

**DATE: 17 October 2024**

**INVITATION TO BID: No. ITB/HCR/CXB/2024/012**

**ESTABLISHMENT OF FRAME AGREEMENT(S) FOR  
THE SUPPLY AND DELIVERY OF  
LOT 1: ESSENTIAL MEDICINES  
LOT 2: SUPPLEMENTARY MEDICINES  
LOT 3: MEDICAL SUPPLIES  
LOT 4: LABORATORY ITEMS**

**CLOSING DATE AND TIME: 31 October 2024 – 14:00 hrs BST**

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**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 17,300 people in more than 134 countries continues to help about 79 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, 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), Bangladesh Office in Cox's Bazar, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the **supply and delivery of**

- Lot 1: Essential Medicines
- Lot 2: Supplementary Medicines
- Lot 3: Medical Supplies
- Lot 4: Laboratory Items

(referred to hereinafter as "**Goods**").

**Bidders can offer all or any of the four lots. The lots offered in a bid will be evaluated individually.**

<b>IMPORTANT:</b>
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Exact technical specifications of the items are detailed in Annex A1 of this document for Lot 1, Annex A2 for Lot 2, Annex A3 for Lot 3 and Annex A4 for Lot 4.
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UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable twice for a further period of one (1+1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the agreement (s).

**This solicitation exercise foresees having potentially several Frame Agreement holders, among which a secondary bidding process would be implemented before the award of each purchase order(s).** UNHCR will request quotations at the time of the secondary bidding process. The award(s) will be based on the lowest price offered for each purchase order(s) among the Frame Agreement holders, however, UNHCR may consider previous performances of the bidders. A minimum delivery lead time can be specified in the secondary bidding, and Purchase Orders are to be awarded accordingly. UNHCR may award multiple Purchase Orders at the same time to ensure timely delivery. Only existing Frame Agreement holders can participate in the secondary bidding exercise, therefore, only Frame Agreement holders can receive Purchase Orders for the items with specifications outlined in the current ITB. If the awarded supplier(s) cannot fulfill the requirement of a Purchase Order resulting from the secondary bidding procedure through the Frame Agreement, such an order will be canceled and a new Purchase Order will be issued to the next lowest-cost supplier for the provision of the required goods, or a new secondary bidding procedure is to be concluded.

For the supply and delivery of various medicines to UNHCR offices in Bangladesh, UNHCR reserves the right to select one or multiple primary and backup vendors by splitting the award. Only when the primary vendor(s) fail to deliver the required goods, will UNHCR address the requirements to the backup supplier(s).

The estimated requirement of UNHCR is stipulated in **Annex-A- Technical Specification** (in Annex A1 of this document for Lot 1, Annex A2 for Lot 2, Annex A3 for Lot 3 and Annex A4 for Lot 4.)

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the stipulated quantity in **Annex-A**. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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 Frame Agreement with other UN Agencies.

Please note that Key Performance Indicators (KPIs) will be included in the Frame Agreement and disincentives may be applied in case performance is below agreed levels. These KPIs will be introduced at a later stage.

**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 18** "Settlement of disputes" of the UNHCR General Conditions of Contract for the Provision of Goods shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

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.

**Sub-contracting:** Please take careful note of Article 4 of the attached General Terms and Conditions of Contract (**Annex E**).

**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:

- **Lot 1:**  
Annex A1: Technical Requirements for Essential Medicines  
Annex B1: Technical Offer Form for Essential Medicines  
Annex C1: Financial Offer Form for Essential Medicines
- **Lot 2:**  
Annex A2: Technical Requirements for Supplementary Medicines  
Annex B2: Technical Offer Form for Supplementary Medicines  
Annex C2: Financial Offer Form for Supplementary Medicines
- **Lot 3:**  
Annex A3: Technical Requirements for Medical Supplies  
Annex B3: Technical Offer Form for Medical Supplies  
Annex C3: Financial Offer Form for Medical Supplies
- **Lot 4:**  
Annex A4: Technical Requirements for Laboratory Items  
Annex B4: Technical Offer Form for Laboratory Items  
Annex C4: Financial Offer Form for Laboratory Items
- **Annexes applicable to all Lots:**  
Annex D: Vendor Registration Form  
Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – *2018 version*  
Annex F: UN Supplier Code of Conduct  
Annex G: Quality Control Checklist for Accepting Drugs  
Annex H: eTenderBox Registration Guide;  
Annex I: eTenderBox Supplier User Manual

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to    as to:

- Your confirmation of receipt of this invitation to bid
- 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 or any question in respect of this ITB by e-mail to **bgdcosup@unhcr.org**.

**The deadline for receipt of questions is 14:00 hrs BST on 24 October 2024.** Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

UNHCR will organize an online pre-bid conference via Microsoft Teams on **22 October 2024 at 11:00 hrs BST**. A maximum of one (1) representative per company is allowed to participate. Names and contact details of the company's representatives must be provided at least two working days in advance, by e-mail to [bgdcosup@unhcr.org](mailto:bgdcosup@unhcr.org). Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation in the pre-bid conference shall be at the bidder's own expense. There will be no reimbursement from UNHCR.

Participation in the pre-bid conference is **strongly recommended**. However, after the event, a Questions & Answers document will be prepared and distributed by email to all invited bidders.

**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.

## **2.4 YOUR OFFER**

**IMPORTANT:**

Cancellation of Solicitation: 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 in **both excel and pdf format**. Offers not conforming to the requested formats may not be 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 2.6) 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 shall be included in the Technical Offer. Failure to comply will result in the disqualification of your offer.** The Technical Offer must contain all the information required.

**INSPECTION AND QUALITY CONTROL THROUGHOUT THE FRAME AGREEMENT:**

UNHCR may conduct targeted laboratory testing at any time (at its own cost) and might request batch-wise certification from time to time, which the awarded bidder will have to provide free of charge.

UNHCR reserves the right to inspect any shipment upon delivery as per Annex G and against the offer of the awarded bidder. If the delivered goods do not meet the standards as per Annex G, or not in line with the offer of the awarded bidder, UNHCR will reject the shipment, and the awarded bidder shall re-deliver the goods at its own cost.

The technical details of the products requested by UNHCR can be found in **Annex-A- Technical Specification (in Annex A1 of this document for Lot 1, Annex A2 for Lot 2, Annex A3 for Lot 3 and Annex A4 for Lot 4.)**.

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given and submit relevant certificates, test reports, and documentation. **Kindly use any or all of the Annex B1, B2, B3, and/or B4 as appropriate to provide this information.**

**2.4.1.1** The following details shall also be provided in the Technical Offer applicable for both Lot 1, Lot 2, Lot 3 and Lot 4.

**2.4.1.2 Item coverage:**

The technical offer shall clearly indicate the items quoted for in your offer (Annex B1, B2, B3 and B4) and if alternative dosage and/or packing is offered in any of the cases

Suppliers unable to comply with these requirements shall not be qualified for the financial evaluation stage.

**Production capacity:**

This section evaluates the production capacity and time needed by the bidders before announcing goods readiness date. Bidders shall state the weekly capacity over a period of four weeks and the overall annual production capacity, following receipt of a Purchase Order. In case the Bidder is not the Manufacturer of the product, such information shall be supported by written declaration, dated and signed by the Manufacturer(s). Bidders shall indicate whether there are any periods in the year when the declared capacity is not, or not fully, available for example due to a national holiday. The Bidders are expected to maintain such stated production capacity throughout the entire period of validity of the FA.

**Warranty:**

Bidders shall include period with terms of warranty as applicable. The Bidder will clearly state the period of validity of the warranty, including the start date of the warranty period. For all pharmaceutical products or other perishable goods, the period of validity of the warranty must not be less than the shelf life of the goods.

**Packing and container utilization details:** The Technical Offer (**Annex B-1, Annex B-2, Annex B-3 and Annex B-4**) shall clearly indicate the packing and transport options (e.g. weight, volume, etc.) in compliance with the packing and transport requirements part of **Annex A-1, Annex A-2, Annex A-3 and Annex A-4** to this ITB. (These are minimum packaging requirements; however, suppliers are encouraged to propose alternative options for better container utilization).

**Delivery Capacity and lead time:** The bidder shall clearly state delivery capacity in **Annex B-1, Annex B-2, Annex B-3 and Annex B-4**. The maximum allowed delivery lead time is 30 days. Bids offering longer delivery lead time will not be considered.

**Shelf life and usable lifespan:** The bidder shall clearly state the date of manufacture and date of expiry of the goods on the packaging as well as indicate the shelf life in Annex B. Bidders shall commit that in case of awarded with a contract, at the time of delivery the goods shall have at least 75% of their shelf life. If following post-delivery inspection, the goods have less than 75% of their shelf life remaining at the time of delivery, UNHCR will reject the concerned goods, and the awarded bidder shall deliver again the goods at its own cost.

**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 products.

**2.4.1.3 Item coverage:**

In addition to the above details to be provided as listed under 2.4.1.1, the following details shall also be provided in the Technical Offer, applicable for either Lot 1, Lot 2, Lot 3 or Lot 4.

1. Submission of valid trade license 2024-2025. As well as proof of being in the business of supply/manufacture of medicines by submitting related trade license copies for the past three years (from 2019)
2. Submission of valid TIN certificate.
3. Proven track record of three (3) similar/equivalent projects conducted in the past 3 years (list of organization/companies, copies of Purchase Orders,
4. Company Profile.
5. Audit reports for the last two years;
6. Copy of Bank Solvency Certificate with last 6-month bank statement

### **Lot 1: Essential Medicines**

#### **Certificates to be indicated in Annex B1:**

1. Manufacturer/Wholesaler's license issued by the National Regulatory Authorities (NRA). (Mandatory)
2. Valid copy of Current Good Manufacturing Practice (cGMP) certificate issued by the National Regulatory Authority (NRA) of the country of manufacture (Mandatory).
3. Valid copy of the manufacturing license issued by the NRA of the country of manufacture for each site involved in the production of the submitted product (Mandatory)
4. Supplier to meet WHO GSDP
5. Products have batch certificates of finished pharmaceutical products.
6. Certificate of Origin or Certificate of Pharmaceutical Product (CPP) conform to the format established by the World Health Organization (WHO) (Mandatory)
7. Evidence that the product is registered by one of the Stringent Regulatory Authority or evidence, when applicable, that the product is listed in the WHO Prequalification list (provide WHO-PQ reference number) or received a positive opinion from the WHO Experts Review Panel (ERP)
8. Manufacturer information: name, country, and address of the manufacturing site (Mandatory), website and if available contact details.
9. Compliance of proposed items' technical specifications with UNHCR technical specifications (Annex A-1).

Please provide the requested certificates through a download link in the **Annex B1** Technical Offer Form or through other secure alternatives.

### **Lot 2: Supplementary Medicines**

#### **Certificates to be indicated in Annex B2:**

1. Manufacturer/Wholesaler's license issued by the National Regulatory Authorities (NRA). (Mandatory)
2. Valid copy of Current Good Manufacturing Practice (cGMP) certificate issue by the National Regulatory Authority (NRA) of the country of manufacture (Mandatory).
3. Valid copy of the manufacturing license issued by the NRA of the country of manufacture for each site involved in the production of the submitted product (Mandatory)
4. Supplier to meet WHO GSDP
5. Products have batch certificates of finished pharmaceutical products.
6. Certificate of Origin or Certificate of Pharmaceutical Product (CPP) conform to the format established by the World Health Organization (WHO) (Mandatory)

7. Evidence that the product is registered by one of the Stringent Regulatory Authority or evidence, when applicable, that the product is listed in the WHO Prequalification list (provide WHO-PQ reference number) or received a positive opinion from the WHO Experts Review Panel (ERP)
8. Manufacturer information: name, country, and address of the manufacturing site (Mandatory), website and if available contact details.
9. Compliance of proposed items' technical specifications with UNHCR technical specifications (Annex A-2).

Please provide the requested certificates through a download link in the Annex B2 Technical Offer Form or through other secure alternatives.

### **Lot 3: Medical Supplies**

#### **Certificates to be indicated in Annex B3:**

1. Manufacturer/Wholesaler's license issued by the National Regulatory Authorities (NRA). (Mandatory)
2. A certified copy of the Manufacturing License(s) by the Regulatory Authorities of the country of manufacture. (Mandatory).
3. ISO certificate 13485: 2016 or an equivalent Quality Management System (QMS). This certificate should be issued by an accredited Conformity Assessment Body/Notified body (CAB/NB) (Mandatory) and preferably that is recognized by the regulatory authorities in one of the GHTF founding member countries (Australia, Canada, EU, Japan and USA).
4. For sterile products, ISO compliance certificate (i.e. ISO 11607-1:2019, ISO 11737-2:2019).
5. Medical devices, including in vitro diagnostics (IVDs), should comply with:
  - a. The guidelines of the IMDRF and GHTF as appropriate
  - b. Laboratory tests –WHO pre-qualified /Stringent Regulatory authority e.g. EMA, FDA, etc. Audited
6. Market clearance (CE marking (European Union), or 510K marking (USA) or equivalent certificate or marketing license) in one of the GHTF founding members for Medical devices classified B, C and D according to GHTF classification principles (if applicable)
7. When applicable evidence that the products are in the WHO PQ lists (provide WHO-PQ reference number)
8. Conformance certificate if applicable (i.e. electrical or fire safety)
9. Certificate of Analysis (if applicable) and Certificate of Origin
10. For medical equipment and appliances technical specifications (product brochure, Tech spec sheets, user manual etc) (Mandatory)
11. Manufacturer information: name, country, and address of factory of manufacture (Mandatory), website and if available contact details

Please provide the requested certificates and technical documentation through a download link in the Annex B3 Technical Offer Form or through other secure alternatives.

### **Lot 4: Laboratory Items**

#### **Certificates to be indicated in Annex B4:**

1. Manufacturer/Wholesaler's license issued by the National Regulatory Authorities (NRA). (Mandatory)
2. A certified copy of the Manufacturing License(s) by the Regulatory Authorities of the country of manufacture. (Mandatory).

3. ISO certificate 13485: 2016 or an equivalent Quality Management System (QMS). This certificate should be issued by an accredited Conformity Assessment Body/Notified body (CAB/NB) (Mandatory) and preferably that is recognized by the regulatory authorities in one of the GHTF founding member countries (Australia, Canada, EU, Japan and USA).
4. For sterile products, ISO compliance certificate (i.e. ISO 11607-1:2019, ISO 11737-2:2019, ISO 9001:2015).
5. Medical devices, including in vitro diagnostics (IVDs), should comply with:
  - a. The guidelines of the IMDRF and GHTF as appropriate
  - b. Laboratory tests –WHO pre-qualified /Stringent Regulatory authority e.g. EMA, FDA, etc. Audited
6. Market clearance (CE marking (European Union), or 510K marking (USA) or equivalent certificate or marketing license) in one of the GHTF founding members for Medical devices classified B, C and D according to GHTF classification principles (if applicable)
7. When applicable evidence that the products are in the WHO PQ lists (provide WHO-PQ reference number)
8. Conformance certificate if applicable (i.e. electrical or fire safety)
9. Certificate of Analysis (if applicable) and Certificate of Origin
10. For medical equipment and appliances technical specifications (product brochure, Tech spec sheets, user manual etc) (Mandatory)
11. Manufacturer information: name, country, and address of factory of manufacture (Mandatory), website and if available contact details

Please provide the requested certificates and technical documentation through a download link in the Annex B4 Technical Offer Form or through other secure alternatives.

### **Quality Management System**

Bidders shall have in place a Quality Management system which ensures that the product can be delivered consistently in accordance with the technical specifications detailed in Annexes A1, A2, A3 and A4.

Bidders are required to submit the below information in addition to above required certificates:

- a. Information about the respective Quality Management System (e.g. ISO) in place, including quality manual, quality policy and information describing the actual quality assurance and control processes. If a bidder is a trader/reseller, bidder shall submit the above information regarding the manufacturers used.
- b. Bidders are required to describe the Quality Management System in place at the factory location where the product is manufactured.
- c. Bidders are encouraged to share any evidence of successful WHO MQAS or GSDP audit/inspection. In case the bidder has been audited by other UN agencies or organizations as ICRC, MSF, QUAMED against WHO MQAS or GSDP, please share the audit inspection report. If the bidder is a trader, the above information shall be submitted regarding the factory/manufacturer.

The following details shall also be provided in the Technical Offer, **on top of Annex B-1, B-2, B-3 and B4.**

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

**Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

***If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.***



**UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgment of the UNHCR General Conditions for Provision of Goods, July 2018 by signing **Annex E**.

**UN Supplier Code of Conduct:** Your Technical Offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex F**.

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in Bangladeshi Taka only. It must be submitted to UNHCR in a separate email. Do not send the financial offer in the same email as the technical offer.

The Financial offer is to be submitted as per the Financial Offer Forms (Annex C1 / C2 / C3 / C4). Bids that have a different price structure may not be accepted.

The following details shall be provided for each item:

**Unit cost:** The bidder shall quote the unit price **Delivery at Place (DAP) Cox's Bazar**. The unit-cost information shall be provided using the attached Financial Offer Form (**Annex-C**). Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated in this document.

**Format:** Use ONLY the attached Annex C1 / C2 / C3 / C4 Financial Offer (Price list) for submitting your quote and the offers for the four scenarios. Please submit Annex C1 / C2 / C3 / C4 both in Excel and Pdf versions.

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. 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.

The following conditions will apply to the pricing:

**Prices provided in your financial offer will constitute ceiling prices which shall remain firm and not to be increased during the first twelve (12) months from the entry into force of the FA. Thereafter, awarded FA holders will be given the opportunity to review the stated ceiling prices, notifying UNHCR at least 30 days in advance of any proposed increase/decrease in prices with supporting documentation. Price increases may only be acceptable if fully justified and documented. UNHCR reserves the right to accept or reject the increases according to prevailing market conditions.**

**UNHCR is exempted from all direct taxes and customs duties. Quoted prices shall be provided without VAT but the VAT amount shall be clearly separately indicated. Suppliers mentioning VAT in their offer shall submit VAT registration documents, otherwise VAT component may not be accepted.**

**For VAT payment, awarded supplier will provide UNHCR with invoice, waybill, completed Mushak 6.3, Original or authorized circle (Customs, Excise and VAT) certified Treasury Challan.**

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.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after delivery of the goods to and/or acceptance by UNHCR of the services and acceptance of contractor's invoice in good order.

## 2.5 **BID EVALUATION**

Each offer from a Bidder will be considered separately and independently. Bidders shall submit a complete offer for each solicitation in which they wish to participate. References to previous or on-going tenders will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

### 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 testing of the supplier's products,
- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of products and services.

### 2.5.2 **Technical and Financial evaluation**

#### **Technical Evaluation.**

All Technical Offers from bidders validated by the UNHCR SO Cox's Bazar Bids Opening Committee will be evaluated using the PASS/FAIL system based on the following eligibility and technical evaluation criteria, *inter alia*, linked to the information contained in the sub-article 2.4.1 of this document and based on the requirements from Annex A1 / A2 / A3 / A4:

EVALUATION CRITERIA	MERIT "PASS" / "FAIL"
<b>ELIGIBILITY CRITERIA:</b>	
1. Availability of valid commercial registration documents and license, including certificate of registration with the tax authorities of Bangladesh	"Pass/Fail" (non-substantial)
2. Commercial entity continuously operating in Bangladesh for minimum 3 years	"Pass/Fail" (non-substantial)
3. Company fully accepts UNHCR General Conditions of Contract for the Provision of Goods and Services by your signature and seal ( <b>Annex E</b> )	"Pass/Fail" (non-substantial)
4. Company unconditionally commits to UN Supplier Code of Conduct by your signature and seal ( <b>Annex F</b> )	"Pass/Fail" (non-substantial)
5. Submission of duly filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered). If already a UNHCR registered supplier, please indicate your UNHCR vendor registration number on the Vendor Registration Form.	"Pass/Fail" (non-substantial)

<b>TECHNICAL EVALUATION CRITERIA</b>	
<b>A- PRODUCT SPECIFICATIONS</b>	
1. Compliance of proposed items with UNHCR technical specifications of the medicines	"Pass/Fail"
2. Information on products quality (Certificate of origin, Place of Inspection, GMP Certificates, DGDA NOC, ISO, WHO GSDP, batch certificates and CE certification etc., as applicable for respective lots)	"Pass/Fail"
<b>B - DELIVERY TERMS</b>	
1. Goods' delivery and handling terms are in line with those detailed in the <b>Annex A1 or A2 or A3 or A4</b> - Technical Requirements for the respective lots of this ITB – completed, signed, and stamped <b>Annex B</b> for the respective lots.	"Pass/Fail"
<b>C – COMPANY'S CAPACITY AND EXPERIENCE</b>	
1. Proven track record in supply of similar types of products to other reputable clients (list of organizations, copies of contracts / purchase orders, letters of reference form at least three (3) key clients).	"Pass/Fail" (non-substantial)
2. Company Profile including Vendor Registration Documents provided.	"Pass/Fail" (non-substantial)

**To be qualified, bidders shall provide at a minimum documentation marked mandatory in Annexes B1, B2, B3 and B4 for all quoted items.**

**Note: "FAIL" on any one of the above-listed sub-criterion will result in assigning "FAIL" to the entire corresponding criterion. Only the offers receiving "PASS" merit against all of the aforementioned criteria will be considered for the further financial evaluation process.**

**Note: UNHCR may, at its discretion, ask the bidder for clarification/additional information about the above "non-substantial" criteria during the evaluation phase of the tender. The request for clarification and the response shall be in writing with a submission deadline, and no change in the substance of the technical criteria shall be sought or accepted.**

#### **Financial Evaluation.**

All Financial Offers from technically qualified bidders will be evaluated based on unit cost of the offered products, including transportation cost up to the specified goods' delivery locations and in accordance with the delivery terms expressed in sub-article 2.4.1 of this document.

Please state unit weight, volume and any special handling requirements, if applicable.

**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:**

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 registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as Annexes H and I to this ITB.

**IMPORTANT:**

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

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**DEADLINE: 31 October 2024 – 14:00 hrs BST**

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the 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.

The offers must bear your official letter head, clearly identifying your company

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you don't find the answer, you are looking for, please send an email to the following helpdesk email address: [rbapsupply@unhcr.org](mailto:rbapsupply@unhcr.org). Also, in order to minimize any issues during the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file)

## **2.7 BID ACCEPTANCE:**

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

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 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 as a result of this ITB will be made in Bangladeshi Taka only. Payment will be made in accordance to the General Conditions of Contract for the Provision 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.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACT FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the General Conditions of Contract (**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.

Signature \_\_\_\_\_  
Roshan Silva,  
Senior Supply Officer  
Supply Unit  
UNHCR SO Cox's Bazar