

DATE: 24/09/2021

INVITATION TO BID: No. ITB/LBY/TR/21/055

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT

FOR THE PROVISION OF PRINTING SERVICES FOR UNHCR LIBYA

OPERATION IN TUNIS

CLOSING DATE AND TIME: 22/10/2021 – 17:00 hrs. TUNISIA TIME (UTC+1)

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 16,800 people in more than 134 countries continues to help about 70.8 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), Libya Office, invites qualified suppliers and service providers to make a firm offer for the Establishment of Frame Agreement (one (1) year, extendable for another one (1) year) for **the provision of printing services services** for UNHCR Libya Operation in **Tunis**.

IMPORTANT:

The Terms of Reference (ToR) are detailed in Annex A of this document.

UNHCR may award Service contract with initial duration of **one (01) year**, potentially extendable for a **further period of one (01) year** subject to satisfactory performance of the recommended service provider. The successful bidders will be requested to maintain their quoted price model for the duration of the contract.

Please note that the projected requirement related to the service have been stated in order to enable bidders to have an indication of the project scope and It does not represent a commitment by UNHCR. Exact quantities may vary and will depend on the actual requirements regulated by issuance of the corresponding Purchase Orders

Other United Nations Agencies, Funds and Programmers 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 Service Contract 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 (TOR)
Annex B:	Technical Offer Form
Annex B - 1:	Checklist for required Technical documents
Annex C:	Financial Offer Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services
Annex F:	UN Supplier Code of Conduct
Annex G:	Confirmation on UNGM/UN/EU Vendor Sanctions

2.2 ACKNOWLEDGEMENT

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

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNGM website, printed media etc.)

IMPORTANT:

Failure to send the above requested information result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail at supply.libya@unhcr.org. The deadline for receipt of questions is 17:00 hrs Tunisia Local Time (UTC+1) on 9/10/2021.

IMPORTANT:

Please note that Bid Submissions are NOT to be sent to the e-mail addresses above.

UNHCR will reply to the questions received as soon as possible by means of publication on its website 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 will 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 will result in disqualification. The technical offer should contain all information required.

The Terms of reference of the services requested by UNHCR can be found in **Annex A**

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

SECTION 1 - MANDATORY REQUIREMENTS (Compliance with the pre-qualifications criteria)

- **Registration certificate** proving that bidding company was established on or before 22/10/2018
- The bidder has submitted a Tax Certificate (if fresh Certificate cannot be submitted, bidder must confirm in writing that the company is certified, and the balance is not negative)
- Confirmation on technical **compliance on Annex A**
- **Vendor Registration Form** (Annex D) including bank account accepting TND payment duly filled, signed and stamped. Submission of this form is necessary for all partners proposed

- under the list of potential sub-contractors; if your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.
- **UNHCR General Conditions of Contract for the Provision of Services** (Annex E) duly filled, signed and stamped.
 - **UN Supplier Code of Conduct** (Annex F) duly filled, signed and stamped.
 - Confirmation on **Vendor Sanctions** (Annex G) duly filled, signed and stamped.

SECTION 2 – Company Profile

Description of the company and the company's qualifications

- **Company profile**
- Year **founded** (documented by establishment certificates)
- Number of **similar** and successfully completed **projects**
- **Reference letters** on similar experience of minimum of two similar projects completed by the vendor with local clients, including and/or UN organization. Please provide Purchase/Work orders/Contracts or relevant reference contact details (email ID and phone number)

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services

SECTION 3 – Delivery of Services

Understanding of the requirements for the provision of the services, proposed approach, solutions, methodology and outputs

Provide a description of your firm's approach and methodology of how your firm would roll out and implement the requested services outlined in Annex A – Terms of reference (ToR). Add any comments or suggestions on the ToR, as well as your detailed description of the manner in which your company would respond to the ToR.

Include a description of your company's capacity to provide the services, along with a description of your company's experience in provision of the requested services.

2.4.3 Content of the FINANCIAL OFFER

Your separate **Financial offer** must contain an overall offer in currency TND only.

The Financial offer must cover all the services to be provided (Price "all inclusive")

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.

UNHCR is exempt from all direct taxes and customs duties. With these 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 select a company 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:

- Random / periodic testing of the supplier's products,
- 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** using the following criteria evaluation system:

#	Evaluation Criteria	Assessment
1	Registration certificate proving that bidding company was established on or before 22/10/2018	Pass / Fail
2	Provision of valid company's tax registration certificates	Pass / Fail
3	Confirmation on overall compliance with service requirements as per Annex A.	Pass / Fail
4	The bidder must submit at least two (2) references of providing services of a similar nature	Pass / Fail
5	Provision of filled out, signed and stamped Vendor Registration Form (Annex D)	Pass / Fail
6	UNHCR General Conditions of Contracts (Annex E) - each page signed and stamped indicating acknowledgement of the document	Pass / Fail
7	UN Supplier Code of Conduct (Annex F) - each page signed and stamped indicating acknowledgement of the document	Pass / Fail
8	Confirmation that bidder is not included in UN/UNGM/EU sanction list (Annex G) dully filled/signed and stamped	Pass / Fail

All criteria listed above must be fully met by any offer in order to be considered technically compliant.

2.5.3 Financial evaluation:

The financial component will be analyzed only for those bidders that pass the technical evaluation and are considered technically compliant.

The Evaluation of Financial Offers – bids will be tabulated and compared with those received from all commercial entities participating in the solicitation exercise. Thus, it is of critical

importance that the bidders submit complete Offers. The contract may then be awarded to the vendor(s) with the lowest priced offers passing the technical evaluation.

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.

2.6 SUBMISSION OF BID:

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

Bids should be submitted by e-mail 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.

Bid must be sent by e-mail ONLY to: tenderbox.libya@unhcr.org

THE TECHNICAL AND FINANCIAL OFFERS SHALL BE SENT SEPERATELY IN TWO DIFFERENT EMAILS.

IMPORTANT:

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

The subject of the email must clearly state the type of offer (i.e. financial or technical).

Deadline: 22/10/2021, 17:00 hrs Tunisia Time (UTC +1).

IMPORTANT:

Any bid received after this date or sent to another UNHCR address will 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 have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [20] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Tender number ITB/LBY/TR/21/055

Technical offer:

Name of your firm with the title of the attachment (example: **Technical offer/Co. Name**)

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: 21/ITB/LBY/TR/055 / Technical offer/ Co. Name / (email 1 of 3)

- Tender number ITB/LBY/TR/21/055

Financial offer:

Name of your firm with the title of the attachment (example: **Financial offer/Co. Name**)

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: 21/ITB/LBY/TR/055 / Financial offer/ Co. Name / (email 1 of 3)

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 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 Services.

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 service provider.

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 same currency as the offer, which can be in TND currency only. Payment will be made in accordance with the General Conditions for the Purchase of Services 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 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.

MANNER OF SUBMISSION:

Technical Offer (EMAIL 1)
<p><i>Email subject: ITB/LBY/TR/21/055 [Company Name] Technical Offer</i></p> <ul style="list-style-type: none"> - Registration certificate proving that bidding company was established on or before 22/10/2018. - The bidder has submitted a Tax Certificate (if fresh Certificate cannot be submitted, bidder must confirm in writing that the company is certified, and the balance is not negative). - Experience of minimum of two similar projects completed by the vendor with local clients, including and/or UN organization. Please provide Purchase/Work orders/Contracts or relevant reference contact details (email ID and phone number) - Duly filled Annex B describing compliance with specifications included in Annex A and highlighting any possible differences. - Vendor Registration Form (Annex D) including bank account accepting TND payment duly filled, signed, and stamped). - Accepted, signed, and stamped UNHCR General Conditions of Contract (Annex E). - Accepted, signed, and stamped UN Supplier Code of Conduct (Annex F). - Accepted, signed, and stamped Confirmation on EU Vendor Sanctions List (Annex G) - Any other relevant technical information such as product catalogue.

Financial Offer (EMAIL 2)
<p><i>Email subject: ITB/LBY/TR/21/055 [Company Name] Financial Offer</i></p> <ul style="list-style-type: none"> - Financial Offer Form (Annex C) duly filled, signed, and stamped.

!!! Technical and Financial Proposals are to be submitted through separate emails ONLY to:!!!

tenderbox.libya@unhcr.org.

