



UNHCR

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

DATE: **10 JULY 2023**

INVITATION TO BID: No. SOQ/ITB/2023/005

**FOR THE SUPPLY AND DELIVERY OF VISIBILITY ITEMS TO UNHCR SUB-OFFICE,
QUETTA**

CLOSING DATE AND TIME: **25 JULY 2023 – 16:00 hrs. PST**

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), Quetta in Pakistan, invites qualified suppliers to make a firm offer for the supply, and delivery of VISIBILITY ITEMS (referred to hereinafter as "Goods and Services").

IMPORTANT:

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

The estimated current requirement of UNHCR is for the following items specifications and quantities are mentioned in Annex-B.

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 the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

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 an order with other UN Agencies.

IMPORTANT:

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 CONTRACT PERIOD:

UNHCR will carry random quality inspections, including specific selected criteria for laboratory test to products or items selected by UNHCR or by an independent survey or 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: Calendar of Activities
- Annex B: Technical Specifications of required Visibility Items
- Annex B1: Technical Compliance/ Data Form (to be completed and submitted in the technical offer/envelop)
- Annex C: Financial Offer Form (*bidder must fill/complete the form and upload separately as a financial offer*)
- Annex D: Vendor Registration *Form (if the bidder is not yet registered with UNHCR, the bidder must fill/complete the form and upload signed/stamped copy in technical offer)*
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods & Services)– 2018 (*bidder must upload signed/stamped copy in technical offer*)
- Annex F: UN Suppliers Code of Conduct – 2018 (*bidder must upload signed/stamped copy in technical offer*)
- Annex G: eTender Box Registration Guide
- Annex H: eTender Box Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to pakqurfq@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 pakqurfq@unhcr.org. The deadline for receipt of questions is **16:00 hrs PST on 16th July 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 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 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 **Annex B**.

Incoterms: The International Chamber of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase orders(s).

Compliance statement: 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.

The technical offer shall include the information requested in the Technical Offer Form. Please clearly state if your offered goods conform to the UNHCR technical specifications and requirements using **Annex B1 Technical Offer Form**. Failure to provide filled/complete Annex B1 in your technical offer may lead to “technical disqualification”.

The following details which comprise part of the Eligibility and Qualification Criteria should be provided in the Technical Part of your Offer.

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

Company Profile: The bidder shall provide complete company profile including description of the company and the company’s qualifications. A description of your company with the following information: (Relevant documents must be signed/stamped where applicable).

- i. Year founded and type of firm (e.g., Manufacturer, Distributor, Reseller).
- ii. Number of years of experience in supply of similar products/service.
- iii. If multi location company, specify locations of presence in Pakistan.
- iv. Number of institutions the company has supplied same goods/services to. Please, provide contact details of such institutions. UNHCR at its sole option may decide to conduct reference checks of the quality of the products/service and level of after sales services provided by the bidder.

Financial Capacity: Your offer should include bank statement or audited financial statement for last one (1) year showing an annual turnover amount of at least USD 30,000 or equivalent in local currency. Transactions to be considered in the bank statement must be before the issue date of this tender.

Experience of Firm: The bidder shall show proof of a minimum of 3 years’ experience in the production of similar items by submitting 2 or more purchase orders worth 10 million PKR or more in total. All POs must be genuine and with stamps of issuing organizations. UNHCR can verify it from the issuing organization, if deemed appropriate.

Packing and container utilization details: The technical offer shall clearly indicate the packing and transport options (e.g. weight, volume, etc.) in compliance with the packing and transport requirements to withstand road transportation conditions. (These are minimum packaging requirements; however, suppliers are encouraged to propose alternative options for better container utilization).

Delivery Capacity: The bidder shall state the mobilisation time and the estimated time frame for delivery. Bidder must be able to deliver within a maximum period of 45 days after issuance of purchase order by UNHCR.

Inspection: Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase. The inspection will be arranged and paid for by UNHCR. Please note that inspection charges resulting from the supplier’s default will be charged directly to the supplier.

Place of Inspection: The bidder shall state the place of inspection.

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.

Warranty: The bid shall include defects and liability period with terms of warranty Certificate (manufacturer warranty), to the effect that bidder will maintain the quoted item(s) during Warranty period.

Quality Assurance Certificate: If available, the bidder shall submit a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product.

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**).

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**.

Alternative Products: If you have an alternative product(s) that fulfill the same function or offer better performance in terms of quality, cost-effectiveness, environmental impact, etc., we would like to ask you to include them in your offer in addition to the offer for items specified in Annex B.

IMPORTANT:

If you have alternative product to offer, please clearly indicate the advantages over the standard items (**Annex B**). Do not send only an offer for an alternative product, i.e. these should be send in addition to an offer for the standard items requested. Do not send any samples of the products at this stage.

2.4.2 Product Samples

Bidders are requested to send one sample of all items (**except for digital watch-sample not needed**) with or without logo, for inspection to UNHCR at the bidder's cost (DAP incoterms) to the following address latest by **24th July 2023 before the closing time of 16:00hrs PST**. Samples delivered after the deadline date and time will not be accepted. The samples will be evaluated based on agreed specifications.

Supply Unit

UNHCR Sub Office Quetta

36-E UNHCR Sub Office Chaman Housing Scheme
Airport Road Quetta.

Reference details to be indicated on outer parcel are: “**VISIBILITY ITEMS SAMPLES SOQ/ITB/23/005**”, “[bidding company name]”.

Samples should be submitted only through the courier service company. Hand delivery will not be accepted.

Failure to submit samples before the given deadline will result in disqualification of the offer.

2.4.3 Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in a single currency, either in Pakistan Rupees (PKR) or for suppliers outside Pakistan, US Dollar (USD).

UNHCR will not accept liability for any increase in costs and that any additional costs and charges, whether foreseen or unforeseen, will be for the account of the Bidder.

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 DAP to UNHCR Sub office Quetta.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to 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,
- Contract capacity.

2.5.2 Technical evaluation:

The technical component of the submission will be evaluated using the criteria **PASS or FAIL by using the below criteria and based on the requirements from Annex B.**

| Sr. | Technical Criteria | Pass / Fail |
|------------|---|--------------------|
| 1. | Does the company deal in business related to requested visibility items? Supplier has provided a company profile document showing type of business its involved in and must have been in existence for 3 or more years. | Pass/Fail |
| 2. | Company registration. Has the bidder provided complete company registration documents containing copies of the (i) registration documents with government authorities like NTN, STRN, Certificate of Incorporation? | Pass/Fail |
| 3. | UNHCR general terms and conditions. Has the supplier accepted and acknowledged the terms by signing and stamping Annex E (UNHCR terms and conditions)? | Pass/Fail |

| | | |
|----|---|-----------|
| 4. | UN Suppliers Code of Conduct acknowledged (Signed and Stamped) and submitted? (Refer to Annex-F) | Pass/Fail |
| 5. | Financial capacity: Has supplier submitted bank statement or audited financial statement for the last one (1) year with a minimum annual turnover amount of USD 30,000 and above or equivalent in local currency? | Pass/Fail |
| 6. | Provision of Samples: Are the submitted samples complying with the technical specifications outlined in annex B? | Pass/Fail |
| 7. | Delivery Capacity Acceptable delivery lead time. Has the supplier accepted by signing the Annex B1 to deliver the items within a maximum of 45 calendar days upon issuance of Purchase order? | Pass/Fail |
| 8. | Compliance with the UNHCR Technical specifications Has the supplier Offered specifications for listed items conform to required specifications spelled out in Annex-B by filling, signing and stamping Annex B1 and any additional information? | Pass/Fail |
| 9. | Company Experience: Has the bidder provided copies of 2 or more purchase orders for similar items supplied in the past 3 years to UN/INGO/NGO or Government totaling to 10 million PKR or more? | Pass/Fail |
| 10 | Replacement of Defected/Damaged/Broken Items: Has the company accepted to replace the defected / damaged / broken item at site free of cost and without any charges by filling, signing and stamping annex B1? | Pass/Fail |

Only technically qualified bidders shall be financially evaluated. In order to be technically qualified and eligible for Financial Evaluation, bidders must “PASS” all the Technical Evaluation Criteria listed above from 1-10.

2.5.3 Financial Evaluation:

The financial component will be analyzed for those bidders that pass the technical evaluation. The best offer meeting the specifications and above requirement will be selected.

Financial offers will be analyzed for only technically qualified bidders, and the evaluation will be done on the basis of lowest prices offered.

- Unit cost DAP

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:

Bids should be submitted by file upload to eTender Box, the online bid registration tool of UNHCR. The eTender Box can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTender Box, registration on the website is required. This registration is exclusively for eTender Box and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this ITB.

IMPORTANT:

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

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .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. 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: 24th July 2023, 16:00hrs PST

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.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

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.

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.

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you did not find the answer, you were looking for, please send an email to the following helpdesk email address: rbapsupply@unhcr.org

Also, in order to minimize any issues at the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).”

2.7 BID ACCEPTANCE:

Bidders should bid for all the items listed in the Annex-B. 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 PKR currency. Payment will be made in accordance with 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.



Signature
Associate Supply Officer
UNHCR Sub office Quetta