include the order in which Contractor intends to carry out the Works, including the classification of stages from importing system components if required, inspection, installation and everything related with the anticipated timing of each stage till handover.)
- 12- **Bidder offered the seller's warranty** covering defects liability for the supplied equipment and installation during minimum period of two (2) years by confirming in Annex C1.
- 13- **Meets Technical Specifications:** sign and stamp in each page of the annexes (Annex A "Scope of Work", Annex B1 & B2 "Bill of Quantity (BoQ) and meet specifications in technical evaluation form in Annex C1 & C2-1 & C2-2.

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

**Bid Security:**

In order to participate in this ITB, you are required to submit bid security as part of your Bid Submission in the amount of Fifteen thousand (15,000) USD or equivalent in local currency @ USD 1 = Yemeni Rial 542 (USD 15,000 = Yemeni Rial 8,130,000).

The Bid Security shall be issued by a reputable bank to the United Nations High Commissioner for Refugees (UNHCR) on behalf of the bidding vendor.

The document must be in one of the following forms:

- (i) Unconditional bank guarantee,
- (ii) Irrevocable letter of credit issued by first-class bank,
- (iii) Cashier's cheque or
- (iv) Certified cheque issued by an accredited bank, acceptable to UNHCR. The bid security must be valid **for 180 days** after the closing date of this ITB.

Unsuccessful bidders' bid securities will be released as promptly as possible but no later than 180 days after the expiration of the period of offer validity.

The successful bidder(s)' bid security(ies) will be discharged/returned upon the bidder(s) signing the Contracts/ Pos.

The bid security may be forfeited by UNHCR and the bid rejected in the event of any or combination of the following conditions:

- a) If the Bidder withdraws its offer during the period of the bid validity specified in this ITB cover document; or
- b) In the event the successful Bidder fails to sign the contract/ PO after UNHCR has issued an award.

Submission of Bid securities. Under this tender, the bids shall be submitted electronically to the designated e-TenderBox and Cloud ERP applications. **Bidders shall include a copy of the Bid Security in their respective Technical Offers.**

## **II) PRODUCT SPECIFICATIONS:**

**Technical Item Description:** Detailed description of the technical specifications of the offered items must match with the tendered specification, SOW and Drawings

**Warranty:** The bid shall include information on material defects and liability period with terms of warranty for each item.

**Country of Origin / Manufacturer:** The technical offer shall state the country of origin of the offered products and the manufacturer.

**Usable lifespan:** The bidder shall clearly state the recommended usable lifespan of each component of the product, i.e. the recommended usage period.

**Certificate:** If available, the bidder must submit a copy of quality assurance certificates for the items in all Lots (preferably internationally recognized quality certificates like ISO etc and/or quality certificate issued by the authorized State Quality Certification Agency of the country of Manufacture of the finished product issued on behalf of the manufacturer).

### **III) DELIVERY CAPACITY:**

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

#### **CONSEQUENCES FOR NON-COMPLIANCE:**

- Bidders who submit bids to this ITB and who fail to honour their offer when granted a frame agreement/Contracts may be **suspended** from participating in UNHCR tenders and potentially also for other UN Agencies
- Please note that - during the implementation of the contract/ 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 0.1% for each day of delay beyond the date upon which the Goods/services were due to be delivered as specified in the agreed implementation timeline. For this purpose, UNHCR may **withhold payments** up to 10% of a purchase order value until all disputes are settled or as liquidated damages for the failure of the supplier's performance.

#### **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 E) and supporting documents.

### **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 D1 & D2). 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 to Kharaz Refugee Camp** unit price for:

- Solar PV Module.
- Solar Inverter.
- Solar Battery with Racks.
- DC Cabling.
- AC Cabling.
- LED, Lights.
- Ceiling Fan.
- Supply install, light switch, sockets, of good quality.

Unit costs: The bidder shall quote the all-inclusive **DDP to Host Community in Kharaz** unit price for:

- Solar PV Module.

- Hybrid Solar Inverter.
- Solar Battery with Racks.
- DC Combiner Box (DCCB)
- DC Breakers Box
- DC Cabling.
- Connection from PV series to Combiner Box
- Combiner box to Hybrid Solar Inverter
- AC Cabling
- AC Breaker box

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

**Deduction Guarantee:**

- UNHCR will retention 5% from the total amount of the award contract/PO as a deduction guarantee **for a period of Six (6) Months after completing the delivery and installation of the solar units from any manufacturer faulty defective components of the delivered solar units.**

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 Technical evaluation:**

The technical component of the submission will be evaluated using the criteria **PASS or FAIL by using the exact same structure as outlined in (Annex C1) and based on the requirements from (Annex A).**

**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:**

<b>Category</b>	<b>Preliminary Evaluation Criteria</b>	<b>Criteria Description</b>	<b>Pass/Fail</b>
<b>Mandatory</b>	<b>Company Registration &amp; license and Tax ID</b>	presented a valid business registration certificate and valid Tax ID, and/or licenses (issued by the pertinent Yemeni authorities) in the field of supply and installation of solar power system and related electrical equipment	Pass/Fail
<b>Mandatory</b>	<b>Financial Capacity</b>	Submitted any one or composition of the following financial instruments - a) certified financial statements/balance sheets, for the past three years, with minimum turn over $\geq$ USD 100,000. b) and/or audit reports, for past three years, with minimum turn over $\geq$ USD 100,000. c) and/or turnover records, for past three years with minimum turn over $\geq$ USD 100,000.	Pass/Fail
<b>Mandatory</b>	<b>Bid Security</b>	Submitted scan copy of the bid security must be valid for 180 days. In the amount of Fifteen thousand (15,000) USD or equivalent in local currency @ USD 1 = Yemeni Rial 542 (USD 15,000 = Yemeni Rial 8,130,000).	Pass/Fail
<b>Mandatory</b>	<b>Vendor Registration Form</b>	If your company is not already registered with UNHCR, you must complete, sign and submit with your technical proposal the Vendor Registration Form (Annex E)	Pass/Fail
<b>Mandatory</b>	<b>Acknowledgement of UNHCR General Conditions of Contract OF Goods &amp; Services</b>	Acknowledgement of UN GCC (by signing and stamp Annex-F)	Pass/Fail
<b>Mandatory</b>	<b>UN Supplier Code of Conduct</b>	Acknowledgement of UN Supplier Code of Conduct (by signing Annex G attached hereto)	Pass/Fail

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

**Technical Evaluation:**

<b>Category</b>	<b>Technical Qualification Criteria</b>	<b>Criteria Description</b>	<b>Pass/Fail</b>
<b>Mandatory</b>	<b>Years of Business</b>	Evaluate the stability and experience of the company; Minimum 2 years. of relevant working experience in supply and installation of solar power system and related electrical equipment (Provide registration certificates)	Pass/Fail

<b>Mandatory</b>	<b>Relevant Experience</b>	Bidders have demonstrated experience. experience in supply and installation of solar power system and related electrical equipment in Yemen with international organization or UN Agencies.(Through presentation of copies of the contracts /purchase orders / work orders as documented evidence) duringthe past 2 years (Minimum 2 contracts)	Pass/Fail
<b>Mandatory</b>	<b>Proposed project personnel</b>	The qualifications and experience of key technical personnel proposed for administration and execution of the contract. Provide C.Vs of proposed staff ( one Project manager, minimum 1 Engineer in the field of electrical or mechanical engineering, minimum 1 Technicians and Foremen in key trades (steel welding, electricians, plant mechanics, etc.)	Pass/Fail
<b>Mandatory</b>	<b>Company Implementation Capability and storage capacity</b>	The vendor must submit prove (By providing license, pictures, and profiles of the company) that the company have existing show rooms or/ and warehouse storage facilities of electrical equipment in Aden so that the components of the systems can be inspected and for easy follow-up during the warranty period. (A site visit might conduct by UNHCR to check the shops/warehouse)	Pass/Fail
<b>Mandatory</b>	<b>Workplan</b>	Submit programme of work in the form of bar Chart or Critical Path, (the program shall include the order in which Contractor intends to carry out the Works, including the anticipated timing of each stage till handover.)	Pass/Fail
<b>Mandatory</b>	<b>Meets Technical Specifications</b>	sign and stamp in each page of the annexes (Annex A “Scope of Work”, Annex B1 & B2 “Bill of Quantity (BoQ) and meet specifications in technical evaluation form in Annex C1 & C2-1 and C2-2	Pass/Fail

- **All the above mandatory criteria must be met, otherwise, the bidder’s submission will not be considered. For further evaluation.**

### 2.5.2 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).

Your separate **Financial Offer** must contain an overall offer in **US Dollars**. The financial offer must cover all the goods and services to be provided (price “all inclusive”). The service provider must take into account all expenses (travel, accommodation, equipment etc.) that would be required for the discharge of the goods and services required. Price has to be given to all goods and services listed and inclusive any taxes payable.

Your separate **Financial Offer** must contain an overall offer in a single currency of US Dollars, and the duration of the offers must be valid for 180 days.

- **The prices offered must remain unchanged for the duration of the contract implementation period.**

- **The Financial offer is to be submitted as per the Financial Offer Form (Annex D1 & D2). Bids that have a different price offer form will not be accepted. and to be provided in both Excel and PDF**

## 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 letter head, clearly identifying your company.

### **IMPORTANT NOTE FOR TENDER SUBMISSION:**

#### 1- **Technical and Financial proposals**

Offers to be submitted in both E-tender box & Cloud ERP system

##### A. Submission in the E-tender box

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.

##### B. Submission in the Cloud ERP system

Submission of both technical and financial offers should be also submitted Cloud ERP system <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier> . Please carefully read the Cloud ERP Supplier Guidance Manual attached as **Annex I** 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 and Cloud ERP will be on **Sunday – 13 October 2024, at 23:59 hrs – Yemen local time**

Proposals should be submitted directly in the portal and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

**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 & in the Cloud ERP. Failure to do so may result in disqualification. Guidelines on how to submit your offer in the E-tender box could be found in Annex H & Annex I for Cloud ERP

**Deadline: Sunday – 13 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 the submission of bids, by notifying all prospective bidders simultaneously.

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

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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

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.

**2.8 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 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.

**2.10 UNHCR GENERAL CONDITIONS OF CONTRACT:**

Please note that the General Conditions of Contracts (**Annex F**) 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**