



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**DATE: 23 MAY 2022**

**INVITATION TO BID: No. ITB/2022/017**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(s) FOR  
FOR THE SUPPLY AND DELIVERY OF  
FOAM MATTRESSES**

**CLOSING DATE AND TIME: 17 JUNE 2022 – 23:59 HRS LEBANON LOCAL TIME**

**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on 14 December 1950 by the United Nations General Assembly. The agency is mandated to lead and coordinate 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 18,800 people in more than 135 countries continues to help about 82 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), Lebanon, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of foam mattresses to UNHCR Lebanon.

**IMPORTANT:**

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

UNHCR may award Frame Agreement(s) with initial duration of three (3) years, potentially extendable for a further two (2) periods of one (1) year each, for supplying its operations globally. The successful bidders will be requested to maintain their quoted prices model for the duration of the Frame Agreement.

Item Description	Technical Specifications	Estimated Qty per Year
Foam Mattress	For adults, made of polyurethane foam, wrapped with a removable and washable non-woven spun bound synthetic fabric (type Corovin, min. 100 g/m <sup>2</sup> ), with zipper fastener. Detailed specification can be found in <b>Annex A</b> .	40,000 pcs

Please note that requirements 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.

UNHCR may award Frame Agreement(s) with initial duration of three (3) years potentially, extendable for a further two (2) periods of one (1) year each, subject to the quality performance of the selected company during the contract period, if the same terms, conditions and prices, as set forth in the initial Frame Agreement, are maintained.

**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.

Sub-Contracting: Please take careful note of article 5 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: Technical Offer Form

Annex B: Financial Offer Form

Annex C: Vendor Registration Form

Annex D: UN Supplier Code of Conduct

Annex E: UNHCR General Conditions of Contract for the Provision of Goods and Services, July 2018 version

Annex F: Confirmation on Vendor Non-Sanctions lists

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

**2.2 ACKNOWLEDGMENT**

We would appreciate informing us of the receipt of this ITB by return e-mail to [yousfih@unhcr.org](mailto:yousfih@unhcr.org) and [omaryt@unhcr.org](mailto:omaryt@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

**IMPORTANT:**

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

### 2.3 **REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Hussam Yousfi, Supply Associate at [yousfih@unhcr.org](mailto:yousfih@unhcr.org) with cc to [omaryt@unhcr.org](mailto:omaryt@unhcr.org). The deadline for receipt of questions is at 23:59 Hrs Lebanon Local time on 6 June 2022. UNHCR will reply to the questions received as soon as possible by means of publication on website or by email to all invited 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 file upload to eTenderBox platform will result in disqualification of the offer. Please submit your offer as described in the "Submission of Bid" section 2.6) of this ITB.

### **Special Instructions:**

- **Transportation:** The unit price must be inclusive of transportation (Incoterms DAP) to UNHCR Beirut warehouse located in Zouk Mosbeh area. Detailed address in Zouk Mosbeh area will be provided following contract award.
- **Pre-loading inspection:** The supplier must check/inspect the items prior dispatching them to UNHCR.
- **Rejected items:** All rejected items must be replaced by the supplier at no extra cost to UNHCR, no later than four (4) days from rejection date.

Your offer shall comprise the following two sets of documents and sample:

- Technical offer
- Financial offer
- **ONE** free-of-charge foam mattress packed in strong nylon bag (non-returnable), marked with A4 sticker, and must be submitted to UNHCR as a sample for inspection. The supplier must confirm that their mattress fully meets the technical specifications.

By submitting your samples, you are hereby acknowledging in advance that UNHCR will not be charged for any costs.

### **Submission of Samples:**

All samples should be handed over to Hussam Yousfi, Supply Associate UNHCR/Supply unit. Samples must bear your official letter head, clearly identifying your company. All samples should be submitted by **17 June 2022, the same closing date as the ITB.**

- **Sample Delivery place:**  
UNHCR Beirut Office  
S&K Buildings, Nicolas Ibrahim Sursock St., Jnah, Beirut  
P.O. Box 11-7332  
Ramlet El Baida, Beirut – Lebanon
  
- **Bid Reference: ITB/2022/017**

#### **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 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.

#### **I. Samples of quoted product:**

Your offer must be accompanied by sample of the quoted product. **UNHCR will consider offers with samples only.** For more details on the submission of sample, please refer to point no. 2.4.

#### **II. Mandatory Requirements (Pre-conditions): Pass/Fail criteria**

The following **nine (9) pre-conditions** must be met by the bidder's offer to be eligible for evaluation. The following should be submitted:

- Proof that your company was established and has been manufacturing or selling foam mattresses for three (3) or more years from date of submission
- Proof that your company is registered and licensed by the Government of Lebanon (GoL) to provide such goods/services
- Submit a written statement that your company accepts the delivery term (delivered at place-DAP) to UNHCR warehouse in Zouk Mosbeh area.
- Duly completed, signed, stamped, and dated vendor registration form (**Annex C**) unless you are already registered with UNHCR in which case you must state your vendor ID number with UNHCR.
- Submit a written confirmation of acceptance of UN Supplier Code of Conduct (**Annex D**).
- Submit a written confirmation of acceptance of UNHCR General Conditions of Contracts for the Provision of Goods and Services including payment terms which is within 30 days from the date of receipt of invoices following satisfactory delivery of goods/services (**Annex E**).
- Filled in and duly signed and stamped Confirmation on Vendors' Non-Sanction lists form (**Annex F**).
- **Technical Offer Form (Annex A):** Bidders are required to fill in, sign, stamp and provide response to each point stated in **Annex A**.

Moreover, as part of **Annex A**, bidder should state and specify the delivery lead time for the annual quantity.

*Please note that the delivery lead time is the duration required to deliver a certain quantity to UNHCR warehouse from date of receiving and acknowledging the UNHCR purchase order, this includes the mobilization, production, packing, and delivery duration.*

## **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, Euros or in the currency of your company's country.

### **IMPORTANT:**

Please carefully consider the pricing model applicable to this invitation tender.

Your separate Financial Offer must cover all the services to be provided (price "all inclusive") in a single currency, US Dollar.

The Financial Offer is to be submitted as per the Financial Offer Form **Annex B**. Bids that have a different price structure may not be accepted.

Bidders are required to submit product unit price to be maintained throughout the duration of the Frame Agreement. Volume discounts can be offered as per financial offer (**Annex B**). UNHCR may conduct a secondary bidding process among the Frame Agreement holders for the same requirements whenever a need arises. The price offered following the secondary bidding process cannot exceed the ones offered under the financial offer (**Annex B**).

Price has to be given excluding VAT.

You are requested to hold your offer valid for ninety (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 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:**

The evaluation will be conducted in three (3) stages as follows:

- a. **First Stage Evaluation (Eligibility Criteria):** Checking and verification of submitted eligibility requirement documents and statements. The UNHCR's Technical Evaluation Committee (TEC) will check the submitted eligibility requirement documents on the nine (9) pre-conditions and mark 'Pass' or 'Fail' against the conditions listed at point no. 2.4.1. (II.) Missing documents, if any, will be requested from the vendor(s). Vendor(s) refusing or not being able to provide missing document(s), when requested, will be excluded from further evaluation.  
Only bidders scoring "Pass" to all eligibility requirements will be qualified for the second stage evaluation.
- b. **Second Stage Evaluation: inspection of samples by TEC.**  
UNHCR nominated TEC will inspect the quality of samples against the specification requirements listed at **Annex A**. Offers scoring 'yes' to all specification requirement will qualify for further evaluation. During quality examination of samples, UNHCR technical committee will take measurements and calculation of dimensions, weight, density, packing nylon durability, stitching and finishing quality, cover fabric quality and so on for determining the approval of the sample.

In addition, the UNHCR's TEC will verify the supporting documents included in the technical offer, against production and delivery lead time requirements. Only offers scoring "Pass" to all technical requirements **Annex A** will be qualified for the financial evaluation.

**c. Third Stage evaluation of Financial Offer by Supply unit**

The technically successful bids will be tabulated and compared for all participating companies with valid offers. It is important to send a complete offer. The contract may be awarded to the vendor(s) with the lowest priced offer passing the technical evaluation.

UNHCR may conduct a due diligence/supplier verification exercise if the bidders are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past if the bidders are found to be technically compliant by-passing technical evaluation. Should the findings of the due diligence/supplier verification indicate non-suitability of bidders, the finding of the due diligence/supplier verification report will prevail. UNHCR may not conduct such exercise for those unknown bidders whose offer do not pass.

The due diligence exercise, when needed, will take place following technical evaluation by the TEC and before commencement of the evaluation of financial offers.

**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](http://etenderbox.unhcr.org)  
In order to use the 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.

**IMPORTANT:**

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

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 has to 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.

**Deadline: 17 June 2022 – 23:59 Hrs Lebanon Local Time**

**IMPORTANT:**

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox 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:**

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

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.

## **2.7 Evaluation of Suppliers:**

### **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
- Contract capacity

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

- Random / periodic testing of the supplier's products
- Ability to respond quickly to Agency's needs
- Timely delivery
- Dependability of products and services
- Lead time for delivery

## **2.8 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.

## **2.9 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 and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.10 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.

## **2.11 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

## **2.12 THE UN GLOBAL COMPACT**

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. UNHCR encourages bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>

Gerard Moya

Senior Supply Officer  
UNHCR Beirut, Lebanon

