



UNHCR

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

DATE: [31/01/2024]

INVITATION TO BID: No. ITB/2024/1

**FOR THE ESTABLISHMENT
OF FRAME AGREEMENTS FOR THE SUPPLY OF ICT HARDWARE AND SOFTWARE**

CLOSING DATE AND TIME: [21/02/2024] – 23:59 hrs EET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than 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), Representation in the Republic of Moldova, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply of ICT equipment.

IMPORTANT:

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

UNHCR may award up to 3 Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) additional year. Specific requirements will be tendered based on the Frame Agreements under the secondary-bidding modality. The successful bidders will be requested not to increase the contracted price of individual items by more than 10% for the duration of the Frame Agreement(s). Adjustments exceeding this threshold should be fully justified and documented. UNHCR maintains the prerogative not to consider such requests or to otherwise terminate the LTA with no liability whatsoever to UNHCR and shall notify the Contractor in writing of the decision.

The estimated annual requirement of UNHCR is expected to reach approximately 250,000 USD. The amount is based on historical volume of transactions of UNHCR Moldova in 2023.

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 quantity relative to the value above. 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 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

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:	Terms of Reference
Annex B:	Technical Offer Form
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods and Services – <i>July 2018</i>
Annex F:	UN Supplier Code of Conduct
Annex G:	eTenderbox Registration Guide
Annex H:	Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to SEVERYN@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

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 Anton Severyn, Snr. Supply Assistant SEVERYN@unhcr.org. **The deadline for receipt of questions is 23:59 hrs EET on [11/02/2024].**

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 advertised platforms or by email to all invited 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 be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly and only to the address provided in the "Submission of Bid" section 2.6) of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER**IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex B**.

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.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

MANDATORY

- Certificate of Registration of the business in the Republic of Moldova;
- Tax certificate;
- Title and contact information of the authorized entity in Moldova for warranty repair, maintenance services (including certificate);
- Minimum 3 evidence of successful contract performance from the last 3 years in the form of reference letters with detailed contact information;
- Duly completed technical offer form attached as Annex B.

DESIRABLE

- If you are a new supplier to UNHCR or have not received a Purchase Order from UNHCR since August 2023, please complete, sign and stamp the Vendor Registration Form attached as Annex D;
- Certificate or auto declaration of the brands for which your company is official dealer;
- Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Bidder's practices which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy efficient equipment, reduced carbon emission, etc.), either in its business practices or in the goods it manufactures, if any;
- UNHCR may during the evaluation process request evidence of abridged financial statements or reports for the last 3 complete financial years to assess and make an informed opinion on your company's financial standing and ability to fulfil orders.

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

Incoterms: The International Chamber of Commerce Incoterms 2020 shall apply for this ITB and for any resulting purchase orders(s).

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

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

Please note that submitting an offer is deemed as acceptance of UNHCR's General Conditions for Provision of Goods and Services and the UN Supplier Code of Conduct.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial offer** must contain an overall offer in US Dollars for the purpose of evaluation only. Purchase Orders will be placed in Moldovan Leu based on quotations submitted in Moldovan Leu in the secondary-bidding process.

IMPORTANT:

Please carefully consider the pricing model applicable to this invitation tender.

You are requested to quote all sections in the Financial Offer Form attached as Annex C.

The Financial offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price **Delivery at Place (DAP)** in Chisinau, Moldova.

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

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to conclude the selection process within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

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

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

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

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

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

- Participation in all secondary-bidding processes,
- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of products and services,
- Lead time for delivery.

2.5.2 Technical evaluation:

The technical component of the submission will be evaluated using the criteria **PASS or FAIL by using the exact same structure as outlined in Annex B**

Offers will be technically evaluated using the PASS/FAIL system based on criteria inter alia selected among those listed at the section 2.4.1 summarized below. Please note that your bid has to qualify (PASS) on all criteria to qualify for financial evaluation, with the exception of criteria C-3.:

TECHNICAL EVALUATION CRITERIA	MERIT PASS/FAIL
A – MANDATORY ELIGIBILITY CRITERIA	
1. Certificate of Registration of the business in the Republic of Moldova	Pass/Fail
2. Tax certificate	Pass/Fail
3. Title and contact information of the authorized entity in Moldova for warranty repair, maintenance services (including certificate)	Pass/Fail
4. Minimum 3 evidence of successful contract performance form the last 3 years in the form of reference letters with detailed contact information	Pass/Fail
5. Duly completed technical offer form attached as Annex B	Pass/Fail
B - DESIRABLE CRITERIA	
1. Certificate or auto declaration of the brands for which your company is official dealer	Pass/Fail
2. Audit reports or financial statements from the last 3 complete financial years	Pass/Fail
3. Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Bidder's practices which contributes to the ecological sustainability and reduction of adverse environmental impact	Pass/Fail
4. Completed, signed and stamped Vendor Registration Form if you are a new vendor to UNHCR or have not received a Purchase Order since August 2023	Pass/Fail

2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass the technical evaluation. The lowest bid conforming to the terms of the ITB will be recommended for the award of the Frame Agreement.

All bids from pre-qualified suppliers will be evaluated based on:

- Unit cost – DAP Republic of Moldova (various, mainly Chisinau city)

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

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

2.6 SUBMISSION OF BID:

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

Bids should be submitted via <https://etenderbox.unhcr.org> and all attachments should be 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 clearly separated.

IMPORTANT:

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

Deadline: [21/02/2024], 23:59 hrs EET.

IMPORTANT:

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

It is your responsibility to verify that all e-mails/documents have been uploaded properly before the deadline.

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

IMPORTANT:

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

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.

2.8 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.



Signature
Andre Lukovics
Supply Officer
UNHCR Representation in Moldova