



**UNHCR**

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

**DATE: 28 APRIL 2023**

**INVITATION TO BID: No. ITB/2023/009**

**FOR ESTABLISHMENT OF FRAME AGREEMENT(S)  
FOR SUPPLY AND DELIVERY OF**

**OFFICE HYGIENE ITEMS**

**CLOSING DATE AND TIME: 18 MAY 2023 – 23:59 HRS (LEBANON LOCAL TIME)**

---

#### INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 17,000 people in more than 137 countries continues to help about 89 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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), in Beirut, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of Office Hygiene items (referred to hereinafter as goods) to its offices in Lebanon (Beirut , Zahle , Mount Lebanon ,Qobayat , Tyre and Tripoli) as per the attached list of items (**Annex A**).

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

The estimated annual requirement of goods for one year would be between **USD 30,000 and USD 35,000**.

#### **IMPORTANT:**

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.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) 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 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: List of required Items;
- Annex B: Financial Offer Form;
- Annex C: List of required samples;
- Annex D: Vendor Registration Form (*June 2018 Version*);
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services (*July 2018 version*);
- Annex F: UN Supplier Code of Conduct.
- Annex G: Confirmation on Vendor Sanctions Clearance.

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [YOUSFIH@unhcr.org](mailto:YOUSFIH@unhcr.org) copying [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:**

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 Hussam Yousfi, Supply Associate at [YOUSFIH@unhcr.org](mailto:YOUSFIH@unhcr.org) copying [OMARYT@unhcr.org](mailto:OMARYT@unhcr.org)  
The deadline for receipt of questions is at 23:59 Hrs on 7 May 2023.

**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.

## 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 eTenderBox platform 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.

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.

### **Special Instructions:**

- **Pre-loading inspection:** the supplier must check/inspect the items before dispatching them to UNHCR.
- **Rejected items:** all rejected items must be replaced by the supplier at no cost to UNHCR.

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

- Technical offer
- Financial offer
- **Free of charge, Sample of quoted products must be submitted to UNHCR. Except for awarded bidder(s), all samples will be returned back. Please refer to (Annex C) for the list of required samples. All samples should be tagged in correspondence to (Annex C) sequence number (S/N).**

### **Submission of Samples:**

All samples shall be delivered (DAP) to UNHCR Beirut office / Supply unit (Address provided below). Samples must bear your official letter head, clearly identifying your company. All samples should be submitted on or before **18 May 2023 – 23:59 Hrs local time, the same submission date as for your offer.**

- **Sample Delivery place:**  
UNHCR Beirut Office, S&K Building, Ramlet El Baida , Beirut
- **Bid Reference: ITB/2023/009**

#### **2.4.1 MANDATORY CRITERIA: Pass/Fail Criteria**

There are **Five (5) pre-conditions** that must be met by the bidder to qualify for further consideration. Pre-conditions are not ratable components of the technical proposal. The five (5) pre-conditions are:

1. Official supporting documents proof that your company was established and been providing similar goods/services for three (3) or more years;
2. Official supporting documents proof that your company is registered and licensed by the Government of Lebanon (GoL) to provide such goods and/or services;
3. Written confirmation that relevant quoted goods are environmentally friendly.
4. Written statement that your company accepts the delivery term (delivered at place-DAP) to all UNHCR offices located in Beirut, Mount Lebanon, Tyre, Qobayat, Zahle, and Tripoli.
5. Submission of Sanctions clearance form duly filled in and signed (**Annex G**)

#### **2.4.2 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 product specifications given. Clearly state and disclose any discrepancies with the specifications given.

##### **I. Sample of quoted items:**

Your offer must be accompanied by sample listed under **Annex C**. UNHCR will only consider offers with samples. For more details on submission of samples please refer to point no. 2.4).

##### **II. The following details shall also be provided along with your offer:**

- a. Company's qualifications and experience: The following documents are required for submission with your offer:
  - Company's profile;
  - List of companies/organizations/establishments to which your company provide similar goods including the contact details (contact name, title, phone number);
  - If multi location company, specify headquarters location.
- b. Delivery Lead Time: Your offer shall include a written statement confirming the UNHCR's preference lead time which is between one (1) to fifteen (15) working days detailed as follows:
  - For urgent small quantity orders: 1 day
  - For scheduled orders: 2-10 working days
  - For large scale orders: 10-15 working days.

- c. Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).
- d. UNHCR General Conditions for Provision of Goods & Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods & Services by signing (**Annex E**).
- e. Duly filled in and signed Sanctions clearance form (**Annex G**).

### **2.4.3 Content of the FINANCIAL OFFER**

Your separate **financial offer** must contain an overall offer in US Dollars.

The prices offered will have to remain valid for the entire period of the Frame Agreement.

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. For ease of evaluation purposes, kindly submit **Annex B** in both signed & stamped PDF scan and EXCEL format.

The following details shall be provided for each item:

**Unit prices:** The unit price shall include the delivery of items to all of the following UNHCR office locations in Lebanon (Beirut, Mount Lebanon, Tyre, Qobayat, Zahle, and Tripoli).

Prices must be submitted without 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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within thirty (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:**

The evaluation will be conducted in three stages as follows:

#### **2.5.1 Technical Evaluation:**

- a. First Stage (Preliminary): Checking and verification of submitted tender documents by UNHCR Technical Evaluation Committee (TEC).

UNHCR's TEC will check the submitted mandatory tender documents and mark 'Pass' or 'Fail' against the conditions listed at point no. 2.4.1. Missing documents, if any, will be requested from the vendors. Vendors refusing to provide missing document, when requested, will not be included for further evaluation. Offers scoring 'Pass' to all specification requirements will qualify for further evaluation.

b. Second Stage (Technical): UNHCR's TEC will inspect the quality of submitted samples against the specifications requirement as listed at **Annex C**.

Bidder will pass this stage, **only if**, the quality of samples listed under **Annex C** are approved by the TEC, otherwise bidder's offer will not be eligible for the next stage.

### **2.5.2 Financial Evaluation:**

a. Third Stage (Financial): Bids will be tabulated and compared for all companies passing the technical evaluation. It is important to send a complete and detailed offer. The contract may be awarded to the vendor(s) with the lowest priced technically compliant offer.

Please note that incomplete offers might not be accepted (i.e. quote for partial items).

### **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.

### **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 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: 18 May 2023 – 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 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.

## **2.10 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.

## **2.11 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