

DATE: 26/10/2022

INVITATION TO BID: No. HCR/IRQER/2022/ITB-095
FOR
SUPPLY AND DELIVERY OF MOBILE PHONES TO ERBIL UNHCR OFFICE IN
IRAQ
CLOSING DATE AND TIME: 09/11/2022 – 23:59 Hrs. Iraq Time.

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees 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 15,000 people in more than 128 countries continues to help about 70 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 www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Erbil, invites qualified bidders duly registered with the Government of KRI/Iraq to make a firm proposal for the **Supply and delivery of mobile phones to UNHCR Office in Erbil, Iraq.**

IMPORTANT:

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

It is strongly recommended that this Invitation to Bid (ITB) 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 D)

Note: this document is not to be construed in any way as an offer to contract with your firm.

Delivery Location: Consignment needed to be delivered to the below addresses;

**UNHCR Erbil Office, UN Companund, 100m Road, beside EIA, 44001
Erbil, KRI, IRAQ.**

Incoterms: Your offer to provide quote for: DAP UNHCR, Erbil Office, KRI, IRAQ.

If the mode of Transport: By Air, Airport: Erbil International Airport (EIA), KRI-Iraq.

- Custom Duties: UNHCR will provide the exemption certificate.
- Shipping Instructions: In case of the award of contract/PO, the vendor must hold the shipment at the origin and share the shipping documents with UNHCR, Erbil-Iraq to secure the exemption certificate. Upon the green signal from UNHCR, the vendor will ship out the consignment from the origin.
- Shipping documents required: Commercial Invoice, packing list, Certificate of Origin, Airway Bill (AWB), Item's technical brochures (if requested by the host country Govt).

IMPORTANT:

The initiation of conciliation or arbitral proceedings in accordance with **Article 18** “settlements of disputes” of UNHCR General Condition of Contracts of provision of goods shall not be a cause for or otherwise to be in itself a termination clause.

2. BIDDING INFORMATION

2.1 ITB Documents

The following annexes form integral part of this Invitation to Bid (ITB);

- Annex A: Technical Proposal Form; *(must fill and submit)*
Annex B: Financial Offer Form *(must fill and submit)*
Annex C: Vendor Registration Form: You should complete, **fill and submit** with your technical proposal if you are not already registered vendor with UNHCR. If you are already registered with UNHCR, your vendor ID should be stated.
Annex D: UNHCR General Conditions of Contracts for the Provision of Goods – 2018
Annex E: UN Supplier Code of Conduct.
Annex F: **e-Tender Box Supplier user manual**
Annex H: How to Join Microsoft Teams Without an Account.

Please note that submitting an offer is deemed as your company’s full acceptance of UNHCR’s General Conditions for contracts and UN supplier code of conduct. [Signed copies of Annexes D&E are not required at this stage.]

ملاحظة:
تعتبر مشاركتكم في هذه المناقصة قبولاً تاماً للشروط العامة للمفوضية فيما يتعلق بالعقود وكذلك مدونة قواعد السلوك للموردين والمتعاقدين مع الأمم المتحدة. (لا يشترط أرفاق النسخة الموقعة من المرفقات D & E اعلاه في هذه المرحلة)

2.2 Acknowledgment

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

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

2.3 Requests for clarifications

Bidders are required to submit any request for clarifications in respect of this ITB by e-mail to IRQERPROC@unhcr.org and cc omerr@unhr.org, **The deadline for receipt of questions is 02/11/2021 – 23:59 hours Iraqi Time.** Bidders are requested to keep all questions concise. UNHCR may, at its discretion, copy any reply to a question to all other invited firms.

All the emails sent requesting clarification **MUST** have the following subject otherwise UNHCR reserves the right NOT TO REPLY.

EMAIL SUBJECT: HCR/IRQER/2022/ITB-095 – Query

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM and by email to all bidders who participated in the site visit and pre-bid conference.

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

2.4 Pre-Bid Conference (Not Mandator)

UNHCR will organize a supplier pre-bid conference on MS Teams, on [01/11/2022 at 2:00 PM HRS]. A maximum of ONE representative per company is allowed. Name and contact details of the company's representatives must be provided, in advance by e-mail to IRQERPROC@unhcr.org CC: omerr@unhcr.org before 01/11/2022. Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

After the pre-bid conference, a Questions & Answers document will be prepared and sent directly to bidders who attended the pre-bid conference, by e-mail and will also be uploaded on the UNGM website.

2.5 Your Proposal

Your proposal should be prepared in **English**. (All supporting documents should also be in English)

Please submit your proposal using the Annexes provided. Proposals not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to the final notice of award of a contract.

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 upload your bid directly to online eTenderBox Tool as specified in the "Submission of Bid" (Section 3) of this ITB.

Your Proposal shall comprise the following two sets of documents :

- a. Technical proposal
- b. Financial proposal

Please carefully read the e-Tender box user manual attached as Annex-F for submission of your technical and financial proposals – Offers submitted by any other manner will be disqualified.

2.5.1 Content of the Technical Proposal

IMPORTANT:

No pricing information should be included in the Technical proposal. Failure to comply will lead to disqualification. The technical proposal should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex-A. Technical proposal form**, but not necessarily be limited to. **The below-listed documents should be submitted with your proposal which are required to assess the legal status, capacity, prior experience etc. of your company.**

Company Profile: The bidder shall provide a complete company profile containing copies of

- Registration documents with government authorities like valid certificate of registration for business.
 - Experience certificates providing details of years of experience,
 - POs/contracts/work orders of the relevant nature with references (at least 2 similar orders). All documents must be credible in the letter heads and/or stamps of issuing organizations.
- **Delivery Capacity:** The bidder shall state how long it will take for them to deliver the items from the date of Purchase Order from UNHCR.
- **Detailed Specification of the offered Products:** The bidder shall **must** submit the catalogues or the product brochures for each items or provide detailed brand/model name on the Technical Evaluation Form Annex A.
- **Warranty:** The bid shall include defects and liability period with terms of warranty for at least **12 months** from date of delivery. The bidder shall share complete terms of warranty with details of provider of warranty.
- **Inspection:** A team from UNHCR will carry out quality inspections upon the delivery of the items to ensure compliance to the technical specifications. Items not meeting the specifications will NOT be accepted or

received and the supplier will be held totally liable to arrange prompt replacement/s at no extra cost, whatsoever, to UNHCR.

- **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).
- **UNHCR General Conditions for Provision of Goods:** Please note that, by submitting an offer deems as full acceptance of UNHCR's general terms and conditions for services . Signed copies are not required at this stage.
- **Certificate:** If available, the bidder shall submit a copy of internationally recognized quality certificate for the offered services/products.

Companies not submitting the required documents with their proposal may be contacted by UNHCR and given one more opportunity (within 48 hours) to submit them (Only for the Administrative requirements criteria no. 1 (Business Registration Documents)). Should these companies still not submit the missing documents, they will then be disqualified:

IMPORTANT:

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

2.5.2 Content of The Financial Proposal

Your separate **Financial Proposal** must contain an overall offer in USD (all-inclusive price).

The Financial proposal is to be submitted as per the **Financial Proposal Form (Annex B)**. Bids that do not conform to this form may not be accepted.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price DAP Erbil. Any quantity or other discounts (e.g. volume discounts) shall be clearly indicated.

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 proposal valid for **120 days** from the deadline for submission. UNHCR will make its best effort to award the contract within this period. The pricing model quoted in the Supplier's proposal will remain valid for the duration of the Contract. 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 possible related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.6 Bid Evaluation

Each proposal from a supplier will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.6.1 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 (at least one year Bank Statement)
- Core business
- Track record
- Contract capacity

2.6.2 Technical and Financial Evaluation

Evaluation shall be made on technical and financial basis.

2.6.2.1 Technical Evaluation

The technical component of the submission will be evaluated using the criteria **PASS** or **FAIL** as shown below:

#	Criteria Name	Criteria Description	Evaluation Criteria	PASS/FAIL
1	Registration	Is the vendor registered with The federal Govt. of Iraq or the KRI Authority in the field of Trading/General Contracting and IT suppliers?	PASS: if registered and registration documents submitted as requested. FAIL: if not registered or registered but registration documents not submitted or registration, not in the required field of activities.	
2	Specifications of Products	Does the bidder submit the details catalogues or the product brochures for each item or provided detailed specifications on the technical proposal form that meet the UNHCR Technical Specifications, as per attached Annex A, and meet the required specification?	PASS: If the catalogues or the product brochures for each item are submitted or the item detail provided on the Technical Evaluation Form that meets the required specifications. FAIL: If the catalogues or the product brochures for each item are not submitted or the item detail is not provided on the Technical Evaluation Form or provided but not meets the required specifications	
3	Proof of Relevant Experience	Has the vendor submitted proof of experience? (minimum two POs or Contracts or mix, during the last five (5) years related to IT equipment/Phones)	PASS: if submitted two POs/Contracts FAIL: if not submitted two POs/Contracts	
4	Warranty	Has the vendor accepted to provide one (1) year warranty for the phones	PASS: if warranty provided. FAIL: if warranty not provided.	

The Bidders must meet the above mandatory pre-qualification criteria in order for their bids to be considered for further evaluation.

Important: The above-listed documents should be submitted with your technical offer which is required to assess the capacity and legal status of your company.

IMPORTANT:

Please note that, to qualify in the technical evaluation process, the bidder should qualify as “Pass” in all above-mentioned criteria.

UNHCR may visit the supplier’s premises of all technically qualified companies before making its decision.

2.6.2.2 Financial Evaluation

The **Financial offers** will be evaluated using the lowest price offered.

The financial component will be analyzed only for those bidders, who will qualify in the technical evaluation. The Financial offers will be evaluated using the lowest price 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.

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.

3. Submission of Bid

The **proposals must bear your official letterhead, clearly identifying your company.**

Please submit your proposal through an online eTenderBox Tool, which can be accessed through <http://etenderbox.unhcr.org>

To submit a proposal against UNHCR tender, the bidder needs to register in **eTenderbox system**. Please refer to the eTenderbox user manual for bidders at **Annex-F**. You are requested to get familiar with this tool and create login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders. Bidders can access the specific tender by clicking on the “tender reference number”, the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be done.

It is the bidder’s responsibility to upload only technical documentation under “Technical” category and Financial documentation under “Financial” category. Failure to do so will result in disqualification.

Note: The official submission of the selected files for upload is done by clicking the ‘Save & Submit’ button, 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 before the tender expiration deadline. 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.

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, however **it is preferable to upload PDF files**. Executable files (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled. **The maximum size limit per file is 10MB.**

IMPORTANT:

DEADLINE TO SUBMIT YOUR BID: **09/11/2022 BY 23:59 HOURS LOCAL TIME:** Any bid uploaded after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying through eTenderbox.unhcr.org and www.UNGM.org.

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 necessary for a comprehensive understanding of its proposal by UNHCR.

IMPORTANT:

The Financial proposal will only be opened for evaluation if the supplier’s technical proposal has passed the technical evaluation and has been considered by UNHCR as technically responsive

Important Dates to Note for Bid Submission:

Tender available to vendors	26/10/2022 – 09/11/2022
Last day for Queries	02/11/2022, 23:59 hrs Iraq Local Time
Closing date for submission of bids	09/11/2022 23:59 hrs Iraq Local Time

4. 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 quantity** 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 before signing agreement.

UNHCR may, at its discretion, extend the **deadline for the submission of bids**, by notifying all prospective suppliers in writing or by uploading the Addendum on UNGM website and eTenderbox tool. 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 the most responsive to the need, as well as conforming to UNHCR's general principles, including economy, efficiency and best value for money.

5. Some of the Reasons of Disqualification

- Bidder fails to upload technical documentation in "Technical" category and Financial documentation in a "Financial Category".
- Financial proposal was also uploaded in the "Technical" Category of eTenderbox system.
- Bid documents are uploaded at the last minute of the tender closing time and it took a while for uploading while the deadline is over.
- Bid documents are uploaded after the deadline for submission of bids stated in the tender documents. *Proposals received any time after 23:59 hours Iraqi time is a late submission and will be disqualified.*
- The Bidder's qualification or data are proven to be false and
- The Bidder commits a proven false or dishonest act in anticipation of award of a contract.

6. 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 at <https://www.unglobalcompact.org>.

7. Currency And Payment Terms For Purchase Orders

Any Purchase Order (PO) issued as a result of this ITB will be made in USD. Payment will be made in accordance to the General Conditions for the Purchase of Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

The standard payment terms of UNHCR are net 30 days via electronic fund transfer (EFT) upon satisfactory delivery of goods and acceptance thereof by UNHCR.

8. UNHCR General Conditions for the Provision of Goods

Please note that the General Conditions of Provision of Goods (**Annex D**) will be strictly adhered to for the purpose of any future contract.

9. Zero Tolerance Policy:

Please note that UNHCR strictly follows zero tolerance policy and as such, advises its suppliers not to offer any gifts, favour, hospitality and commission etc. to UNHCR staff. Any supplier found to be offering gifts, favour, hospitality and commission etc. to UNHCR staff will be placed on United Nations sanctioned list and UNHCR will not do business with them anymore.

10. All tender documents from UNHCR are available free of charge.

11. UNHCR is not accepting submissions under the Joint Venture modality.

Snr. Supply Officer



Digitally signed by
Muhammad Abdul
Mueed Khan - Snr.
Supply Officer, UNHCR -
Iraq
Date: 2022.10.26
16:24:22 +03'00'

UNHCR Representative Office, Erbil-Iraq

Annex H

Join a meeting without a Teams Account



1. Go to the meeting invite and select **Join Microsoft Teams Meeting**.
2. That'll open a webpage, where you'll see two choices: **Download the Windows app** and **Join on the web instead**. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's OK for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.
3. Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose **Audio off** to avoid disrupting. Select **Phone audio** if you want to listen to the meeting on your mobile phone.
4. When you're ready, hit **Join now**.
5. This will bring you into the **lobby**. We'll notify the meeting organizer that you're there, and someone in the meeting can then admit you.

