

INVITATION TO BID FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE SUPPLY OF CLEANING MATERIALS, KITCHEN UTENSILS AND CONSUMABLES ON A NEEDS BASIS

ITB DOCUMENTS

- Annex A: Technical Offer Form
- Annex B: Technical Specifications/Financial Offer Form
- Annex D: UNHCR General Conditions of Contracts for the provision of Goods / Goods and Services - 2018
- Annex E: UN Supplier Code of Conduct.

ITB KEY DATES:

ITB Issue Date	11-05-2026
Questions submission deadline	22-05-2026
ITB Submission deadline	31-05-2026

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1 Overview

1.1 General Information

Title	RWA-UNHCR ITB 2854- CLEANING MATERIALS, KITCHEN UTENSILS AND CONSUMABLES
Synopsis	RWA-UNHCR ITB 2854 - INVITATION TO BID FOR THE ESTABLISHMENT OF A FRAMEWORK AGREEMENT(S) BASED ON SECONDARY BIDDINGS FOR THE SUPPLY OF CLEANING MATERIALS, KITCHEN UTENSILS, AND CONSUMABLES.

Introduction

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees 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 60 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>.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), invites qualified supplier and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the establishment of a framework agreements based on secondary biddings for the supply of cleaning materials, kitchen utensils, and consumables.

UNHCR may award Frame Agreement(s) with initial duration of 3 years, potentially extendable for a further period of 2 years (1) year each, for supplying in Rwanda. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is specified in the financial offer form attached under the Requirements section

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 require the totality of 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 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 (ITB) 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 FRAME AGREEMENT:

UNHCR will carry random quality inspections, including specific selected criteria for laboratory test to products or items selected by UNHCR or by an independent surveyor 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 General Terms and Conditions attached under the "Requirements" Section.

Note: This document is not to be construed in any way as an offer to contract with your firm.

INTENTION TO BID:

Bidders intending to participate in this tender are requested to create a draft response to this ITB in the ERP system.

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs Kigali time on 22/05/2026.** Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal or by send them to rwakisup@unhcr.org.

IMPORTANT

Please note that bids are **NOT** to be sent using the messaging functionality. Bids sent using the messaging functionality will result in disqualification of the offer.

YOUR OFFER

Your offer shall be prepared in **English**.

Please submit your offer using the Annexes provided under the requirement section. Offers not conforming to the requested formats may not be 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 will result in disqualification of the offer.

SUBMISSION OF BID:

Bids should be submitted directly in the ERP portal, and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The bid submission deadline is specified in the Overview section. Any bid received after this deadline or outside of the online ERP portal will be rejected.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limits the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal.

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

BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid, or 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 bid submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements 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.

UNHCR reserves the right, at any time during the tendering process and throughout the duration of any resulting contract, to verify whether a bidder or contractor is included on any applicable United Nations ineligibility or sanctions list, including but not limited to:

- The United Nations Security Council Consolidated List (CUNSCSL);
- The World Bank Listing of Ineligible Firms and Individuals;
- The World Bank List of Non-Responsible Vendors; and
- Any sanctions or suspension lists maintained by United Nations organizations.

UNHCR shall not enter into, nor continue, any contractual relationship with any entity that is identified as sanctioned or ineligible under any of the above-referenced lists at any stage of the procurement process or contract implementation. In the event that a contractor is, at any time, found to be sanctioned or listed as ineligible, UNHCR

reserves the right, at its sole discretion, to suspend and/or terminate the contract for cause, without prejudice to any other rights or remedies available.

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 Rwandan Francs. 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.

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date		Open Date	5/10/26 1:13 AM
Close Date	5/31/26 12:59 AM	Award Date	
Time Zone	Eastern European Time		

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Price only**

1.4 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.5 Terms

Agreement Start Date		Agreement End Date	
Agreement Amount (RWF)		Minimum Release Amount (RWF)	
Payment Terms	HCR Net 30	Freight Terms	
Shipping Method		FOB	<input type="checkbox"/> Buyer managed transportation
Negotiation Currency	RWF (Rwanda Franc)	Price Precision	0

2 Requirements

**Response is required*

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical evaluation:

the Technical Offer Form, and based on the requirements indicated in the Technical Specifications.

2.1 Section 1. Mandatory Requirements (Technical)

Section Maximum Score: 3

***1. General Conditions of Contracts**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Goods?

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex D_General Conditions -	File	

Hint: Please download the attached UNHCR General Conditions of Contracts and upload a signed copy.

Select one of the following:-

- a. Yes, Accepted(*Response attachments are required*)
 b. No

Comments:

***2. Company Documents**

Please submit the following documents:

1. Company registration certificate /license.
2. Company's Tax registration certificate
3. Valid Tax Clearance Certificate

Maximum Score: 1

Hint: Please submit the requested administration documents in this section

Select all that apply:-

- a. Company registration certificate /license uploaded(*Response attachments are required*)
 b. Company's Tax registration certificate uploaded(*Response attachments are required*)
 c. Tax Clearance Certificate uploaded(*Response attachments are required*)

Comments:

***3. Acknowledgment of UN Supplier Code of Conduct:**

Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex E- UN Supplier Code of C	File	

Hint: In case you accept the terms, please upload a signed copy of the document.

Select one of the following:-

a. Accepted(*Response attachments are required*)

b. Not accepted

Comments:

2.2 Section 2. Technical Offer (Technical)

Section Maximum Score: 6

*1.

The technical details of the products requested by UNHCR can be found in the technical specification - 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.

Technical Offer Form:

Please fill in the attached Annex A- Technical offer form and attach a copy in PDF under this requirement

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.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
ANNEX A- Technical Offer Form	File	

Hint: Please refer to the attached Annex A (Technical Offer Form) and download it to be filled and attached with your offer

Select one of the following:-

a. Technical Offer Form attached reviewed and filled(*Response attachments are required*)

Comments:

***2. Delivery Capacity:**

Please specify number of days you can deliver upon confirmation of order by UNHCR.

Maximum Score: 1

Hint: Please specify number of days you can deliver upon confirmation of order by UNHCR or UN Organizations.

Select one of the following:-

a. delivery capacity and lead time uploaded(*Response attachments are required*)

Comments:

***3. Shelf life and usable lifespan**

Products must have at least 75% of their original shelf life remaining or a minimum of 12 months at delivery, whichever is longer

Maximum Score: 1

Hint: Please share any supporting document, if available, using the attachments option

Select one of the following:-

a. supporting document of shelf life uploaded(*Response attachments are required*)

Comments:

***4.**

The bidders will provide at least 2 documents of supply of cleaning materials (POs or Contract) from a company, NGO, UN organization, embassy, bank or international school.

Or

Proof of ownership of a groceries shop with good standing (to be assessed by UNHCR)

Maximum Score: 1

Hint: Please upload previous similar works or proof of ownership of a groceries shop with good standing in this section

Select one of the following:-

a. Supporting documents uploaded(*Response attachments are required*)

Comments:

***5.** The bidder must provide competitive, transparent pricing and indicate any applicable bulk purchase discounts where applicable.

Maximum Score: 1

Hint: Confirm that the provided rates are Competitive and Transparent

Select one of the following:-

a. Confirmation Uploaded(*Response attachments are required*)

Comments:

*6. The bidder is required to accept UNHCR Payment Terms of 30 days

Maximum Score: 1

Hint: The bidder is required to accept UNHCR Payment Terms of 30 days

Select one of the following:-

a. Payment Terms Accepted (*Response attachments are required*)

Comments:

2.3 Section 3. Financial Offer (Commercial)

Section Maximum Score: 1

***1. Financial Offer:**

Your Financial Offer must contain an overall offer in a single currency, of Rwandan Francs

Important: Please carefully consider the pricing model applicable to this invitation tender

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:

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 180 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 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.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex B-Technical Specificatio	File	

Select all that apply:-

a. Financial Offer form submitted in PDF (*Response attachments are required*)

b. Financial Offer form is not submitted in Ecel (*Response attachments are required*)

Comments:



3 Lines

Instructions	Please note that the unit price must match the price indicated in the Financial Offer form.
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3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-SUPPLY OF CLEANING MATERIALS, KITCHEN UTENSILS, AND CONSUMABLES				

3.2 Line Details

3.2.1 Line 1 SUPPLY OF CLEANING MATERIALS, KITCHEN UTENSILS, AND CONSUMABLES

Category Name	LSE Property Cleaning costs (Fixed)	
Allow Alternate Lines	No	
Target Minimum Release Amount (RWF)		Estimated Total Amount (RWF)
Start Price (RWF)		