



UNHCR

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

DATE: 12 DECEMBER 2024

INVITATION TO BID: No. ITB/2024/040

**FOR THE SUPPLY, DELIVERY, INSTALLATION,
TESTING AND COMMISSIONING OF COOLING/HEATING/VENTILATION/FILTRATION SYSTEM**

CLOSING DATE AND TIME: 29 DECEMBER 2024 – 23:59 HRS BEIRUT, LEBANON LOCAL TIME OR EARLIER

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 1950 by the United Nations General Assembly. The agency is mandated to lead and 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, UNHCR has more than 20,000 staff in more than 135 countries continues to help over 108 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Beirut, Lebanon invites qualified suppliers to make a firm offer for the supply, delivery, installation, testing and commissioning of cooling/heating/ventilation/filtration system as per attached technical specifications (**Annex A**).

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.

Frame Agreement(s) may be established with initial duration of two (2) years, potentially extendable for one (1) additional year, subject to satisfactory performance. Contract(s) might be awarded to more than one bidder. To note that the purpose of this tender is to establish a passive frame agreement where conditions, specifications and rate will be fixed to be applied whenever UNHCR wishes to engage into HVAC projects, therefore the estimated annual requirement of UNHCR for the goods/services is approximately \$US 1,100,000.00

Note: This document is not to be 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:	Technical Specifications
Annex B:	Terms of Reference
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods - REV.: JULY 2018
Annex F:	UN Supplier Code of Conduct
Annex G:	Vendor Sanction Clearance Form

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this ITB by return e-mail to (rmasri@unhcr.org) and (ELAHMADY@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 or any question in respect of this ITB by e-mail to (rmasri@unhcr.org) and (ELAHMADY@unhcr.org). **The deadline for receipt of questions is Thursday, 19 December 2024 at 23:59 HRS Beirut, Lebanon local time.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received and plan to respond to the questions shortly after the query closing date. 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 eTenderBox platform will result in disqualification of the offer. Please submit your bid offer as described under the “Submission of Bid” section 2.7 of this ITB.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

Special Instructions:

- **Transportation:** cost must be inclusive of transportation to specified delivery location in **Annex A**
- **Pre-loading inspection:** selected supplier must check/inspect all the items before dispatching them to UNHCR requested location.
- **Rejected items:** all rejected items must be replaced by the supplier at no cost to UNHCR.

Your offer shall comprise the following two sets of documents (pdf files, soft copy):

- Technical offer
- Financial offer

Technical and financial offer must be sent in separate offers. For further instructions on submission please refer to “Submission of Bid” section 2.7 of this ITB.

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.

Your offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given in **Annex A**. Clearly state and disclose any discrepancies with the given specifications.

I. Documents to be submitted with offer: Eligibility Criteria

The following Seven (7) eligibility criteria must be met by the bidder to qualify for further consideration. Pre-conditions are not ratable components of the technical offer.

- Proof that your company is registered and licensed by the Lebanese Government to provide such items.
- Proof that your company has been manufacturing or selling identical products for 3 or more years from tender date.
- Duly completed, signed, stamped and dated vendor registration form (**Annex D**).
- Written statements confirming and accepting UNHCR general terms and conditions including payment within 30 days from the invoice receipt date following satisfactory delivery of goods/services (**Annex E**).
- Written statements confirming and accepting UN Supplier Code of Conduct (**Annex F**).

- Provide at least three (3) contracts or Purchase Order for satisfactory delivery of similar goods and services.
- Duly completed, signed, stamped and dated Vendor Sanction Clearance Form (**Annex G**).

II. The following details shall also be provided along with the offer:

All products offered must be genuine, brand new with the manufacturing certificates.

Accepting technical requirements: your offer should include duly completed, signed, stamped and dated technical specifications (**Annex A**) and Terms Of Reference (**Annex B**).

Technical data sheets and brochures: your offer should be describing machines technical specifications in line with the ITB requirements.

Country of Origin for the products: your offer shall state the country of origin for the products in **Annex A**, in case your company is not the manufacturer.

Warranty: the bid shall include defects and liability period with terms of warranty.

Authorization by the manufacturer: to sell their products in case they are a dealer and not manufacturer.

Full delivery lead time: including supply, delivery, installation, testing, commissioning and training, in line with UNHCR required delivery lead time stipulated in Annex A.

Management structure and key staff: A detailed organizational chart is required showing the technical expertise of the company.

Approach and methodology: Proposed AC installation methods and the vendor's specialty, qualifications and experience.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must cover all the services to be provided (price "**all inclusive**") in a single currency, US Dollars.

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 also be provided in the offer (**Annex C**):

- Unit price for each product including supply, delivery, installation, commissioning and training
- List of most frequently used spare parts for each product for 12 months
- Maintenance and repair services for each product covering the needs for 12 months

Price has to be given without VAT.

You are requested to hold your offer valid for a minimum of **120 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period.

2.5 BID EVALUATION:

The evaluation process will be conducted in three (3) stages as follows:

2.5.1 Technical:

a. First Stage (Eligibility Criteria): Pass/Fail

Checking and verification of submitted tender documents by UNHCR Technical Evaluation Committee (TEC). UNHCR's TEC will check submitted tender documents and mark 'Pass' or 'Fail' against the conditions listed above. Missing documents, if any, will be requested from the vendors. Vendors fail to provide missing document, when requested within a given deadline, will not be included for further evaluation. Others scoring 'Pass' to all requirements will qualify for further evaluation.

b. Second Stage (Technical Specifications of quoted goods):

UNHCR's TEC will inspect the technical specifications of quoted goods against the requirements listed in **Annex A and Annex B**.

Offers obtaining 'pass' in all specification requirements will qualify for further evaluation.

2.5.2 Financial:

c. Third Stage (Financial): evaluation of Financial Offers.

Offers will be tabulated and compared for all participating companies with technically compliant valid offers.

Partial bidding is not accepted; therefore, bidders shall quote for the all requested products.

The contract may be awarded to the vendor(s) with the lowest priced offer passing the technical evaluation.

2.6 EVALUATION OF SUPPLIERS:

Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing
- Core business
- Track record
- Contract capacity

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's products
- Ability to respond quickly to Agency's needs
- Timely delivery
- Dependability of products and services

2.7 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>.

In order to use the eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is **10MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Deadline: 29 December 2024 – 23:59 Hrs Lebanon Local Time

IMPORTANT:

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox well before the tender deadline.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

IMPORTANT:

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

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

2.8 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. Such extension of the deadline may accompany a modification of the solicitations 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 vendor(s) with technically compliant bid offering the lowest cost.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in US Dollars. Payment will be made in accordance with the General Conditions for the Purchase of Goods and in USD. Payments shall only be made after successful delivery of goods.

2.10 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.

2.11 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

2.12 THE UN GLOBAL COMPACT

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor, and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative. UNHCR encourages bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>

Gerard Moya
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