

DATE: 14/11/2019

INVITATION TO BID: No. SC/ITB/19/057

**FOR THE SUPPLY, INSTALLATION, AND COMMISSIONING OF VIDEO  
CONFERENCING EQUIPMENT**

**CLOSING DATE AND TIME: 28/11/2019 – 23:59 hrs PST**

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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 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 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), Islamabad, invites qualified firms/companies to make a firm offer for the supply/delivery, installation, and commissioning/testing of video conferencing equipment at NAVTTC's HQ (National Vocational and Technical Training Commission - GoP) in Islamabad, and NAVTTC's Regional Offices, in Lahore, Multan, Karachi, Larkana, Quetta, Peshawar, and Gilgit Baltistan (referred to hereinafter as "Goods").

**IMPORTANT:**

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

The estimated current requirement of UNHCR is specified in Annex – B.

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 above quantity. 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 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.

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.

Note: this document is not construed in any way as an offer to contract with your firm.

## **2. BIDDING INFORMATION:**

### **2.1. ITB DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

- Annex A: Calendar of Activities
- Annex B: Technical Specifications
- Annex B1: Technical Offer/Data Form *(to be completed and submitted in the technical offer)*
- Annex B2: Technical Offer/Data Compliance Form *(to be completed and submitted in the technical offer)*
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018 *(to be acknowledged by signing/stamp and submitted in technical envelop)*
- Annex F: Suppliers' Code of Conduct *(to be acknowledged by signing/stamp and submitted in technical envelop)*

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [pakissc@unhcr.org](mailto:pakissc@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, chamber of Commerce, UNGM website, printed media, etc.)

#### **IMPORTANT:**

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

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to [pakissc@unhcr.org](mailto:pakissc@unhcr.org). **The deadline for receipt of questions is 17:00 hrs PST on 21/11/2019.**

#### **IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. On the closing date for receipt of questions, UNHCR shall compile FAQs and responses, and post under the tender on UNGM and on [unhcrpk.org](http://unhcrpk.org).

### **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.

**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 to the address provided in the "Submission of Bid" section 2.6) of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

#### 2.4.1 Content of the TECHNICAL OFFER

**IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex B**. Using Annex-B1, 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. Please, clearly state if your overall offer conforms to the UNHCR technical specifications and requirements using Annex-B2.

The following details which comprise part of the Eligibility and Qualification Criteria should be provided in the Technical Part of your Offer.

**Registration of Firm:** The prospective bidder should be a company/firm having legal presence in Pakistan, and shall provide copies of registration documents, like valid certificate of registration of the business, Articles of Incorporation etc. The core business must be in line with the supply of video conferencing equipment/services.

**Company Profile:** The bidder shall provide complete company profile including description of the company and the company's qualifications (contract capacity): A description of your company with the following information: (Relevant documents must be signed/stamped where applicable).

- i. Year founded and type of firm (e.g. Manufacture, Distributor, Reseller);
- ii. Number of years of experience in supply of similar products/service;
- iii. Number of dedicated Technical Staff for installing and commissioning Video Conferencing Equipment;
- iv. If multi location company, specify locations of presence in the Pakistan;
- v. Number of institutions the company has supplied similar goods/services to. Please, provide contact details of such institutions. UNHCR at its sole option may decide to conduct reference checks of the quality of the products/service and level of after sales services provided by the bidder.

**Financial Soundness:** Your offer should include bank statements or audited financial statements for the past 2 years showing an annual turnover amount of USD 30,000 - USD 50,000 or equivalent in local currency. If your statement is in any currency other than USD or Pakistan rupees, it shall be converted to USD using the UNHCR exchange rate at the time of bid evaluation. Your bank statement must be from a bank with a minimum credit rating of A. Transactions to be considered in the bank statement must be before the issue date of this tender.

**Experience of Firm:** The bidder shall show proof of a minimum of 2 years' experience in the field of Video Conferencing Business by submitting at least 2 contracts, work orders, POs or reference letters. All documents must be credible with letter heads and/or stamps of issuing organizations.

**Earnest Money/Bid Security:** Your technical offer should contain the earnest money equivalent to the amount of PKR 100,000 and should be in the form of a Demand Draft / Pay Order from a bank with a minimum credit rating of "A". Bid security must be included in the technical offer. Bidders who opt to submit the offer through email are advised to provide scan copy of the bid security along with their technical offer, and keep the original with them; UNHCR may request separately to provide original bid security at a later stage.

The bid security must be valid for 180 days after the closing date of this ITB as stipulated in section 2.6 of this ITB.

Unsuccessful bidders' bid securities will be discharged/returned as promptly as possible but no later than 30 days after the expiration of the period of offer validity as stipulated in section 2.4.2 of this ITB.

The successful bidder(s)' bid security will be discharged/returned upon the bidder(s) signing the contract or acknowledging the Purchase Order.

The bid security may be forfeited:

- i. If a Bidder withdraws its offer during the period of the Bid Validity specified by the Bidder in his offer; or,
- ii. In the case of a successful Bidder, if he fails to sign the Purchase Order, in which case, he would have refused the offer.

**Packaging of the goods:** The technical offer shall clearly indicate the packaging of various items in compliance with highest standards of packaging for the type and quantities of each item. The packing, in particular, shall mark the Purchase Order number and any other identification information provided by UNHCR (as per serial numbers in Annex-B) as well as such other information as is necessary for the correct handling and safe delivery of the goods.

**Delivery, Installation, and Commissioning Capacity:** The bidder shall state the mobilization time, ex-stock quantity and quantities available after one, two, three and four weeks of production lead time. Bidder must be able to deliver, the video conferencing equipment within 60 calendar days of issuance of the purchase order by UNHCR. However, for the installation and commissioning of the equipment, the bidder will be advised at a later stage. Please make sure to quote the rates separately as structured in Annex-C.

**Inspection:** Pre-delivery 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. UNHCR shall also have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to the required specifications; payment for goods pursuant to the Purchase Order shall not be deemed an acceptance of the goods.

**Place of Inspection:** The bidder shall state the place of pre-delivery inspection.

**Warranty:** The bid shall include defects and liability period with terms of warranty.

**Incoterms:** The International Chamber of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase orders(s). It shall be DAP - Delivered at Place, at mentioned

location(s) as indicated in Annex C - Price Proposal Form to this ITB. Potential supplier shall be responsible and shall cover all risks up to delivery locations mentioned in Annex C.

**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 firm is registered in UNGM at level 1 or 2, please, provide only your exact registration number together with a declaration that the information available in UNGM is fully updated.

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

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

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

**IMPORTANT:**

If you have alternative product to offer, please clearly indicate the advantages over the standard items (**Annex B**). Do not send only an offer for an alternative product, i.e. these should be send in addition to an offer for the standard items requested. Do not send any samples of the products at this stage.

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

Your **separate** Financial Offer is to be submitted as per the financial offer form (**Annex C**) and must contain an overall offer for each lot in PKR. Bids that have a different price structure will be considered but will be converted to US Dollars using the UN exchange rate at the time of financial evaluation.

The following details shall be provided for each item:

**Unit costs:** Your quote shall have:

- i. The unit prices must be inclusive of all charges, except for the transport/delivery, installation, and commissioning charges, which must be quoted separately for each delivery location mentioned in Annex-C.
- ii. If the total price of a product differs from the stated total price at any line item in Annex-C, the unit price shall prevail. If the sum of total prices of all line items differ from the overall total price stated by the bidder, the line item total prices shall prevail.

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

You are requested to hold your offer valid for 180 calendar days from the deadline for submission. UNHCR will make its best effort to select a company within this period. In exceptional circumstances, prior to the expiration of the Bid validity period, UNHCR may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. The bid security described in section 2.4.1 of this ITB should also be extended corresponding to the extension of the bid validity period at the least. A Bidder may refuse the request without forfeiting its bid security, but his bid shall no longer be

considered for further evaluation and award. A Bidder granting the request shall not be required or permitted to modify its bid.

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.

## 2.5 **BID EVALUATION:**

### 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:

- Copy of certificate of registration / incorporation and copy of certificate of; or
- Proof of your firm's registration in UNGM.
- Financial soundness, your technical offer should include audited financial statement or certified bank statement for the past 2 years with a minimum annual turnover amount of USD 30,000 - USD 50,000 or equivalent in local currency.
- Core business, your technical offer must indicate core business of your firm
- Track record, bidders are encouraged to submit track record for similar items with UN and International Organizations.
- 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.
- Lead time for delivery

### 2.5.2 **Technical evaluation:**

The technical component of the submission will be evaluated using the criteria **PASS or FAIL by using the below criteria and based on the requirements from Annex B.**

Sr.	Mandatory Criteria	Pass / Fail
1.	Is the bidder a company/firm having legal presence in Pakistan, and have provided a Business Registration document showing business in the field of supplying Video Conferencing Equipment/Services, or related items/services?	Yes / No
2.	Bid Security of PKR 100,000 in the prescribed format submitted?	Yes / No
3.	UN general conditions for the provision of goods and services acknowledged (signed) and submitted?	Yes / No
	<b>Technical Criteria</b>	<b>Pass / Fail</b>
1.	Do the offered specifications conform to required specifications spelled out in Annex-B?	Yes / No
2.	Experience in the field of Video Conferencing Business and in the supply of similar products/services. Minimum 2 years,	Yes / No

	at least 2 credible contracts, work orders, PO or reference letters on the letterhead and/or stamp of the client submitted?	
3.	Experience in the supply of similar products/services to the United Nations. At least 2 credible contracts, work orders, POs issued by UN.	Yes / No
4.	Delivery Completion Time acceptable? Maximum 60 calendar days upon issuance of Purchase order.	Yes / No
5.	Defects and liability period with terms of warranty provided?	Yes / No
6.	Financial standing; audited financial statement or certified bank statement for the past 2 years with a minimum annual turnover amount of USD 30,000 - USD 50,000 or equivalent in local currency submitted?	Yes / No

### 2.5.3 Financial evaluation:

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

All bids from technically qualified suppliers will be evaluated based on:

- Compliance with the established UNHCR specifications,
- Unit cost
- Lead Time
- Delivery capacity

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars 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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

## 2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. The Technical and Financial offers must be clearly separated.

Bids should be submitted through courier at the following address: -

Bid for the Supply, Installation, and Commissioning of Video Conferencing Equipment  
 SC/ITB /19/057  
 LCC Secretary  
 United Nations High Commissioner for Refugees (UNHCR)  
 Diplomatic Enclave II, Sector G-4, Islamabad.

OR by email to [pakisitb@unhcr.org](mailto:pakisitb@unhcr.org)

### Important Note:

Please note that bidders who choose to submit hard copies of their bid, need not send it through email. Bidders who choose to submit bids through email, must ONLY send it to [pakisitb@unhcr.org](mailto:pakisitb@unhcr.org) as sending of such information to any other email address will

automatically disqualify the bid. Bidders will be responsible for addressing the email correctly and UNHCR will not be responsible for late delivery of email due to any technical problem.

**IMPORTANT:**

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

**Deadline: 28/11/2019 – 23:59 hrs PST.**

**IMPORTANT:**

Any bid received after the submission deadline or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by advertising in the same newspapers and or UNGM.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be advised that the e-mail policy employed by UNHCR limits the size of attachments to a **maximum of 15 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Upon submission, please indicate in e-mail subject field:

- **SC/ITB /19/057**
- **Name of your firm with the title of the attachment (Technical or Financial)**
- **Number of e-mails that are sent (example: 1/3, 2/3, 3/4).**

**Note: You must send separate emails for the technical and the financial bids.**

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

**IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

**2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful 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.



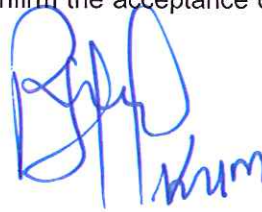
**2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this ITB will be made in PKR 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.

**2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND 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.

*Signature*



*Kum Roland Fang, Supply Officer,  
Supply Chain,  
UNHCR Islamabad, Pakistan*

