

**DATE: 27 December 2023**

**INVITATION TO BID: NO. 2023/ITB/037**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR  
THE SUPPLY OF:**

**LOT 1: MEDIUM THERMAL SYNTHETIC (FLEECE) BLANKET,  
RECYCLED**

**AND**

**LOT 2: HIGH THERMAL SYNTHETIC (FLEECE) BLANKET,  
RECYCLED**

**CLOSING DATE & TIME: 8 MARCH 23:59 HRS CET**

---

## **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. UNHCR's mandate is also 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 18,879 people in 135 countries continues to help 108.4 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**

Providing material assistance to forcefully displaced populations is fundamental to UNHCR's protection mandate. In an emergency, blankets are one of the main essential items that UNHCR distributes as part of the assistance to the affected populations. Blankets provide insulation and protection against loss of body heat due to climate and cold weather conditions. The provision of blankets is a life-saving measure in many situations.

The Office of the United Nations High Commissioner for Refugees (UNHCR), Supply Management Service, Budapest, now invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreements for the supply of:

LOT 1: MEDIUM THERMAL SYNTHETIC (FLEECE) BLANKET, RECYCLED

AND/OR

LOT 2: HIGH THERMAL SYNTHETIC (FLEECE) BLANKET, RECYCLED

**IMPORTANT:**

Exact technical specifications of the items are detailed in **Annex A.1 and A.2** of this document.

For UNHCR to fulfil its mandate, it is imperative to minimize the environmental footprint of humanitarian assistance. For the purchase of this product, a sustainable approach has been considered that includes environmental, social, and economic aspects.

Blankets shall be made of recycled polyester. Recycled polyester should be from post-consumer waste re-melting process. Pre-consumer material is acceptable; however, preference will be given to post-consumer material. The recycled material in the product needs to ensure the quality and usability requirements of the products.

UNHCR may award Frame Agreement(s) (FAs) with an initial duration of three (3) years, potentially extendable twice for a period of two (2) years each, for supplying its operations globally. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated **annual requirement** of UNHCR is for **2,200,000 high thermal and 2,000,000 for medium thermal** blankets.

Please note that the figures are presented for 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 needs and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes, if authorised in writing by UNHCR, 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:**

Once a Frame Agreement is signed, either party can terminate the agreement upon 60 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 the 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 ARE 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.1:	Product Specification Lot 1: Medium Thermal Synthetic Blanket, recycled
Annex A.2:	Product Specification Lot 2: High Thermal Synthetic Blanket, recycled
Annex B1.1:	Technical Offer Form Medium Thermal Synthetic Blanket, recycled
Annex B.1.2	Technical Offer Form High Thermal Synthetic Blanket, recycled
Annex B2:	Documentation required for sustainability criteria
Annex B3:	Bidder sustainability Information form
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods <i>July 2018</i>
Annex F:	UN Supplier Code of Conduct (December 2017)
Annex G:	Key Performance Indicators

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [RETYI@unhcr.org](mailto:RETYI@unhcr.org) with cc to [VANDIJK@unhcr.org](mailto:VANDIJK@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not, and for which lots, you will be submitting a bid
- The source where you have acquired this tender document (e.g. e-mail, UNGM website, any other media etc.)

**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 Viktoria Retyi, Senior Supply Associate: [RETYI@unhcr.org](mailto:RETYI@unhcr.org) with cc to [VANDIJK@unhcr.org](mailto:VANDIJK@unhcr.org)

In e-mail subject please indicate: "Inquiry on ITB: 2023/ITB/037 Recycled HT/MT Blankets, ". **The deadline for receipt of questions is 23:59 hrs CET on 26 January 2024.**

**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 will reply to the questions received as soon as possible by means of publication on UNHCR and UNGM websites and by e-mail to all bidders that send a confirmation (as per 2.2).

**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.

**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 through the dedicated submission tool may result in disqualification of the offer. Please send your bid **ONLY** according to the provision outlined in 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.

Please structure your technical offer following the sequence and information requested and required below and use the forms of Annex B1.1 and / or Annex B.1.2 as applicable and B3:

##### 2.4.1.1 Qualification and Financial standing

Bidders shall submit a short summary of their profile indicating their relevant qualifications, prior experience, and capacity. They shall also attach to it the following documents:

**1) 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) and provide the required supporting documents:

- Copy of Certificate of Incorporation;
- Document demonstrating ownership of bank account declared;
- Copies of Quality Assurance Certificates, if any.

**2) UNHCR General Conditions of Contract for Provision of Goods:**

Your technical offer must contain an acknowledgement of your acceptance of the UNHCR General Conditions of Contract for Provision of Goods (2018). However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods (2018).

**3) Financial Capacity:**

The technical offer must include copy of the last 3 years available Audited Financial Statements in order to demonstrate that the bidder has the financial stability and capacity adequate to successfully implement the frame agreement.

##### 2.4.1.2 Experience

The bidder shall have at least five (5) years' experience in supplying the same or a similar relief item, preferably to other UN agencies and humanitarian organizations.

In case the bidder uses a manufacturer, the bidder needs to provide information on the past five (5) years' experience of the manufacturer in supplying the same or similar relief items.

Please use section 2 of Annex B1.1 or B.1.2 as applicable (Technical Offer Forms), to provide the following information:

- The Number of years of experience with those organizations (this experience should correspond to the place of manufacturing of the provided goods)
- List of Clients to whom you have supplied in the last five (5) years
- List of Purchase Orders received (indicating the number, type of product and destination) in the last five years for similar items

#### 2.4.1.3 References

Please indicate in section 3 of Annex B1 at least three (3) references for similar supply of relief items over the last five (5) years. For each reference, please provide the following information:

- Name and address of client (organization) and type of project
- Period of contractual activity (start and end dates)
- Reference name, title and contact details (tel., e-mail)
- Supplier Delivery Certificate/Letter: the Bidder should attach a document issued by the purchasing party which show successful deliveries, if available

If the Bidder is not the Manufacturer (i.e., if bidder is a trader), please provide the same information on the manufacturing company/ companies used.

If the reference provided is related to UNHCR, the Supplier Delivery Certificate is not required. However, all the remaining information requested above shall be included in the technical offer.

#### 2.4.1.4 Confirmation of Compliance with the Technical Specification

The technical specifications of the product requested by UNHCR are provided in **Annex A.1 and A.2**.

Your technical offer should clearly state whether or not the goods you are offering are in conformity to the product specifications in **Annex A.1 and/ or A.2**. Clearly state and disclose any discrepancies with the specifications given. Please use **Annex B.1.1** and/ or **B.1.2** (as applicable), section 4 of the Technical Offer Form(s), to provide this information. In addition, the bidder shall provide a description of their product specifications.

#### 2.4.1.5 Product sample

Bidders are requested to send five (05) samples per offered product, without UNHCR logo, for visual inspection and for future reference to UNHCR at the bidder's cost (DDP incoterms) to the following address, before the bid closing date:

**UNHCR GSM Dubai warehouse**

Showroom J15, International Humanitarian City, Phase 2 Warehouses

Dubai, United Arab Emirates

Contact Person:

Mr. Sarath Kumar, Mobile: +971 56 1709095

Mr. Aatef Kadoun, Mobile: +97152 7875031

Mr. Basharat Naser, Mobile: +97155 4520699

Preferred delivery time:

Monday- Thursday (9.00 a.m. – 3.00 p.m., local time)

Friday (9.00 a.m.– 12.00 p.m., local time)

All charges in relation to the delivery of the sample must be prepaid by the bidder.

Reference details to be indicated on outer parcel are: “2023/ITB/037” and “[bidding company name]”.

**Failure to submit samples before the given deadline and in compliance with above instructions may result in disqualification of the offer.**

**2.4.1.6 Laboratory Certificate**

Bidders must provide relevant Laboratory Certificates of each product/sample offered, preferably from the same sample batch.

The Laboratory Certificate(s) shall comply with the following requirements:

- 1) The Certificates are issued by an internationally recognized laboratory in the relevant industry for Medium and/or High Thermal blanket, as applicable.
- 2) The Certificate(s) is/are dated, and issuance date is no later than 24 months counted from the submission tender deadline; and
- 3) The Laboratory Certificate(s) result shall demonstrate compliance of the product offered with the specification as outlined in Annex A.1 and A.2.

**Failure to submit such Certificate(s) meeting the requirement may result in disqualification of the offer.**

UNHCR reserves the right to conduct laboratory testing of the product using its own laboratory in any given moment before or after the award of the contract.

Note: Upon conclusion of the tender procedure, awarded suppliers may receive a Purchase Order for a limited number of samples for laboratory testing purposes.

#### 2.4.1.7 Country of Origin of the Supplier and place of Manufacture:

Bidders must provide a Certificate of Origin of the product, indicating the factory name and address. The Certificate of Origin must be provided for:

- 1) samples delivered in accordance with 2.4.1.5 for visual inspection under this ITB; and
- 2) products which will be delivered under the FA, if awarded.

In particular, please indicate in Annex B1.1 and or Annex B.1.2 section 7:

- A. the country in which the supplier is registered;
- B. the country/ countries and place(s) (physical and registered address, including GPS coordinates) of the factory/ factories in which the product or part of the product is manufactured;

Please include Annex B1.1 and or Annex B.1.2 section 7:

- C. Certificate of Incorporation(s) of the Manufacturer(s) if different than the bidder (official English translation in case language is different).

#### 2.4.1.8 Factory and production line pictures

Bidders must provide digital colour pictures with indication of geolocation of the respective factory/ factories and in case of several factories for the item, the pictures must be provided for each factory.

Picture Sub-set #	Picture object(s) (max. 10 pictures per sub-set).
1.	External pictures of the factory buildings, incl. the usage of solar panels if any
2.	Pictures of the production lines and main equipment (while in operation) to manufacture the goods
3.	Pictures of quality control equipment used during reception, production or final quality control if any
4.	Pictures of packing and loading equipment and areas
5.	Pictures of logistics equipment used for handling cargo and any other related facilities
6.	Pictures of social and common areas, including restaurant/ cafeteria, recreation room, restroom facilities, etc.
7.	Pictures of health and safety facilities
8.	Pictures of management facilities

Please note that the above pictures are required for due diligence purposes and for future reference.

Please insert pictures in a Word file (4 pictures per A4 page).



#### 2.4.1.9 Company`s Quality Management System

Bidders shall have in place a Quality Management system which ensures that the product can be delivered consistently in accordance with the technical specifications detailed in Annex A.

Bidders are expected to submit the following information and certification which is to be submitted with the Technical Offer:

- A. Quality Management System Certificate (e.g. ISO 9001:2015 or equivalent) – mandatory requirement
- B. Environmental Management System Certificate (e.g. ISO 14001:2015 Certifications or equivalent) or equivalent – mandatory requirement
- C. Bidders are required to provide a copy of ISO 9001:2015 and ISO 14001:2015 or equivalent Certificates for the factory location where the product is manufactured
- D. ISO 45001 Occupational Health and Safety – desirable document

#### 2.4.1.10 Packing and container utilization details

The technical offer shall clearly indicate the packing and transport details (e.g. weight, volume, etc.) and its compliance with the requirements in **Annex A.1 and A.2** of this ITB.

#### 2.4.1.11 Production Capacity:

The bidder shall state in Annex B1, section 11 the overall annual production capacity of the factories and how much of that production capacity will be allocated to UNHCR in line of the estimated annual requirement.

Bidders shall provide information of their total weekly and monthly production capacity and how much of such production capacity will be made available to serve UNHCR needs. In case the Bidder is not the Manufacturer of the product such information shall be supported by written declaration, dated and signed by the Manufacturer(s).

Bidders shall indicate whether there are any periods in the year when the declared capacity is not, or not fully, available for example due to a national holiday.

The Bidders are expected to maintain such allocated production capacity throughout the entire period of validity of the FA including possible extension(s).

#### 2.4.1.12 Delivery Capacity:

The bidder shall state in Annex B1, section 12, the mobilization time, ex-stock quantity and quantities available after 1st batch, two, four, six and eight weeks of production lead time.

#### 2.4.1.13 Storage Requirements

Throughout the agreement UNHCR may refer to the following types of stock:

**"White Stock"** - Successful bidders may be expected to maintain a dedicated stock, based on a separate agreement, at their premises at no additional cost and without prior commitment from UNHCR, which can be used for rapid deployment to address urgent needs of UNHCR operations worldwide. Upon expiration of the Frame Agreement, UNHCR commits to purchase unused quantity remaining as White Stock with the Frame Agreement holder, before the expiring date of the relevant Frame Agreement.

This stock should be available at any given time and depleted only if UNHCR requests it under an approved Purchase Order.

Administration of the stocks is the responsibility of the supplier and should be based on the first-in, first-out (FIFO) principle and considering rotation of products out of the stockpile for purchase orders placed against fresh production, as and when necessary.

**"Set Aside Stock"** This is ready stock held voluntarily by the supplier, at its own business risk, in expectancy of UNHCR orders.

#### 2.4.1.14 Shelf life and expected lifespan:

Shelf life requirements can be found in **Annex A.1 and A.2** (Technical Specifications).

The bidder shall clearly state the recommended shelf life of the product, as well as the usable lifespan, i.e. the recommended usage period. Minimum shelf life and usable life span are to be entered in Annex B1, section 13.

#### 2.4.1.15 Inspections:

UNHCR will carry out random and/or systematic quality inspections, including specific selected criteria for laboratory testing and/or visual inspections of product or raw material selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, at final destinations or from any storage or distribution location.

Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase or whenever required by UNHCR. 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.

The bidder shall state the preferred place of inspection for the product for both pre-delivery inspection and loading inspection.

#### **2.4.1.16 Batch and Supplier Identification Marks:**

The successful bidders will be expected to fix a permanent marking on each individual item as per Annex A.1 and A.2. Your technical offer should contain the details on how you would implement such markings.

#### **2.4.1.17 Warranty/ Guarantee:**

The offer shall include a guarantee that the warranty period which, at the least, matches the shelflife indicated in Annex A.1 and A.2 and will be in effect from the date of delivery of goods to UNHCR initial (ship-to) Warehouse.

#### **2.4.1.18 Sustainable requirements:**

The Bidder is to provide the information and documentation requested in Annex B.2 and fill the form of Annex B.3 that evidences compliance with the criteria listed therein and under 2.5.3.

### **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 and comply with the pricing model applicable to this invitation tender.

Bidders are required to submit product unit prices to be maintained throughout the duration of the Frame Agreement. Volume discounts can be offered as per Annex C. 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 **Annex C.**

**UNHCR acknowledges in the long-term market conditions may unpredictably change. As a result, after the initial year of validity of the Frame Agreements, Contractors will be allowed to submit a fully a documented request for price revision, but no more than once a year. UNHCR, at its sole discretion, will decide within 60 calendar days on such a request. The provisions governing this process will be detailed in the Frame Agreements.**

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 product unit price for both EXW and FCA (factory/sea/dry port and airport) Incoterms naming the locations respectively. The cost shall be provided for the supply of product in bulk as well as palletized. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

UNHCR is exempt from all direct taxes and customs duties. In 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 price offered 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.

## **2.5 BID EVALUATION:**

### **2.5.1 Supplier Registration:**

The qualified suppliers, if not already registered, may be added to the Vendor Database after assessment of suitability based on the submitted Vendor Registration Form and supporting documents. Documents shall be provided in English or their official translation to English, if in a different language. The investigation involves consideration of several factors such as:

- Company profile and organization
- Company registration (Certificate of Incorporation), extract from trade register
- Company license
- Declaration on legal and commercial capacity to enter the contract
- Staffing (number, structure/levels)
- Core business
- Track record
- Experience working with public sector institutions
- Quality Management System in place
- Corporate Social Responsibility

### 2.5.2 Technical evaluation:

The evaluation of technical offers will be based on Pass/Fail methodology and in some instances a minimum scoring method, which will look at numerous aspects and criteria as expressed in this ITB and in particular with regards to, but not limited to:

#### A) COMPANY EXPERIENCE & CAPACITY:

- 1) Company experience
- 2) Company Qualifications
- 3) Quality Management Systems

#### B) PRODUCT & DELIVERY REQUIREMENTS:

- 4) Compliance with the technical specifications
- 5) Qualification and acceptance of product sample against Annex A.1 and A.2
- 6) Production capacity

The production capacity values are established based on the capabilities of the production technology used for blanket manufacturing

- 7) Verification of laboratory testing report:
  - from internationally recognized laboratory
  - report not older than 24 months
  - report to match the product sample submitted, preferably from the same sample batch
- 8) Warranty/ guarantee (respecting given minimum periods)

### 2.5.3 Sustainable Evaluation:

The bids received will be evaluated by applying the minimum requirements and the qualitative evaluation criteria indicated below.

**Pass/Fail methodology** will be used for the following minimum requirements:

- Environmental aspect:
  - Recycled material:
    - For post-consumer material: The bidder has in place a Global Recycled Standard (GRS) or equivalent
    - for pre-consumer material: The bidder needs to provide a technology description on how pre-consumer material is included within the manufacturing process.
  - Self-certification of recycled content. The bidder has in place an environmental policy, or an environmental management system related to production unit/ factory (e.g. Company's environmental policy, ISO 14001)
- Social aspect: The Bidder has a policy in place that confirms adherence to socially acceptable working conditions:

- Forced or Compulsory Labor
- Health and Safety
- Freedom of Association & Right to Collective bargaining
- Discrimination
- Working hours
- Remuneration
- Child Labor
- Sexual harassment and exploitation
- The bidder has a third-party verification of their adherence to socially acceptable working conditions (e.g. Social Accountability Certificate SA8000 certification or equivalent)
- The bidder has in place an Occupational Health and Safety management system (e.g. ISO 45001 or equivalent)

Bids that pass all the minimum requirements will be further assessed according to the below sustainability criteria which will be scored.

**Each bid will be scored by the below sustainability criteria considering three categories: Environmental, Social and Economic. Each category will have a specific weight: environmental 50%, social 30% and economic 20%.**

**Environmental:**

1) Material composition of the item

**This evaluation criteria shall be scored.**

The material composition of blankets shall be 100% recycled polyester. Recycled polyester should be from post-consumer waste re-melting process.

Pre-consumer material is acceptable, however, preference is given to post-consumer material. The recycled material in the product needs to ensure the

2) Origin of the recycled and other raw material

**This evaluation criteria shall be scored.** The scoring of this criterion is based on the flying distance between the facility where the raw materials are produced and the facility where the UNHCR's items are manufactured.

3) Source of energy used by the manufacturing facility.

**This evaluation criteria shall be scored.** The scoring is based on the percentage of renewable energy used by the manufacturing facility.

4) Source of water used by the manufacturing facility.

**This evaluation criteria shall be scored.** The scoring is based on the percentage of recycled/harvested water used by the manufacturing facility

**Social:**5) Gender Equality

**This evaluation criteria shall be scored.** The bidder has gender-responsive practices that demonstrate their commitment to integrating gender equality.

6) Disability inclusion

**This evaluation criteria shall be scored.** The bidder demonstrates a commitment to integrating disability inclusion in their operation

7) Other Social Aspects

**This evaluation criteria shall be scored.** The bidder is part of UN Global Compact

**Economic:**8) Local suppliers

**This evaluation criteria shall be scored.** The percentage of suppliers locally recruited by the manufacturing facility.

9) End of life items:

**This evaluation criteria shall be scored.** The bidder has a waste management system, plan, or strategy to manage the different types of waste produced by the company: Segregation, storage, collection, recycling, appropriate disposal, and take-back programs

The maximum obtainable overall score for the sustainable evaluation is **30 points**.

**The bid shall be considered to pass the sustainability evaluation if the total score granted to it is above 50% of the maximum possible score (I.e., 15)**

**2.5.4 Financial evaluation:**

The financial offer will be evaluated only for those suppliers that pass the technical evaluation by evaluating the:

- Unit price FCA (containerized, non-palletized) offered.

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.

**2.5.5 Overall Evaluation:**

Bids will be evaluated and awarded based on technically qualified, lowest priced offer (unit price FCA sea/dry port, non-palletized, containerized).

Please note that if multiple bidders offer a product from the same manufacturer (main manufacturer), UNHCR will only award one contract to one of the successful bidder/manufacturers which is technically compliant and offers the lowest price as outlined above.

### **2.5.5 Due Diligence:**

Prior to awarding the Frame Agreements or during the term of Frame Agreements, UNHCR or its authorised representative(s) may conduct factory inspections for designated awards and their offered product. During the inspection visits, information provided in response to this ITB shall be confirmed. In addition, the following aspects will be checked:

- Quality Management system, Quality Policy, Quality Assurance and Quality Control as implemented in practice;
- Production Capacity;
- Environmental Management system;
- Working conditions; respect for the Convention on the Rights of the Child; social standards as defined by ILO, SA8000, UN Supplier Code of Conduct (Annex F), and UN Global Compact: Human rights, labour, environmental conditions.

Technical conditions of production facilities, age of equipment, raw material, intermediate and finished product storage facilities, internal carriage, delivery and dispatch areas. The location of the factory must match with the one in the submission.

Corporate Social Responsibility: UNHCR will verify that factories comply with international Corporate Social Responsibility standards (social standards) and particularly with standards defined in UN Global Compact (as per link below).

<https://www.unglobalcompact.org/what-is-gc/mission/principles>

UNHCR invites suppliers to become members of UN Global Compact.

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that brings 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.

## **2.6 SUBMISSION OF BID:**

**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: <https://etenderbox.unhcr.org>



In order to use the eTenderBox, registration on the website is required. The registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered e-mail 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 and Financial Offers 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**.

In case of any technical issue when uploading the bid, bidders shall exclusively contact this email address for technical support: [hqsmsbid@unhcr.org](mailto:hqsmsbid@unhcr.org)

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 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: 8 March 2024, 23:59 hrs CET**

**IMPORTANT:**

Any bid received after this date or sent to a 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:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the technical evaluation and has been accepted by UNHCR as meeting the technical specifications.

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, 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.

### **2.7.1 Stakeholder Meetings:**

Successful suppliers will be expected to attend periodic stakeholder meetings, usually once per year, for review of their performance involving UNHCR and other supply chain partners. UNHCR may request the supplier to submit additional information and documentation related to the company and/or its manufacturer as need be. All related costs, if any, (preparation, travel, accommodation etc.) for attendance of such review meetings shall be borne by the supplier. Venues may vary between e.g. Budapest, Dubai, and geographic centers of most suppliers.

## **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 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 suppliers not to offer any gift, favour, hospitality, etc. to UNHCR staff.



Fabrizio Bertora

Chief of Section, HQ Procurement  
Supply Management Service (SMS)  
UNHCR Global Service Center Budapest