DATE: 28 October 2021

INVITATION TO BID: No. ITB/UNHCR/2021/16

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF FOAM MATTRESSES

CLOSING DATE AND TIME: 28 NOVEMBER 2021 at 23:59 hrs (Local Amman 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.

Across more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in 135 countries continues to help nearly 80 million people. 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), Jordan, invites qualified suppliers, manufacturer and authorized dealers and distributors to make a firm offer for the establishment of Frame Agreement for the Supply and Delivery Foam Mattresses.

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with the initial duration of two (2) years, 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).

The estimated annual requirement of UNHCR is specified in [Annex A]

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 a minimum quantity of goods or services. 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.

The initiation of conciliation or arbitral proceedings in accordance with article 19 “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.

Quality control throughout the frame agreement:

UNHCR may carry out quality inspections at delivery as well as random quality inspections according to specific selected criteria for laboratory tests on products or items selected by UNHCR or by any independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival at destination, or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR.
In cases of suppliers' quality defects, in addition to the good's PO penalty clauses, the inspection and laboratory costs will be charged to the supplier.

Sub-Contracting: Please take careful note of article 4 of the attached General Terms and Conditions (Annex E).

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.

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
Annex F: UN Supplier Code of Conduct

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
- Whether or not you will participate in the supplier conference
- The source from which this tender document was obtained (e.g., E-Mail, Chamber of Commerce, UNGM website, printed media etc.)

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 23:59 hrs Local Jordan Time on 14 November 2021. Bidders are requested to keep all questions concise.

UNHCR will answer the questions received as soon as possible by means of publication by email to all participating bidders.

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 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

**NOTE:**
(A) sample(s) of each of the products offered must be submitted as part of your offer, delivered to the address provided in the “Submission of Bid” section 2.6 of this ITB. Failure to submit the corresponding sample with your bid may result in disqualification.

2.4.1 **Content of the TECHNICAL OFFER**

**IMPORTANT:**
No pricing information should be included in the Technical offer. Failure to comply will result in disqualification. The technical offer should contain all information required.

The technical details of the product 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 conform to the given specifications. Clearly disclose any discrepancies.

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

1. **Submission of the signed Technical Offer Form (Annex B) including:**

1.1. **Company Profile:** A description of your company with the following documents: Year founded, specify headquarters location and other branch location, if any; description of core business; Total number of current clients.

   a) Company registration certificate
   b) Commercial licenses and documentation required to operate as a provider/ distributor.
c) Relevant experience of supplying foam mattresses by submitting at least 3 (three) successfully completed contracts with different clients, attaching proof such as contracts or Purchase orders.


e) Vendor Registration Form or Vendor ID (if already registered).

f) Signed Annex F - UN Supplier Code of Conduct.

1.2. Financial Stability. Your offer must include Financial Statements, audited Financial reports from the past three (3) years.

1.3. Product Related Requirements

a) Compliance with product requirements as per Annex A, conformity with all specifications must be clearly stated in Annex B.

b) Internationally recognized certificate of quality pertinent to the manufacturing of foam mattresses.

c) Country of origin: 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.

d) Warranty: The bid shall include defects and liability period with terms of warranty for at least 12 months.

e) Usable lifespan: The bidder shall clearly state the recommended usable lifespan of each component of the product, i.e., the recommended usage period.

f) Laboratory test: This test and subsequent report shall confirm the product specifications. The bidders should state clearly that the product(s) they offer meet and in compliance with the national standards of Jordan. A certificate from Royal Scientific Society or Baltic Control Ltd will be required.

g) Sample for visual/tactile inspection

1.4. Production capacity: The bidder shall state the weekly and annual production quantity.

1.5. Delivery capacity: The bidder shall state the maximum quantity available, packed, and ready for delivery to UNHCR location after one week, two weeks and four weeks following confirmation of order. A minimum of 3,000pcs may be requested for immediate delivery upon award and issuance of purchase order.

1.6. Delivery Time: The vendor shall state the delivery times DAP Jordan, Azraq Camp.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial offer must contain an overall offer in a single currency, either in US Dollars or Jordanian Dinars (JOD) and must be submitted according to the Financial Offer Form (Annex C). Bids with 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 [DAP, UNHCR Azraq camp, Jordan]. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

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

You are requested to hold your offer valid for 120 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.

The cost of preparing a bid and of negotiating a contract, including any related travel and samples submitted, is not reimbursable, nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

For the award of this ITB, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made in three (3) steps (1. Mandatory documentation, 2. Technical, 3. Financial) described in the following sections.

2.5.1 Eligibility and Commercial/Registration Documentation Check:

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: https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex D) and supporting documents. The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

<table>
<thead>
<tr>
<th>ELIGIBILITY CRITERIA</th>
<th>EVALUATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Valid Company registration certificate in the filed of Mattress production/distributor and a proof of valid business bank account</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>b. Valid Commercial licenses and documentation required to operate as a provider / distributor</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>c. Signed UNHCR’s General Conditions of Contracts for the Provision of Services – 2018</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>d. submitted Vendor Registration Form or Vendor ID (if already registered)</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>e. Signed Annex F - UN Supplier Code of Conduct</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>f. Proof of Relevant experience for at least 3 (three) successfully completed contracts with different clients</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>g. Submitted Financial Statements and Audit reports from the past 3 years</td>
<td>Pass/Fail</td>
</tr>
</tbody>
</table>

All of the above criteria have to be met, otherwise the bidder’s submission will not be considered for further evaluation.
2.5.1 Technical evaluation:
The technical component of the submission will be evaluated using the criteria PASS or
FAIL by using the criteria as outlined in Annex B, and based on the requirements from
Annex A.

NOTE:
Only offers receiving a pass in all mandatory criteria will be considered for further evaluation:
- Technical conformity of samples submitted will be validated through visual/tactile testing
based on the criteria outlined in Annex B namely: size, weight, dimensions, etc.

2.5.2 Financial evaluation:
The financial component will be analyzed for those suppliers that pass the technical
evaluation.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be
converted into US Dollars 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 brings companies
together with UN agencies, labor, and civil society to support ten principles in the areas of
human rights, labor, the environment, and anti-corruption. We encourage our suppliers to
sign the UN Global Compact Initiative.

2.6 SUBMISSION OF BID:
Bids should be submitted by file upload to e-Tender Box, the online bid registration tool of
UNHCR.

The e-Tender Box can be accessed via the following URL: http://etenderbox.unhcr.org

In order to use e-Tender Box, registration on the website is required. This registration is
exclusively for e-Tender Box and does not replace any other registrations for UNHCR
applications. One Supplier should have only one registered email account in the system.
Therefore, the Supplier must use only one e-Tender Box account for managing its offers to
UNHCR. In case the password is forgotten that account cannot be used anymore, and new
registration is required. Registration Guide and User Manual of e-Tender Box are available
at the above URL.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf,
.txt, .zip, .ppt, .pptx, .bmp, .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 viewed 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.
Please note that samples of the product offered are to be submitted to the address below by the given deadline:

Qualification and acceptance of product samples

Technical acceptability of the products will be assessed through visual/tactile inspection of the samples by UNHCR Technical Team. Bidders are therefore required to submit samples of the mattresses to the below-mentioned address as follows.

Subject: ITB/UNHCR/2021/16 - Foam Mattresses [Sample]
UNHCR Branch Office, Amman, Jordan
Khalida,319 Westi Al-Tal St. corner George Musa Fram St. (opposite Paradise bakery)

Samples must be submitted on or before the bid closing date.

Please, kindly ensure that your samples are well labelled bearing the name of the bidder and contact details.
Bidders are advised to submit preferably one (01) sample meeting the specification

Failure to provide the requested sample shall lead to automatic disqualification of your bid.

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

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.

IMPORTANT:
The financial offer will only be opened for evaluation if the supplier's technical offer has passed the technical evaluation stage 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 requirements 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 suppliers submitting bids and does not bind itself in any way to select the supplier 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 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 in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR. UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

2.9 **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES and UN SUPPLIER CODE OF CONDUCT**

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.

**Signature**

Francis Ngarambe  
Senior Supply Officer  
UNHCR BO Amman Jordan

Digitally signed by Francis Ngarambe  
DN: cn=Francis Ngarambe, o=UNHCR, ou=Supply, email=ngarambe@unhcr.org, c=RW  
Date: 2021.10.27 17:13:06 +03'00'  
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