DATE: 06/11/2019

INVITATION TO BID: No. ITB/HCR/JOR/2019/33

FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE SUPPLY OF TOILET PAPERS, TISSUES AND JUMBO ROLLS

CLOSING DATE AND TIME: 5/12/2019 – 16:00 hrs Amman Local Time.

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), Amman, invites reputable, reliable and qualified companies registered with the government of Jordan to submit a firm offer for the supply and delivery of Toilet papers, Tissues and Jumbo Rolls.

IMPORTANT: Specifications and list of the items are detailed in Annex A attached to this document.

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

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to send the requested information 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: Technical Specifications
Annex B: Technical Offer Form (to be filled in, signed, stamped and submitted)
Annex C: Financial Offer Form (to be filled in, signed, stamped and submitted)
Annex D: Vendor Registration Form (to be filled in, signed, stamped and submitted)
Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services 2018 (to be stamped, signed and submitted)
Annex F: UN Supplier Code of Conduct (to be stamped, signed and submitted)

2.2. ACKNOWLEDGMENT

We would appreciate your 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.
- The source where you have acquired this tender document (e.g. E-Mail, UNGM website, printed media etc.)

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 17th November 2019 at 16:00 hrs Local Time.

UNHCR will compile the questions received and will respond to all bidders participating in the tender competition, shortly after the query deadline.

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

All the emails sent requesting clarification shall have the following email subject: ITB/HCR/JOR/2019/33 - Question

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 A.

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the given product specifications and disclose any discrepancies with the specifications given.
The following details shall be provided in the Technical Offer:

The offer shall clearly state whether or not the products are fully conforming to the Jordanian National Standards for Hygienic Products. Offers without this confirmation might be dismissed.

If available, a conformity certificate released by the Jordan Standards and Metrology Organization (JSMO) or equivalent shall be submitted.

A- PRODUCT SPECIFICATIONS:

Technical Specifications: Bidders shall submit a detailed description of the technical specifications of the item, as per the technical specifications provided in Annex A.

Samples: samples shall be submitted with the technical offer as per below:

<table>
<thead>
<tr>
<th>Submission of SAMPLES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>As part of your offer you are requested to send - free of charge - one (1) sample of each of the offered item (maximum two (2) samples per type/requested item), with the ITB reference number and the company’s name clearly mentioned on the sample. The sample should be submitted based on the technical specifications outlines in Annex A of this document.</td>
</tr>
<tr>
<td>Sample has to be sent to the following address by 5th December 2019 – 16:00 Amman Local time:</td>
</tr>
<tr>
<td>UNHCR BO Amman</td>
</tr>
<tr>
<td>Attn: Supply Unit – Katia Maasadeh</td>
</tr>
<tr>
<td>Located on Wasi Al-Tal Street Corner Musa George Fram Street</td>
</tr>
<tr>
<td>Opposite Paradise Bakery</td>
</tr>
<tr>
<td>Amman</td>
</tr>
</tbody>
</table>

Failure to provide the requested sample(s) by the deadline will result in disqualifying the offer.

IMPORTANT: Samples will form an integral part of the Frame Agreement to be established. No discrepancy between the samples and the delivered item will be accepted during the implementation of the contract.

Certificates: Bidders shall submit (if available) a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product (ISO certificates or equivalent).

B- PRODUCTION AND DELIVERY CAPACITY:

Country of Origin of the Supplier and place of Manufacture: Your technical offer shall state the country in which the supplier is registered as well as the country and place of manufacture of each of the product.

Production Capacity: Bidders shall state the weekly production capacity.

Delivery Lead Time: Bidders shall state the weekly delivery capacity. Please note that during the implementation of the Frame Agreement - should the Contractor be in delay, without prejudice to UNHCR’s other rights and remedies, UNHCR may, at its sole option,
demand liquidated damages for such delay, in an amount equal to 0.3% for each day of delay beyond the date upon which the Goods were due to be delivered.

**Production Date:** Production date of the items shall not be more than 6 months upon item's delivery. Production date shall be clearly mentioned/printed on the outer box of the product.

**Incoterms:** The International Chamber of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase orders(s).

**Inspection:** Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase. Please indicate the venue for the inspection. 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.

**C- DESCRIPTION OF THE COMPANY'S PROFILE AND QUALIFICATIONS:**

**Company Information:** The bidder shall provide:

A) Description of Company Profile and core business, with information on similar contracts/project carried out in the last five (5) years; B) Financial statement for the last two (2) years; C) a list of clients; D) at least two (2) references of clients for similar contracts/projects E) Valid Business Company certificate must be submitted. **Offers without the above-mentioned license/certificate might not be further assessed.**

**Vendor Registration Form:** Please make sure to complete, stamp, date, sign and submit the Vendor Registration Form (Annex D) as part of your technical proposal. **The form shall contain the bank details of the company's business account.**

**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 stamping, dating and signing **Annex E.**

**UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by stamping, dating and signing it (Annex F).

**Content of the FINANCIAL OFFER**

Your separate financial offer must contain an overall offer in a single currency, i.e. JOD, USD or in the currency of your company’s country.

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. **Bidder can quote for one, two, or all three types of item, but each offered type should be for all of the given locations. Prices must remain the same in case of partial or complete award is received by the bidder.**

For evaluation purposes only, the offers submitted in currency other than USD will be converted into USD using the United Nations rate of exchange in effect on the date the submissions are due. Please note:

UNHCR is exempt from all direct taxes and customs duties. In this regard, **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. 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.

**IMPORTANT:** UNHCR will **not accept** offers from companies that do not have the following requirements in the vendor registration form (Annex D):

- Commercial bank account
- Name of the company in the commercial registration certificate should match with the bank account.

لا ننظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي.

**Unit costs:** The bidder shall quote the unit price to the given DAP locations. Using the given pricing structure and model, the bidder shall quote the unit price both EXW (naming the locations) and DAP UNHCR locations listed in the financial offer form Annex C.

**Note:** Estimated quantities of purchase can be found in the **scenario** in Annex C attached. Please note the figures in **Annex C** are only estimates and to give bidders an idea of UNHCR’s level of spend. UNHCR is not committed to match this spend in the coming years or throughout the contract’s duration.

### 2.5. BID EVALUATION:

#### 2.5.1 Supplier Eligibility and Registration:

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at:


The qualified supplier(s) 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.

- Vendor Registration Form (Annex D) should be signed and submitted with required attachments

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

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

#### 2.5.1 Technical and Financial evaluation:

Formal evaluation of the bids will be based on:

- Submission of a valid business registration Certificate (**Pass/Fail**);
- Valid company business bank account (**Pass/Fail**);
- Items’ compliance with the specifications and requirements mentioned in (Annex A) (**Pass/Fail**), by including the confirmation on the item’s compliance with the Jordanian National Standards;
- Submission of Samples (**Pass/Fail**);
- Delivery Capacity
- Quoted total DAP price to the given locations.
IMPORTANT: The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the technical evaluation process and has been accepted by UNHCR as meeting the technical specifications and formal requirements set forth herein.

2.6. SUBMISSION OF BID:

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

Bids maybe submitted as per the following instructions:

If by e-mail: Please submit via JORAMTOC@unhcr.org in PDF format. The Excel version of Annex C (Financial Offer) should also be submitted in addition to the PDF version.

Please submit Technical and Financial offers in separate e-mails. The subject line of each email should read, “Technical Proposal” and, “Financial Proposal”.

If by hand: Please place the Technical and Financial offers in two separate envelopes, clearly marked as Technical Proposal and Financial Proposal. Both envelopes must then be put in an outer envelope marked clearly with the ITB number and closing date.

The proposals must be submitted to:

UNHCR Office
Located on Wasfi Al-Tal Street Corner Musa George Fram Street,
Opposite Paradise Bakery,
Amman, Jordan
Tender Box # 5

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

Deadline: 5th December 2019 – 16:00 hrs Amman Local Time.

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.

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.

Please indicate in e-mail subject field:

- ITB/HCR/JOR/2019/33 - SUPPLY OF TOILET PAPERS, TISSUES AND JUMBO ROLLS
- 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 the evaluation and has been accepted by UNHCR as meeting the technical specifications and TORs.

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 & 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.

Francis Ngarambe
Senior Supply Officer,
UNHCR BO Amman, Jordan