DATE: 17 November 2022

INVITATION TO BID: No. ITB/UNHCR/JOR/2022/23

FOR THE SUPPLY AND DELIVERY OF Card Printers and Accessories


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 supply of card printers and accessories.

IMPORTANT:
The technical specification of the requirement is detailed in Annex A (Item Specifications).

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: Item Specification
Annex B: Technical Offer Form
Annex C: Financial Offer Form
Annex D: UNHCR Vendor Registration Form
Annex F: UN Supplier Code of Conduct
Annex G: e-Tender Box Registration Guide
Annex H: e-Tender Box Supplier User Manual
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

**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 16:00 hrs Amman Local Time on 24 November 2022.

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

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

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 separate 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 the item specifications (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.
Your Technical Offer (Annex-B) 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 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 current clients, from UN Agencies, international organizations, Embassies and Multinational Corporation,
- Certificate (chamber of commerce, commercial registration & Profession from the local municipality- if applicable)

**Delivery Capacity:** The bidder shall state the mobilization time, ex-stock quantity and quantities available after one, two, three and four weeks of production lead time.

**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.

**UNHCR Vendor Registration Form:** If your company is already not registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex D). If you are already registered with UNHCR, please submit a copy of any document; such as Pos, Contracts or Frame Agreement.

**UNHCR General Conditions for Provision of Goods:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods by signing (Annex E).

**UN Suppliers Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Suppliers Code of Conduct (Annex F).

**Technical Evaluation Criteria:**

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<thead>
<tr>
<th>S/N</th>
<th>Technical Evaluation Criteria</th>
<th>Pass/Fail</th>
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<tbody>
<tr>
<td>1.</td>
<td>Technical information, product catalogue, data sheet, or any other relevant technical information. Including confirmation that the offered product conforms to UNHCR provided specifications</td>
<td>Pass/Fail</td>
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<tr>
<td>2</td>
<td>Provide signed and stamped technical offer form (Annex B)</td>
<td>Pass/Fail</td>
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<tr>
<td>3</td>
<td>Copy of a valid Commercial registration/business certificate in Jordan.</td>
<td>Pass/Fail</td>
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<tr>
<td>4</td>
<td>Bidder has a commercial bank account, please fill Annex D (Vendor Registration Form), if you are not registered with UNHCR.</td>
<td>Pass/Fail</td>
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</table>
2.4.2 **Content of the FINANCIAL OFFER**

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

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, with this regard, price must 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.

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,
- Country of Items Origin

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 using the Unified 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:

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, .ppx, .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:
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.
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 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

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