



UNHCR

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

DATE: 21st November 2023

INVITATION TO BID: No. 2023/SOP/SCU/ITB/002

**FOR SUPPLY AND DELIVERY OF
MEDICAL EQUIPMENT FOR UNHCR SUB OFFICE PESHAWR, PAKISTAN**

CLOSING DATE AND TIME: 5th December 2023 – 17:00 Pakistan Standard Time

TENDER IS OPEN TO ALL VENDORS LOCATED WITHIN AND OUTSIDE PAKISTAN

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 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 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) Office in Pakistan invites qualified suppliers, traders and manufacturers registered within and outside Pakistan (OPEN TENDER) to make a firm offer for **the supply and delivery of medical equipment for UNHCR sub office Peshawar in Pakistan.**

IMPORTANT:

Exact technical specifications of the medical equipment are detailed in **Annex-B** of this document.

The estimated quantity requirement of UNHCR has been specified in the Financial Offer Form **Annex C**. Please note that figures have been stated to enable bidders to have an indication of the projected requirement. 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 requirement 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 a Contract with other UN Agencies.

IMPORTANT:

When a Contract / Purchase order 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 18** "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.

QUALITY CONTROL:

UNHCR will carry random quality inspections, including specific selected criteria for testing of products or items selected by UNHCR or by an independent surveyor appointed by UNHCR upon departure, loading, unloading, arrival to destination or from any storage location. The cost of the quality control inspections will be covered by UNHCR.

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

Article 6.2 – Of the General Conditions of Contracts for the Provision of Goods (Annex F) attached contains details of Inspections and testing that shall apply in the contract.

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:	Bid Data Form
Annex B:	Technical Specifications
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form <i>(All vendors must fill the vendor registration form and provide UNHCR with the update Information required therein and submit with technical offer)</i>
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods <i>(To be signed, stamped, and submitted with technical offer)</i>
Annex F:	UN Suppliers Code of Conduct <i>(To be signed, stamped, and submitted with technical offer)</i>
Annex G:	eTenderBox Registration Guide
Annex H:	eTenderBox Supplier User Manual

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of contract for Goods and adherence to UN supplier's code of conduct. Signed copies of Annexes E & F should be attached to your technical offer.

UNHCR implements a ZERO tolerance on fraud and other proscribed practices and is committed to identifying and addressing all such acts and practices against UNHCR, as well as third parties involved in UNHCR. UNHCR expects its suppliers to adhere to UN Supplier's Code of Conduct "Annex F "

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this ITB by return e-mail to PAKPESCU@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., E-Mail, Chamber of Commerce, UNHCR e-Tender Box, UNGM website, printed media etc.).

Sending the above confirmation will enable us to share with you any updates, responses to queries or any changes in the tender documents.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to PAKPESCU@unhcr.org The deadline for receipt of questions is **16:00 hrs. PST on 27th November 2023.**

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 shall compile all questions received by due date and will reply to the questions received as soon as possible by means of publications of Q & A on its website: i.e. <https://unhcrpk.org> and UNGM.

Any delay in UNHCR's response shall not be deemed or considered as a reason or expectation for extending the deadline for submission of bids, unless UNHCR determines that such an extension is necessary and communicates a new deadline to the 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 not be taken into consideration.

Bidders are encouraged to quote for the items of their interest, UNHCR may award multiple contract(s) for the individual items based on most responsive offers.

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 submit your bid **only** to <http://etenderbox.unhcr.org> as 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**.

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 in **Annex B**.

The technical offer shall include the information requested in the **technical specifications (Annex B)** as well as the **preliminary and technical evaluation criteria**.

The following details comprise the **Preliminary and Technical Evaluation Criteria** and shall also be provided in the Technical Offer.

A. Preliminary Evaluation (Administrative Requirements) – (Yes / No)

(Bidders must meet all the preliminary evaluation requirements to qualify for technical evaluation)

The documents to be provided by the company should include;

- **Company / Business Registration:** Bidder must be registered with Government Authorities (NTN & STRN, Form H, and must provide a Certificate of incorporation or copies of company registration certificate
- **Company / Business Profile:** Year founded, type of firm, location of company (e.g., Manufacturer, Distributor, Reseller), etc.
- **Payment Term:** Bidders must accept UNHCR payment terms i.e., 30 days net after invoice is verified by UNHCR Multi-Functional Team after completion of the inspection, testing and installation of the equipment where applicable. No advance payment
- **Bid/Price Validity:** Bidders must accept their prices validity throughout the duration of the contract / purchase order until satisfactory delivery of the medical equipment as per UNHCR requirement to the UNHCR specified destination.

Important: Once a **Contract / PO** is awarded, the contractor shall maintain the prices up to delivery of goods and/or services. No prices change is possible and should not be expected after issuance of PO.

- **Past experience and reference letters:** Bidders must provide information regarding your previous experience related to supply and delivery of similar equipment to other organizations / clients / companies by completing the table below:

Name of project	Client	Contract value	Duration of contract	Types of goods supplied	Date of contract completion / status of contract implementation

The bidder must attach at least 3 copies of past contracts / purchase orders for supply and delivery of medical equipment and three copies of reference letters for satisfactory delivery of the same goods.

All documents must be verifiable and on official letter heads and stamps of issuing organizations. UNHCR may verify it from the issuing organization, if deemed appropriate. **(Note: Include phone contacts and email addresses for at least three references)**

B. Technical Evaluation Criteria (Pass / Fail):

- **Full compliance to specifications for all medical equipment stated in Annex B and provision of a Quality Certificates:** The bidders are expected to provide goods that meet the specifications included in Annex B and will be required to provide a quality assurance certificate from a recognized quality inspection authority or manufacturing company or certificate of conformity indicating that the goods to be supplied meet the international standards. Note: **The Quality certificates to be provided for all medical devices or equipment by the vendors include: F.D.A (American Certificate) or C.E (European Certificate) or MHLW (Japanese certificate) and ISO13485**
- **Items readiness/Delivery time:** Bidders are expected to indicate readiness of goods for delivery / pre-delivery inspection as early as possible. Vendors must indicate their projected time of delivery of the medical equipment to the final location i.e. **Medical Teaching Institution, DHQ Teaching Hospital, D.I. KHAN** ,KPK in the Technical Offer.
- **Replacement of rejected / defected / broken Items:** The bidder shall mention the acceptance to replace the damaged / defected / broken / rejected items at supplier's cost during inspection of deliveries from the site.
- **Financial capacity / standing:** The bidder must include audited financial statements (reports) for last three years i.e. 2020 / 2021 / 2022.

NOTE: Vendors must obtain **Pass** for all the above set technical evaluation criteria to qualify for financial evaluation

Other requirements to be included in the technical proposal include. Please note that these are not part of the preliminary / technical evaluation criteria:

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal / offer 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.

If the bidder expects issuance of PO/contract to principal supplier, the VRF for principal supplier also to be included in technical offer.

UNHCR General Conditions for Provision of Goods (Annex E) and UN Supplier Code of Conduct (Annex F):

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods (Annex E) and adherence to UN Supplier's Code of Conduct (Annex F) by signing the copies provided. Please note that submitting an offer is deemed as acceptance of UNHCR's General Conditions for Provision of Goods (Annex E) and adherence to UN Supplier's Code of Conduct Annex F).

Packaging of the goods: The International Packaging Standards for medical equipment shall be applicable.

Inspection of goods after delivery: The medical equipment shall be inspected by the UNHCR Multi Functional Team (MFT) in the presence of the supplier's and hospital representative. An MFT report will be prepared and submitted to the SOP supply unit to confirm that the medical equipment delivery was satisfactory and this will enable further payment processing.

Place of delivery and inspection of the medical equipment: The medical equipment shall be delivered by the supplier to **Medical Teaching Institution, DHQ Teaching Hospital, D.I. KHAN** where the inspection by the MFT will be conducted/

2.4.2 Content of the FINANCIAL OFFER

Your **separate** Financial Offer is to be submitted as per the Financial Offer Form (**Annex-C**) in a **single currency either PKR/US\$**. The bidder must indicate the currency of offer.

UNHCR will not accept liability for any increase in costs from purchase order issuance until delivery of the medical equipment. Any additional costs and charges, whether foreseen or unforeseen, will be borne by the Bidder.

The following details shall be provided for each offered item.

Unit costs: The bidder shall quote the unit price for each item as per the Financial Offer Form (Annex C). The unit price must be inclusive of all charges including transportation up to the delivery addresses, which is a medical facility within Peshawar i.e. **Medical Teaching Institution, DHQ Teaching Hospital, D. I. KHAN, KPK.**

The exact delivery location(s) within KPK province area shall be provided to only successful bidders upon issuance of PO.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT / GST.

Incoterms: The International Chambers of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase order (s). It shall be DAP -Delivered at Place. Potential supplier shall be responsible and shall cover all risks up to the mentioned delivery location.

Important : Bidders must take into account and also note that UNHCR shall provide exemption certificate for duties and taxes and shall arrange customs clearance at port of discharge if UNHCR issued Purchase Order/contract to shipper/principal supplier outside Pakistan and consignee is UNHCR.

a)- Under the DAP term, if bidder is registered within Pakistan and present itself as an authorized to bid on behalf of principal supplier and expects exemptions from duties and taxes upon import (shipment clearance by UNHCR), The bidder must indicate in their technical proposal and provide filled (VRF) Vendor Registration form of principal supplier. in this scenario if the bidder is successful, the subsequent PO/Contract/payment shall be awarded to the principal supplier outside Pakistan.

-b) if the bidder is registered within Pakistan and presents itself as authorized to bid on behalf of principal supplier and expects to receive PO/Contract/payment within Pakistan. In this scenario the bidder shall be responsible for import clearance and UNHCR can only provide exemption certificate for GST applicable to supplier within Pakistan.

-c) UNHCR may facilitate for import exemption certificate if bidder indicated in technical proposal that the shipment will be consigned to UNHCR.

You are requested to hold your offer valid until satisfactory delivery of the medical equipment as per the UNHCR requirement. UNHCR will make its best effort to select a company for award of contract in a timely manner. UNHCR's standard payment terms are within 30 days after satisfactory delivery of goods, completion of all related obligation as per PO 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 goods.

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

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 need.
- Timely delivery
- Dependability of products and services
- Lead time for delivery.

2.5.2 **Technical evaluation:**

The technical bids of the submission will be evaluated in two stages i.e., **Stage 1: The Preliminary / Administrative evaluation criteria** based on **Yes / No** and **Stage 2: The Technical evaluation criteria** based on a **PASS or FAIL** by using the exact same structure as outlined below:

Stage-1: Preliminary / Administrative Criteria

The preliminary / administrative evaluation stage of the submission will be assessed using the below criteria. This component of the submission will be reviewed by the technical evaluation committee together with the technical component of the submission. Therefore, the bidders shall include in their technical offer enough relevant documents to satisfy the below criteria.

Sr.	Preliminary / Administrative Criteria	Yes / No
1.	Company / Business Registration: Bidder must be registered with Government Authorities (NTN & STRN, Form H, and must provide a Certificate of incorporation or copies of company registration certificate	Yes/No

2.	Company / Business Profile: Year founded, type of firm, location of company (e.g., Manufacturer, Distributor, Reseller), etc.	Yes/No
3.	Payment Term: Bidders must accept UNHCR payment terms i.e., 30 days net after invoice is verified by UNHCR Multi-Functional Team after completion of the inspection, testing and installation of the equipment where applicable. No advance payment	Yes/No
4.	Bid/Price Validity: Bidders must accept their prices validity throughout the duration of the contract / purchase order until satisfactory delivery of the medical equipment as per UNHCR requirement to the UNHCR specified destination.	Yes / No
5.	Past experience and reference letters: Bidders must provide information regarding your previous experience related to supply and delivery of similar equipment to other organizations / clients / companies. The bidder must attach at least 3 copies of past contracts / purchase orders for supply and delivery of medical equipment and three copies of reference letters for satisfactory delivery of the same goods.	Yes / No

Note: A company must meet the all the requirements of stage 1 – Preliminary evaluation to qualify for stage 2 – Technical evaluation.

Stage-2: Technical Criteria

The technical component of the submission will be evaluated using the below **PASS or FAIL** criteria based on the evaluation criteria below.

Sr.	Technical Criteria	Pass / Fail
1.	Full compliance to specifications for all medical equipment stated in Annex B and provision of a Quality Certificates: The bidders are expected to provide goods that meet the specifications included in Annex B and will be required to provide a quality assurance certificate from a recognized quality inspection authority or manufacturing company or certificate of conformity indicating that the goods to be supplied meet the international standards. Note: The Quality certificates to be provided for all medical devices or equipment by the vendors include: F.D.A (American Certificate) or C.E (European Certificate) or MHLW (Japanese certificate) and ISO13485	Pass/Fail
2.	Items readiness/Delivery time: Bidders are expected to indicate readiness of goods for delivery / pre-delivery inspection as early as possible. Vendors must indicate their projected time of delivery of the medical equipment to the final location i.e. Medical Teaching Institution, DHQ Teaching Hospital, DIKHAN ,KPK in the Technical Offer.	Pass/Fail
3.	Replacement of rejected / defected / broken Items: The bidder shall mention the acceptance to replace the damaged / defected / broken / rejected items at supplier's cost during inspection of deliveries from the site.	Pass / Fail
4.	Financial capacity / standing: The bidder must include audited financial statements (reports) for last three years i.e. 2020 / 2021 / 2022.	Pass / Fail

NOTE: Vendors must obtain **Pass** for all the above set technical evaluation criteria to qualify for financial evaluation

2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass all the preliminary and technical evaluation. Award of contract(s) shall be to the technically qualified most responsive lowest cost bid in response to the ITB.

For evaluation purposes only, the offers submitted in currency other than the requested currency will be converted into US\$ using the United Nations rate of exchange effective at the time of evaluation. The trend and reference to the UN exchange rate can be found at.

<https://treasury.un.org/operationalrates/OperationalRates.php>

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 registration tool of UNHCR. The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>. To use the eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox 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 User's Manual are available at the above URL and also have been provided as Annexes G and H of this ITB.

IMPORTANT:

The technical offer and financial offer are to be submitted as separate documents or files. Failure to do so will 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.

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.

BID SUBMISSION DEADLINE: 5th December 2023 – 17:00 HOURS LOCAL TIME (PAKISTAN)

It is the 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.

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).

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical offer has passed both the preliminary and technical evaluation.

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 / Contract 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 offer. Payments shall only be initiated after confirmation of successful delivery in required quality by UNHCR business owner. Payment will be made in accordance with the General Conditions for the Purchase of Goods.

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.

Prosper Dunia Mumanya
Senior Supply Officer
UNHCR Representation
Islamabad, Pakistan