

DATE: 12 September 2021

INVITATION TO BID: No. ITB/HCR/CXB/2021/008

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF
COMPRESSED RICE HUSK (CRH)**

CLOSING DATE AND TIME: 12 October 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 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), Bangladesh Office in Cox's Bazar, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of Compressed Rice Husk (CRH) referred to hereinafter as "Goods" based on the delivery terms - DAP to the local areas of UNHCR's operation such as Kutupalong Refugee Camp, Nayapara Refugee Camp and Konapara Refugee Camp.

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable for a further period of one (1) year. The successful bidder(s) will be requested to maintain their quoted prices for the entire contract duration.

The concerned solicitation exercise foresees choosing a primary, a back-up and a second back-up supplier for each item. If the primary supplier is unable to fulfil the requirement of a purchase order resulting from the Frame Agreement as per the applicable contract terms and conditions, such order will be cancelled with a new purchase order issued to the back-up supplier for the provision of the required goods, etc.

The estimated annual requirement of UNHCR is for 500 (five hundred) metric ton of compressed rice husk.

Please note that the figures above 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 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 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.

QUALITY CONTROL THROUGHOUT THE FRAME AGREEMENT:

UNHCR will carry random quality inspections, including specific selected criteria for laboratory test to products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival to destination or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR.

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:

- Annex A: Technical Offer Form / Specifications of Compressed Rice Husk (CRH)
- Annex B: Sample of UNHCR Logo
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contract for the Provision of Goods – July 2018 revision
- Annex F: UN Supplier Code of Conduct.
- Annex G: eTenderBox Registration Guide;
- Annex H: eTenderBox Supplier User Manual
- Annex I: Pictures for packaging materials

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to ASHRAFUZ@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.

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 ASHRAFUZ@UNHCR.ORG, copy to HORVATH@UNHCR.ORG.

The deadline for receipt of questions is 14:00 hrs BST on 28/09/2021. 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.

UNHCR will organize an online pre-bid conference on 26 September 2021 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 ASHRAFUZ@UNHCR.ORG, copy to HORVATH@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 expenses. 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 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. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible Buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly and only to the address provided in the "Submission of Bid" section 2.6) 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.

The technical details of the products requested by UNHCR can be found in **Annex A**.

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 shall be provided in the Technical Offer.

Completed and signed Annex A - Technical Offer Form / Specifications of Compressed Rice Husk (CRH)

Description of the company and the company's qualifications through presentation of the following documents:

- Company profile;
- Year founded and type of firm (e.g. manufacturer, distributor and/or reseller);
- If multi location company, specify locations of presence in Bangladesh;
- Number of similar and successfully completed contracts;
- Number of similar projects currently underway;
- Total number of institutional clients served and complete contact details of your top 3 clients in Bangladesh (based on contract monetary value).

Certificates (mandatory requirement):

- Trade Licence (at least for 2018/2019 – 2021, demonstrating minimum 3 years of continuous existence of your company)
- Certificate of registration with the tax authorities (at least for 2018/2019 – 2021, demonstrating minimum 3 years of continuous existence of your company).

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.

Incoterms: The International Chamber of Commerce Incoterms 2020 shall apply for this ITB and for any resulting purchase orders(s).

Packaging and Transport details: The Technical Offer shall clearly indicate the packing and transport options (e.g. quantity, volume, etc.) in compliance with the packing and transport requirements part of **Annex A** to this ITB. (These are minimum packaging requirements; however, suppliers are encouraged to propose alternative options).

Markings.

The following information shall be printed on each side of every polypropylene bag using bold, dark-blue font (size of the markings shall be proportional to that of the bag dimensions):

- UNHCR vertical blue logo (per attached sample) of the size not less than 20cm x 20cm; colour: UNHCR blue
- Name of the product ("CRH"); ("Not for Sale")
- Purchase Order (PO) number;
- Consignee ("UNHCR SO Cox's Bazaar");
- Quantity

Production Capacity: The bidder shall state annual production capacity.

Delivery terms: The Compressed Rice Husk supplied under the future Frame Agreement are to be delivered DAP to be named locations Kutupalong, Nayapara and Konapara Refugee Camps.

Delivery Capacity and lead time: State the time required for the delivery of the following quantities from the issuance of a UNHCR PO (in calendar days);

1. Monthly estimated requirement 45 MTs CRH: ----- in calendar days
(not more than 7 days)
2. Monthly estimated requirement 100 MTs CRH: ----- in calendar days
(not more than 14 days)

Bidder must be able to deliver the entire annual quantity 500 MTs CRH in **maximum 3 months**, if requested. Bids offering longer lead times will not be considered.

State the time required for the delivery of the following quantities from the issuance of a UNHCR PO (in calendar days) in **Annex A**;

Storage Capacity: Successful bidders will be expected to maintain a dedicated emergency stock of 50 MTs Compressed Rice Husk at their premises at no extra cost and without prior commitment from UNHCR, which can be used for rapid deployment to UNHCR emergency operations worldwide. Availability of company warehouse in the Cox's Bazar greater area/Chittagong will be consider as a positive advantage.

Shelf life and usable lifespan: The bidder shall clearly state the recommended shelf life of the product, as well as the usable lifespan, i.e. the recommended usage period.

***NOTE:** It is expected that Compressed Rice Husk will last for 03 months of use under tropical conditions.*

Inspection: Inspection and laboratory testing 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.

Place of Inspection: The bidder shall state the place of inspection.

IMPORTANT:
SAMPLES

Presentation of sample(s) i.e CRH and packaging materials is mandatory requirement constituting a part of the preliminary (eligibility) evaluation process. All bidders are required to send sample(s) of goods offered. The sample(s) will be examined for conformity to the technical specifications detailed in **Annex A** (Technical Specifications).

Failure to provide the required samples renders the entire 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 possible testing and the follow-on 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/2021/008.

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 – 12/10/2021 at 14:00 hrs BST.

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 of Contract for the Provision of Goods: Your Technical Offer must contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Goods 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**.

Your technical offer must respond to all the evaluation criteria set in Article 2.5.2 “EVALUATION CRITERIA / BIDDER’S CHECKLIST” below. Bids not responding to all the technical criteria will be rejected.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in Bangladeshi Taka only.

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

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

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price **including the transportation to every named discharge location**. 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 initially for **90 days** from the deadline for submission. UNHCR will make its best effort to award a company within this period. However, the awarded bidder/s must hold its offer valid for the contract duration as stated in Section 1 (“Requirements”) of this ITB. 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 inspection 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 / BIDDER'S CHECKLIST	MERIT "PASS" / "FAIL"
ELIGIBILITY CRITERIA:	
1. Availability of following documents: - Valid commercial registration documents and license (Trade License, at least for 2018/2019-2021, demonstrating minimum 3 years of continuous existence of your company) - Certificate of registration with the tax authorities of Bangladesh (at least for 2018/2019– 2021, demonstrating minimum 3 years of continuous existence of your company).	Non-discretionary "Pass/Fail"
2. Formal acceptance of the UNHCR General Terms and Conditions for the Provision of Goods – 2018 version	Non-discretionary "Pass/Fail"
3. Formal acknowledgment to the UN Supplier's Code of Conduct	Non-discretionary "Pass/Fail"
4. Submission of a sample of the product as part of the technical offer	Non-discretionary "Pass/Fail"

TECHNICAL EVALUATION CRITERIA	
A- PRODUCT SPECIFICATIONS	
1. Compliance of proposed items in the technical offer with UNHCR technical specifications of the Goods (Annex-A) as well as Signed and stamped Annex A by the bidder.	Non-discretionary "Pass/Fail"
2. Compliance of submitted sample of the product with UNHCR technical specifications of the Compressed Rice Husk (Annex-A).	Non-discretionary "Pass/Fail"
B - DELIVERY TERMS	
1. Goods' delivery and handling terms offered are in line with those detailed in Article 1 of this ITB document as well as in Annex A.	Non-discretionary "Pass/Fail"
2. Delivery Capacity and lead time: Stated the time required for the delivery of the following quantities from the issuance of a UNHCR PO (in working days) in Annex A and in line with Article 2.4.1 (Delivery capacity & lead time) .	Non-discretionary "Pass/Fail"
C – COMPANY'S CAPACITY AND EXPERIENCE	
1. Proven track record of CRH supply to other reputable clients (list of organizations, copies of contracts / purchase orders, letters of reference from <u>minimum 2</u> key clients). - Number of similar and successfully completed contracts, please provide minimum 2 Purchase Orders, from 2018/2019. - Number of similar projects currently underway. - Complete contact details of your top 3 clients – with the highest monetary value contract - in Bangladesh.	Non-discretionary "Pass/Fail"
2. Company Profile including Vendor Registration Documents.	Non-discretionary "Pass/Fail"
3. Sound financial stability of the bidding company (based on the documentation: - Audit reports for the last 3 years and/or balance sheets for the last 3 years and/or account statements (closing balance) for the last 3 years.	Non-discretionary "Pass/Fail"

Note: "FAIL" on any one of the above-listed sub-criterion will result in assigning "FAIL" to the entire corresponding criterion. Only the offers received "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 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 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: 12 October 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.

However, for submitting the samples of CRH and packaging, please refer to the below instruction:

IMPORTANT:

Samples must be hand delivered, indicating the tender ref. number, to the address as per below, before the tender closing date, i.e. 12 October 2021 – 14:00 hrs BST.

**RFP/HCR/CXB/2021/008
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 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.

Signature _____


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