



# UNHCR

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

DATE: 15/09/2020

INVITATION TO BID: No. ITB/PSP/IT/2020/007

FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF

**RENTAL SERVICES OF ALL IN ONE MULTIFUNCTION MACHINES AND RELATED  
MANAGEMENT SERVICES**

CLOSING DATE AND TIME: **19/10/2020 – 23:59 hrs CET**

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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 almost seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people in 135 countries continues to help about 80 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>.

UNHCR is also present with an office in Rome, since 1952 and is the Representation for the operations in Italy, Holy See and San Marino. For more information please visit [www.unhcr.it](http://www.unhcr.it).

## **1. OBJECTIVE OF THE TENDER & REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Rome has recently moved its premises to a new office located in Via Leopardi 24 in Rome, in a building of 4 floors, counting a total of around 115 personnel working in the office.

Printing, copying, scanning and faxing are daily needs for UNHCR personnel to deliver and support the activities required to fulfill its mandate and for this reason UNHCR is now looking for a supplier to enter into a contractual agreement for the provision of rental services for a period of 3 years with possibility of extension of additional 2 years, indicatively starting from January 2021.

The Office of the United Nations High Commissioner for Refugees (UNHCR), in Rome, is therefore pleased to invite qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the **provision of rental services of all-in-one multifunction machines and related management services**.

UNHCR may award Frame Agreement(s) with initial duration of 3 (three) years, potentially extendable for a further period of 2 (two) years.

The successful bidder will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Please note that figures indicated below have been stated in order to enable bidders to have an indication of the projected volumes and requirements. It does not represent a commitment that UNHCR will require the same quantities. Quantities may vary and will depend on the actual requirements and use of machines.

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.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement upon 90 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 Contracts for provision Services 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.

## 1.1. CURRENT SITUATION

UNHCR in Rome has currently 5 (five) all-in-one laser jet multifunction machines with a daily use, one located in each floor of the building. The machines operate as printers, copiers, scanners and, with low volumes, as faxes. Machines are connected via ethernet and VPN can be set up in order to allow for those devices with the machines installed (mainly computers desktops and laptops) the possibility to print when outside the office.

The premises host 2 different UNHCR divisions:

- The Multi Country Office (MCO Italy), with 3 multifunction machines in use and a contract for the rent of multifunction machines ending on 31<sup>st</sup> Dec 2020.
- The Private Sector Partnerships Sector (PSP Italy) with 2 multifunction machines in use and a contract for the rent of multifunction machines ending on 28<sup>th</sup> February 2021.

The **monthly** estimated volumes for the 2 divisions and the average ones per each machine are the following:

Type of service	MCO Italy (3 machines)	PSP Italy (2 machines)	TOTAL	AVERAGE per machine
<b>Copying/Printing (Black &amp; White)</b>	13,000	4,000	17,000	3,400
<b>Copying/Printing (Color)</b>	8,000	3,000	11,000	2,200

## 1.2. REQUIREMENTS

Based on the current situation described above and the estimation of future needs, the requirements that bidders should take into consideration when formulating their offer and quotation on rental of machines and related management services are the following:

Number of machines	4 (one per each floor) + 1 Staple Finisher  <i>This number is based on the current needs. Needs may change in the course of the contract period. For this reason, UNHCR is also asking bidders to quote the rental cost for each additional machine/finisher.</i>
Type of machines	All-in-one multifunction machines  <i>Please refer to Annex A for additional details and minimum requirements.</i>
Functions	print, copy, scan and fax
Model year	From 2018 or newer
Paper managed	A3 and A4
Print / Copy/ Scan/ Fax	Print / Copy/ Scan → Duplex, B/W, Color Fax → One-side, B/W
Dimensions	All the 4 multifunction machines in use are located in dedicated areas on each floor, with indicatively maximum measures of 1.5 mt large * 1 mt deep * 1.5 mt height. Bidders are therefore required to take into considerations these measures when proposing a multifunction machine.
Energy Certification	YES
Provision of toner / cartridges	YES
Collection and disposal of toner / cartridges	YES
Assistance / Repair / Maintenance support	YES
Transportation, installation, substitution, replacement and removal	YES
Warranty for all supplies, including spare parts and maintenance services for a minimum period equivalent to the contract duration	YES
Delivery times	End of 2020/early 2021. Possibility in delivering the machines in two tranches of 2-3 months distance to meet the deadlines of existing rental contracts will be considered an asset

**IMPORTANT:**

**Technical specifications of the items and services required are detailed in Annex A of this document.**

Bidders are required to confirm their ability to meet the minimum requirements by:

- **Filling in Annex A**, both minimum and desirable requirements sheet, confirming whether proposed machines are compliant with the minimum requirements.
- **Providing additional information** indicating evidence of their compliance.
- **Providing supporting documents** whenever possible (such as technical sheet/ machine brochure, energy certificate, images of the proposed machine, etc.)

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: Technical Specifications (minimum and desirable requirements) and compliance form – ***to be carefully read and filled-in***  
Annex B: Financial Offer Form – ***to be duly filled-in***  
Annex C: Vendor Registration Form – ***to be filled-in in case of new supplier***  
Annex D: UNHCR General Conditions of Contracts for the Provision of Services – ***to be acknowledged***  
Annex E: eTenderBox Supplier User Manual – ***to be carefully read to submit the offer***  
Annex F: Registration Guide for eTenderBox– ***to be carefully read to register your company in the eTender Box.***

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [CELI@unhcr.org](mailto:CELI@unhcr.org) 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. Failure to comply with this provision may result in disqualification.**

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Erika Celi, Supply Associate at [celi@unhcr.org](mailto:celi@unhcr.org). **The deadline for receipt of questions is 23:59 hrs CET on 05/10/2020.**

UNHCR will reply to the questions received as soon as possible by means of publication on its websites and will notify by email all invited bidders.

### **2.4 YOUR OFFER**

Your offer shall be prepared in English. In case justified reasons for impossibility of submitting the offer in English, Italian can be accepted. Company's qualifications are accepted in Italian.

Please submit your offer using the Annexes A and B 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 or in copy to the responsible buyer or any other UNHCR staff other than the submission modality described below will result in disqualification of the offer. Please refer to section 2.6) "Submission of Bid" for the submission modalities.

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.

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. You are therefore required to send:

- **Confirmation of your ability to meet the minimum requirements** by:
  - o Filling in the **Annex A**, both minimum and desirable requirements sheet;
  - o Providing additional information indicating evidence of the compliance;
  - o Providing supporting documents whenever possible (such as technical sheet/ machine brochure, energy certificate, images of the proposed machine, etc.).

Clearly state and disclose any discrepancies with the specifications given.

The following details and documents shall also be provided in the Technical Offer:

- **Company description and qualifications:**
  - o Company certificate (Visura Camerale or Chamber of Commerce registration).
  - o Company description, including year of establishment and office distribution on the Italian territory
  - o Last Balance Sheet
  - o List of main clients
  - o Contact details of at least 3 references
  - o Quality and/or Environmental certificate if available.
- **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 C**). If your company is already registered and if information previously provided has changed, please re-submit a new vendor registration form. All bidders are strongly encouraged to also submit request for registration with United Nations Global Market Place ([www.ungm.org](http://www.ungm.org)).
- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

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

Your separate **Financial offer** must contain an overall offer in a single currency, EUR.

The Financial offer is to be submitted as per the Financial Offer Form (**Annex B**). Bids that have a different price structure may not be accepted.

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

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 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 selected supplier will be added to the Vendor Database based on the submitted Vendor Registration Form and supporting documents as submitted as part of the "Company description and qualifications" above.

In the course of the contractual relationship, supplier will be evaluated based on the performance in providing the rented machines and related management services. The criteria that will be taken into consideration will be:

- Adherence to Contract Terms and Conditions
- Account Management (including client service approach, response time and problems resolution)
- Delivery time of machines and assistance
- Invoicing
- Prices in accordance with the contract
- Quantity delivered
- Quality of work and product.

### **2.5.2 Technical evaluation:**

The technical component of the submission will be evaluated using the criteria **PASS or FAIL by reviewing the information provided in Annex A and the supporting documents submitted, that will be evaluated based on the requirements indicated in Annex A.**

### **2.5.3 Financial evaluation:**

The financial component will be analyzed only for those suppliers that pass the technical evaluation and will be based on the costs provided in Annex B.

Bidders are required to carefully read the instructions to fill in Annex B and to complete it.

Companies are allowed to quote only in Euro.

## **2.6 SUBMISSION OF BID:**

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

Your proposal shall comprise the following documents:

- Technical Component, as per section 2.4.1
- Price Component, using the provided form Annex B.

**IMPORTANT:**

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

**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 F and G to this RFP.

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.

**Submission Deadline: Monday 19<sup>th</sup> October 2020, hrs 23:59 CET.**

**IMPORTANT:**

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

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.

Submissions received via different means will not be considered.

**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, or to allow split or partial awards.

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.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

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

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

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



Ms. Laura Iucci,  
Senior PSP Officer  
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