DATE: 27/07/2022

INVITATION TO BID: No. ITB/UNHCR/JOR/2022/11

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF MAINTENANCE SERVICES FOR
PRINTERS, MULTI-FUNCTIONAL PRINTERS AND THE SUPPLY OF GENUINE SPARE
PARTS

CLOSING DATE AND TIME: 17/08/2022 – 23:59 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) invites qualified suppliers to make a firm offer for the establishment of a Frame Agreement for the supply of printer and photocopier maintenance.

IMPORTANT:

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

UNHCR may award a Frame Agreement with an initial duration of 2 years, potentially extendable for a further period of one year, for supplying its operations globally. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.

The estimated annual requirement of UNHCR is specified on 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 require the totality of 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 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.

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.

In cases of supplier's quality default, in addition to the good's PO penalty clauses, the inspection and laboratory cost will be charged to the supplier.

Sub-Contracting: Please take careful note of article 4 of the attached General Terms and Conditions (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: Terms of Reference, Scope of Work and Equipment Profiles
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
- The source where you have acquired this tender document (e.g. UNHCR Website, e-Mail, Chamber of Commerce, UNGM website, printed media etc.)

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

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2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to
at joramsup@unhcr.org
The deadline for receipt of questions is 23:59 hrs Amman Local Time on [08/08/2022].

IMPORTANT:
Please note that Bid Submissions are not to be sent to the e-mail addresses above. Failure to
comply with this provision may result in disqualification.

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

All the emails sent requesting clarification shall have the following email subject:
ITB/UNHCR/JOR/2022/11 - 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 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 separate 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/services you are offering
are fully conforming to the product specifications given. Clearly state and disclose any
discrepancies with the specifications given.

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

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, data sheet, product catalogue as per the technical specifications provided in Annex A.

Certificates:
• Bidders should have valid registration certificate from Chamber of Commerce with the same domain.

Offers without the above-mentioned license/certificate might not be further assessed.

B- DESCRIPTION OF THE COMPANY'S PROFILE AND QUALIFICATIONS:

Company Information: The bidder shall provide:

• Description of Company Profile and core business, with minimum five (5) years experience in the relevant maintenance services industry

• Provide a list of relevant of experience with UN Agencies, International Organisations, Embassies and Multinational Corporation, minimum of three (3) reference.

• Valid Business Company certificate must be submitted.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign/stamp 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 by signing Annex E.

Please note that submitting an offer is deemed as acceptance of UNHCR's General Conditions for Provision of Goods and Services.

2.4.2 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. Bidders can quote for one, two, or all three types of items, 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 180 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):

a) Commercial bank account

b) Name of the company in the commercial registration certificate should match with the bank account.

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: 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.

2.5.2 Technical evaluation:

Formal evaluation of the bids will be based on the following technical evaluation criteria:

<table>
<thead>
<tr>
<th>Technical Evaluation Criteria/ Printer Toners</th>
<th>PASS/FAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Criteria:</td>
<td></td>
</tr>
<tr>
<td>Copy of valid license / registration certificates from the chamber of Commerce</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>Bidder should submit a valid commercial/ company bank account, personal accounts</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>are not accepted</td>
<td></td>
</tr>
<tr>
<td>Minimum of five (5) years experience</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>Provide a list of the labor force and qualifications/ technical skills of proposed</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>personnel to perform the requested services (Minimum 3 Staff with minimum 5 years</td>
<td></td>
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<tr>
<td>experience each)</td>
<td></td>
</tr>
<tr>
<td>Provided a list of relevant of experience with UN organizations International</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>Organizations, Embassies and Multinational Corporation &amp; with local companies,</td>
<td></td>
</tr>
<tr>
<td>bidders should provide at least three (3) reference contact details</td>
<td></td>
</tr>
<tr>
<td>Only genuine / original replacement parts that come in sealed, have QR Code for</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>verification and securely packed will be accepted</td>
<td></td>
</tr>
<tr>
<td>Adequate stock of Replacement parts must be available for delivery within 48 hours</td>
<td>PASS/FAIL</td>
</tr>
<tr>
<td>from request date</td>
<td></td>
</tr>
</tbody>
</table>

In addition to the above, bidders are also required to provide the below Annexes:

- **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).

**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.
2.5.3 **Financial evaluation:**

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

All bids from pre-qualified suppliers will be evaluated based on:

- Compliance with the established UNHCR specifications,
- Unit cost EXW, (non-palletized/palletized),
- Delivery capacity

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 would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, 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 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 registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one 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. Registration Guide and User Manual of eTenderBox 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 reviewed 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.
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 part of the offer has passed the test 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 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.

Emmanuel Adele
Associate Supply Officer,
UNHCR BO Amman, Jordan