

DATE: 24 May 2021

INVITATION TO BID: No. ITB/HCR/CXB/2021/006

**THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR PROVISION OF
DESIGN AND PRINTING SERVICES**

CLOSING DATE AND TIME: 23 June 2021 – 14:00 hrs BST

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 printing service providers to make a firm offer for the establishment of Frame Agreement(s) for the **provision of design and printing services to UNHCR offices in Bangladesh** (referred to hereinafter as “**Goods & Service**”).

IMPORTANT:

Exact requirements and technical specifications of the items for the provision of design and printing services are detailed in **Annex A** of this document.

UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable twice for a further period of one (1) years. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

For the provision of design and printing services to UNHCR offices in Bangladesh, UNHCR reserves the right to select one or multiple primary and back-up vendors by splitting the award. Only when the primary vendor(s) fail to deliver the required goods, will UNHCR address the requirements to the back-up supplier(s).

The estimated requirement of UNHCR is stipulated in **Annex-A** (Technical Specification)

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.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the Contract only upon 60 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **Article 19** "Settlement of Disputes" of the UNHCR General Conditions of Contract for the Provision of Goods and 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.

Sub-contracting: Please take careful note of **Article 5** 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:

- Annex A: Technical Specifications
- Annex B: Technical Offer Form
- 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 version
- Annex F: UN Supplier Code of Conduct
- Annex G: eTenderBox Registration Guide;
- Annex H: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

Bidders are requested to inform UNHCR of the receipt of this ITB by return e-mail to SIDDIQUR@UNHCR.ORG, TAREKM@UNHCR.ORG copy to HORVATH@UNHCR.ORG as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation. 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 SIDDIQUR@UNHCR.ORG, TAREKM@UNHCR.ORG copy to HORVATH@UNHCR.ORG.

The deadline for receipt of questions is 14:00 hrs BST by 10 June 2021. 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 after above mentioned deadline.

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**

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 submit your bid directly and only as per the instructions 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 disqualification of your offer. The Technical Offer must 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. Clearly state and disclose any discrepancies with the specifications given.

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

Required documents for complete submission:

- 1- Submission of valid trade license 2021;
As well as proof of being in the business of design and printing service by submitting related trade license copies for the past three years (from 2018)
- 2- Submission of valid TIN certificate.
- 3- Formal acceptance of the UNHCR General Terms and Conditions for the Provision of Goods and Services – July 2018 version.
- 4- Formal acknowledgment of the UN Supplier's Code of Conduct.
- 5- Submission of dully filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered).
- 6- Compliance of proposed items technical specifications with UNHCR technical specifications (Annex A).
- 7- Proven track record of three (3) similar/equivalent projects conducted in the past 3 years (list of organization/companies, copies of Purchase Orders,
- 8- Company Profile.
- 9- List of resources in terms of equipment, press equipment, press room equipment, computers, software compatibilities, binding and compilation equipment etc;
- 10- Audit reports for the last two years;
- 11- CV of the key personnel (focal point) for UNHCR contract; design expert and accounts manager.
- 12- Three (3) different printed product samples from the items listed in Annex A ;
- 13- Quality assurance policy in is place with return and cancellation policy provided, including free re-work in case of justifiable quality problems
- 14- Copy of Bank Solvency Certificate with last 6 month bank statement

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 acknowledgement of the UNHCR General Conditions for Provision of Goods and Services, 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**.

IMPORTANT:

SAMPLES – TO BE SUBMITTED AS PART OF YOUR BID

Presentation of three (3) different printed product samples from the items listed in Annex A is a mandatory requirement constituting part of the technical evaluation criteria. All bidders are required to send samples accordingly. The samples will be examined for conformity to the technical requirements detailed in Annex A (Technical Specifications Form) and below in tender article 2.5.2. Failure to provide the required samples renders the bid non-responsive and will lead to its rejection. Samples shall be provided free of charge with no guarantee that they will be returned by UNHCR unless the vendor agrees to take them back “as-is” and pays for their return, if applicable. UNHCR shall give no guarantee as to the condition of the samples upon completion of the technical evaluation process.

The samples must contain a label or marking which can identify the bidding company and the tender reference number, i.e. **ITB/HCR/CXB/2021/006**.

Bidders must send the samples to the following address:

**UNHCR SUB-OFFICE COX’S BAZAR,
MOTEL ROAD, COX’S BAZAR, BANGLADESH
Deadline for delivery of samples – 23 June 2021 – 14:00 hrs BST.**

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 C). Bids that have a different price structure may not be accepted.

The prices offered should remain fixed for the entire duration of the Frame Agreement.

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; and DAP UNHCR Representation Dhaka**. 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.

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 template, Treasury Challan signed by Bank/VAT authorities and money receipt.

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. UNHCR’s standard

payment terms are within 30 days after satisfactory delivery of the goods and receipt of original invoice with accompanying documents in good 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.

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 summarized as follows:

EVALUATION CRITERIA	MERIT "PASS" / "FAIL"
ELIGIBILITY CRITERIA:	
1. Submission of valid trade license 2021	Non-discretionary "Pass/Fail"
2. Submission of valid TIN certificate	Non-discretionary "Pass/Fail"
3. Formal acceptance of the UNHCR General Terms and Conditions for the provision of Goods and Services – July 2018 version	Non-discretionary "Pass/Fail"
4. Formal acknowledgment of the UN Supplier's Code of Conduct	Non-discretionary "Pass/Fail"
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.	Non-discretionary "Pass/Fail"

TECHNICAL CRITERIA	
A- PRODUCT SPECIFICATIONS	
1. Compliance of proposed items with UNHCR technical specifications of the printing services (Signed and stamped Annex A, as well as completed and signed Annex B)	Non-discretionary "Pass/Fail"
2. Compliance of submitted samples of the product with UNHCR technical requirements (Annex-A) and compliance to the factors here below: The samples will be assessed based on the following: <ul style="list-style-type: none"> • High Quality of Color (including black/white): demonstrates color, hue, saturation, and color rendition. • Lightness: demonstrates lightness from "light" to "dark". • High Quality Contrast: demonstrates visually meaningful differences, in lightness and chromaticity, within the image. • High Quality Sharpness: clarity of details and definition of edges. • High Physical Quality: demonstrates high physical quality: such as paper properties and gloss (if applicable) 	Non-discretionary "Pass/Fail"
3. Quality Assurance: return and cancellation policy provided, including free re-work in case of justifiable quality problems	Non-discretionary "Pass/Fail"
B- COMPANY'S CAPACITY AND EXPERIENCE	
1. Proof that the commercial entity was continuously operating as design and printing service provider in Bangladesh for the last 3 years (from May 2018)	Non-discretionary "Pass/Fail"
2. Proven track record in supply of similar types of service to other reputable clients (list of organizations, copies of contracts / purchase orders, letters of reference form at least three (3) key clients).	Non-discretionary "Pass/Fail"
3. Complete Company Profile	Non-discretionary "Pass/Fail"
4. List of resources in terms of equipment, press equipment, press room equipment, computers, software compatibilities, binding and compilation equipment etc. proposed to the project;	Non-discretionary "Pass/Fail"
5. Audit reports for the last two years;	Non-discretionary "Pass/Fail"
6. CV of the key personnel (focal point) for UNHCR contract; design expert and accounts manager	Non-discretionary "Pass/Fail"
7. Copy of Bank Solvency Certificate with last 6-month bank statement	Non-discretionary "Pass/Fail"

Note: "FAIL" on any one of the above-listed sub-criteria 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 further financial evaluation process.

Financial Evaluation.

All Financial Offers from technically qualified bidders will be evaluated based on:

Unit cost – DAP (UNHCR Sub-Office, Cox's Bazar and UNHCR Representation Office in Dhaka, including delivery and offloading).

Please state unit weight, volume and any special handling requirements, if applicable.
Following the technical verification of the offer, technical compliant bids will be compared on the basis of the provided unit rates. The lowest bid conforming to the terms of the ITB will be recommended for the award of the Frame Agreement.

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 G and H 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: 23 June 2021 – 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.

IMPORTANT:

Samples must be hand delivered, indicating the project number, to the address as per below, before the tender closing date.

**ITB/HCR/CXB/2021/006
UNHCR SUB OFFICE, COX'S BAZAR
MOTEL ROAD, COX'S BAZAR, BANGLADESH**

Failure to do so will result in disqualification of your offer.

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 Services.

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 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 CONTRACT FOR THE PROVISION OF GOODS

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.



Bryan Gitau
Senior Supply Officer
Supply Unit
UNHCR SO Cox's Bazar