DATE: 23 October 2019

INVITATION TO BID: No. ITB/HCR/JOR/2019/35

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT
FOR THE SUPPLY AND DELIVERY OF
PRINTING SERVICES


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), Amman, invites qualified suppliers and authorized dealers and distributors to make a firm offer for the establishment of Frame Agreement(s) for the supply of Printing Services.

IMPORTANT:

The technical specification and the requirement are detailed in Annex A (Terms of reference)

UNHCR may award Frame Agreement(s) with initial duration of two (2) years, potentially extendable for a further period of one (1) year, for supplying and delivery its operations. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).
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 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 90 days (3 months) 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 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.

**Note:**
- This document is not construed in any way as an offer to contract with your firm.
- Bidders are requested to quote for all the items listed, partial offers are not accepted.

**2. ITB DOCUMENTS**

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

- Annex A: Terms of Reference (TOR)
- Annex B: Technical Evaluation Criteria
- Annex C: Financial Offer Form
- Annex D: UNHCR Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services
- Annex F: UN Supplier Code of Conduct
- Annex G: Bid Document Checklist

**2.1 ACKNOWLEDGMENT**

We would appreciate informing us of the receipt of this ITB by return e-mail to joramsup@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 in respect of this ITB by e-mail to joramsup@unhcr.org. The deadline for receipt of questions is on 10 November 2019 at 16:00 hrs. Amman Local Time.

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

UNHCR will compile the questions received and may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English only.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT:
Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly 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 and other UN Agencies can be found in the terms of reference (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.

In addition to the terms of reference in Annex A, the following details shall also be provided in the Technical Offer.

Description of the Company and its qualifications: A description of your company with the following documents: company profile, registration certificate:
- Year founded;
- A list of bidder's current clients, from UN Agencies, international organizations, Embassies and Multinational Corporation,
- Certificate (chamber of commerce, commercial registration & Profession from the local municipality- if applicable, ISO certification).
- Bidders Confirmation on their ability to deliver to all participating agencies office locations in Jordan.

Certificate Compliance: The bidder shall submit a certificate confirming the product(s) offered meet the item specifications.

Delivery time The bidder shall state the delivery lead time, of each item.

UNHCR Vendor Registration Form (Annex D): If your company is not registered with UNHCR, you should complete, sign and submit Annex D, with your technical proposal. If you are already registered with UNHCR, please mention this information in your technical offer.


BID Document Checklist (Annex G): Checklist will assist bidders in ensuring that all documentations and steps were taken to fully complete the proposal, please tick the appropriate boxes and submit with your technical offer.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain your prices in Jordanian Dinars as per the table in Annex C (Financial Offer Form).

The prices offered by the bidders must be DAP (Delivery At Place) as per incoterms 2010, and must remain valid for the entire duration of the proposed Frame Agreement of two (2) years, extendable for additional one (1) year.

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 inclusive of supply and delivery, at the location as specified in Annex C on a DAP basis (Delivery at Place).

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.
You are requested to hold your offer valid for 120 days from the deadline of 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 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,
- Audit report,
- Contract capacity.

This will be followed later by performance evaluation as a supplier such as:

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

2.5.2 **Technical and Financial evaluation:**

All bids received against this ITB will be evaluated based on a **PASS/FAIL** criterion based on the requirement specified under the terms of reference and Content of technical offer (Annex B) and the contract will be awarded to the best technical offer meeting UNHCR's requirement at the most competitive prices, considering the following points:

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

For evaluation purposes only, the offers submitted in currency other than JOD will be converted into 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, labor, 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.

**Bids may be submitted as per the following instructions:**

Attention: The Secretary of the LCC

**If by hand:** Please place the Technical and Financial offers in separate envelopes, clearly marked as Technical Proposal & Financial Proposal. Both envelopes must then be put in an outer envelop marked clearly with the ITB number (ITB/HCR/JOR/2019/35) and closing date (17 November 2019).

**The proposals must be submitted to UNHCR Office located on 319 Wasfi Al-Tal Street opposite to Paradise Bakery, Amman, Jordan**

**If by e-mail:** Please submit via Joramtoc@unhcr.org in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.) Please submit Technical and Financial offers in separate e-mails. The subject line of each e-mail should read, “Technical Proposal” and, “Financial Proposal”.

**Deadline:** 21 November 2019, at 16:00 hrs. Amman Local Time.

**IMPORTANT:**
The Technical and Financial offers shall be clearly separated. The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [20] Mb so it may be necessary to send more than one e-mail for the whole submission.

**IMPORTANT:**
Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

Please indicate in the e-mail subject field:
- **ITB/HCR/JOR/2019/35** Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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.
IMPORTANT:
The Financial offer will only be opened for evaluation if the supplier’s technical part of the offer has passed and is 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 the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and Services 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 for Goods and Services (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.