

ANNEX A

TERMS OF REFERENCE

DATE: 04/06/2024

INVITATION TO BID: No. ITB/2024/04

Provision of different furniture types under Frame Agreements for a period of 2 years, potentially extendable for a further period of 1 year

1. Background

The UN Refugee Agency (UNHCR) is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

We work to ensure that everybody has the right to seek asylum and find safe refuge, having fled violence, persecution, war or disaster at home.

UNHCR has established an office presence in Chisinau, Moldova and is present in some of the borders points through Moldova to assist refugees.

2. Scope

UNHCR Moldova is procuring significant quantities of different types of furniture and is exploring the possibility of entering into a frame agreement (FA) with minimum 3 suppliers for a period of 2 years, potentially extendable for a further period of 1 year with multiple qualified suppliers of furniture to cover the needs of the UNHCR Moldova office and its various partners.

Throughout the duration of the contract, UNHCR plans to purchase the items listed in Annex C. The list is non-exhaustive, however it reflects the items most frequently procured by the organization. Additional items not listed in Annex C, which fall within a reasonable scope of furniture may also be requested. UNHCR may occasionally decide to prioritize purchases from environmentally sustainable sources and such requirement will be indicated separately in the secondary bidding.

Purchases are to be delivered in the Republic of Moldova with locations specified in the mini-bidding exercise (i.e. secondary-bidding). Incoterm applicable to all mini-biddings is DAP, Incoterms 2020 incl. off-loading, assembly and installation of furniture.

3. Warranty & Technical Support

The warranty coverage shall extend for min. 12 months and encompass troubleshooting, and repair, inclusive of spare parts provision. The service provider warrants that all products and items delivered are new, unused and shall have no defects. Should any defects be identified or arise during the warranty period in the normal usage of the delivered furniture, the successful bidder(s) are obligated to rectify the defect through either replacement or repair. In the event of repair, either the contractor (bidder) or the locally authorized company, must visit the equipment location and furnish a detailed condition report along with a troubleshooting/repair schedule within the subsequent business day following notification of warranty execution by the contractor (bidder) or contracted authorized representative.

4. Contractual Arrangements, Pricing Conditions and Placement of Orders

UNHCR Moldova will similarly award FAs to three technically qualified and responsive bidders quoting all items and the lowest overall price for the ITB. Companies that participate in this tender commit to engaging in all mini-bidding exercises. All quoted prices must comply with DAP Incoterm and include loading/unloading, assembly, installation, and transportation to the final destination. Call-offs against signed FAs will be made as needs arise through Purchase Orders. To identify contractors for individual orders, UNHCR Moldova will conduct secondary bidding among FA holders, requiring them to submit quotations per the specific order requirements. Orders will be placed with the bidder quoting the lowest price that meets the minimum technical requirements, following a compliance check. The awarded FA holder must acknowledge and return the Purchase Order via email.

Bids submitted in response to the ITB and awarded an FA should not increase by more than 10% during the mini-bidding exercises and throughout the duration of the FA. UNHCR maintains the prerogative to disqualify quotations which exceed this threshold in the secondary bidding.

5. Key performance indicators

In line with UNHCR's commitment to ensuring efficient procurement processes and high-quality services, key performance indicators (KPIs) have been established to evaluate supplier performance throughout the duration of the frame agreement (FA). These KPIs encompass timely delivery, quality assurance, and warranty fulfilment:

- Compliance rate with awarded delivery time min. 95%:

Suppliers are expected to adhere to the agreed-upon delivery schedules, ensuring prompt provision of furniture items as per the specified timelines. Failure to meet delivery deadlines may impact supplier performance evaluations.

- Quality compliance rate of delivered furniture min. 99%:

The quality of furniture must align with the specifications outlined in the tender proposal and subsequent secondary-bidding. Suppliers are responsible for delivering furniture that is awarded a Purchase Order.

- Warranty and technical support:

Suppliers are required to provide a warranty coverage of minimum 12 months, offering troubleshooting, repair, and spare parts provision as necessary. Any defects identified during the warranty period must be promptly rectified through replacement or repair, ensuring optimal functionality of the delivered furniture.

These KPIs serve as benchmarks for assessing supplier performance and ensuring adherence to contractual obligations, ultimately contributing to the successful implementation of UNHCR's programmes in Moldova.