

INVITATION TO BID: No. HCR/IRQ/CEO/2024/ITB-006

FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF VEHICLE MAINTENANCE TO UNHCR VEHICLES IN (ERBIL, DUHOK & SULAIMANIYA, KIRKUK, MOSUL, AND BAGHDAD), IRAQ FOR TWO YEARS IN (6 LOTS).

CLOSING DATE AND TIME: 18/02/2024 – 23:59 HRS, Local 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 19,000 people in more than 138 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 environments, 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 offer for the **Establishment of a Frame Agreement for the Provision of Vehicle Maintenance to UNHCR in Iraq for Two Years in 6 LOTS (Erbil, Dohuk, Sulaymaniyah, Kirkuk, Mosul, and Baghdad)**

The estimated annual requirement of UNHCR for regular service and repair is detailed in the attached Annex A (ToR). 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 purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Location	Type of Maintenance	Quantity Per year
Lot1/ Baghdad	Regular Service Type A	8
	Regular Service Type B	12
	Repair Type C	2
Lot 2/Duhok	Regular Service Type A	25
	Regular Service Type B	13
	Repair Type C	1
Lot 3/Erbil	Regular Service Type A	77
	Regular Service Type B	5
	Repair Type C	11
Lot 4/Kirkuk	Regular Service Type A	7
	Regular Service Type B	2
	Repair Type C	1
Lot5/Mosul	Regular Service Type A	17

Lot 6/Sulaymaniyah	Regular Service Type B	15
	Repair Type C	15
	Regular Service Type A	10
	Regular Service Type B	4
	Repair Type C	2

Regular Services 'A', 'B' & 'C' as per Annex A- Terms of Reference

IMPORTANT: Terms of Reference (ToR) is detailed in **(Annex A)** of this document.

IMPORTANT:

When a contract is awarded, either party can terminate the contract only upon 90 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 the Provision of Goods & 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 (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 5 of the attached General Terms and Conditions for the Provision of Goods & Services **(Annex E)**.

Other United Nations Agencies 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 TO NOTE: This document is not to be construed in any way as an offer to contract with your firm.

Other United Nations Agencies 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.

2. BIDDING INFORMATION

2.1 ITB Documents

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

Annex A: Terms of Reference (TOR)

Annex B: Technical Evaluation Criteria

Annex C: Financial Offer Form (must fill and submit **in PDF version and in Excel sheet as well**)

Annex D: Vendor Registration Form: You should complete, **fill and submit** with your technical offer if you are not already a registered vendor with UNHCR. If you are already registered with UNHCR, your vendor ID should be stated.

Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services.

Annex F: UN Supplier Code of Conduct

Annex G: e-Tender Box Supplier user manual

Annex H: How to Join Microsoft Teams Without an Account.

Annex I: Bid Data Sheet

Annex J: Tentative calendar of activities

Annex K: Submission Checklist

2.2 Acknowledgment

We would appreciate you informing us of the receipt of this ITB by return e-mail to IRQERPROC@UNHCR.ORG , CC: abdulkar@unhcr.org , 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 , CC: abdulkar@unhcr.org . **The deadline for receipt of questions is 08/02/2024 at 23:59 HRS, Local 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/IRQ/CEO/2024/ITB-006 - 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.

UNHCR reserves the right to award without clarifications and/or discussions. If there are arithmetic mistakes in the budget of the technically compliant offers, UNHCR will rectify these mistakes on the following basis:

- a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and
- b) If there is a discrepancy between the amounts in figures and in words, an advantage will be given to the amounts in words.

If the correction(s) leads to a different total cost, this new total cost will be evaluated against other technically Compliant Offers and considered as being part of the Best Value evaluation and selection. UNHCR reserves the right to reject the offers if the technically compliant applicant does not accept the correction of mistakes in the budget by UNHCR.

2.4 Pre-Bid Conference (Recommendable)

UNHCR will organize a supplier **Pre-bid conference on MS Teams (Not Mandatory)**, on **6/02/2024 at 14:00 HRS Iraqi Local Time**. 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: abdulkar@unhcr.org , **before 6/02/2024**. 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 Offer

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

Please submit your offer using the Annexes provided. Offers 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:

The 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 the online eTenderBox Tool as specified in the “Submission of Bid” (Section 2.7) of this ITB.

Your Offer shall comprise the following two sets of documents:

- a. Technical Offer
- b. Financial Offer

Please carefully read the e-Tender box user manual attached as (Annex G) for submission of your technical and financial offers – Offers submitted in any other manner will be disqualified.

2.5.1 Content of the Technical Offer

IMPORTANT:

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

The details of the services requested by UNHCR can be found in **(Annex A) Terms of Reference (TORs) & Technical Specifications of Fuel** but not necessarily be limited to. **The below-listed documents should be submitted with your offer which is 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 (License/permits) with government authorities like a valid certificate of registration for General Trade (or Specialist in Vehicle maintenance) Companies in IRAQ (Federal Government or Kurdistan Region of Iraq).
- Experience certificates providing details of years of experience,
- Copies of Two (2) (Contract agreements & Purchase Orders (POs), awarded and served within the past 10 years. The actual copies of POs, contracts, should relate to similar services. (This includes provision of vehicle maintenance)).
- **Mandatory to submit** a scanned copy of the **Bid Security of IQD 1,000,000** with the Technical Offer Package.
- **Delivery Capacity:** the bidder shall have the capacity to provide all the required Goods & Services outlined in **(Annex A)**, confirmation letter to be provided.
- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical offer the Vendor Registration Form **(Annex D)**.
- **UNHCR General Conditions for Provision of Goods & Services:** Please note that submitting an offer deems as full acceptance of UNHCR's General Terms and Conditions for Goods and Services. Signed copies are not required at this stage.

UN Supplier Code of Conduct: Please note that submitting an offer deems as full acceptance of UN Supplier Code of Conduct. **Companies not submitting the required documents with their offer 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), (criteria no. 2 - Bid Security), (criteria no. 3 – Tax Registration Certificate) and (Criteria 7&8 for General Condition of Contract for Provision of Goods & Services AND UN Supplier Code of Conduct).** Should these companies still not submit the missing documents, they will be deemed disqualified.

IMPORTANT:

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

2.5.2 Content of The Financial Offer

Your separate **financial offer** must contain an overall offer in **IQD** (all-inclusive price).

The Financial offer is to be submitted as per the **Financial Offer Form (Annex C)**. 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 mentioned in the financial offer form. 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 regard, the 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 award the contract within this period.

IMPORTANT: The pricing model quoted in the Supplier's offer 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 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 offer from a supplier will be considered separately and independently. Bidders shall submit a complete offer for each solicitation in which they wish to participate. References to previous ongoing offers 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.

The evaluation shall be made on a technical and financial basis.

The tender is divided into Six (6) lots. The technical evaluation will be considered as one exercise for all lots while, the financial evaluation will be done according to per LOT.

It is important to note that the bidders will be required to make their financial proposals for all the line items per LOT. Partial/incomplete financial proposal PER LOT, will not be considered for further evaluation.

UNHCR reserves the right to accept the whole or part of your bid. **UNHCR may award the contract per LOTs.**

2.6.1 Supplier Registration

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

- Financial Standing (the latest 2 consecutive years, financial audit reports for the years (2020-2021 or 2021--2022).
- Core business
- Track record
- Contract capacity

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

- Ability to respond quickly to Agency's needs
- Dependability of services
- Lead time for delivery of goods & services.

2.6.2 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), Technical Evaluation Criteria.**

IMPORTANT:

Please note that to qualify in the technical evaluation process, the bidder should qualify as “Pass” in all the Criteria requested.

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

2.6.3 Financial Evaluation

Your separate financial offer must be in a single currency in **IQD only**. 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.

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, labour 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 at [https://: www.unglobalcompact.org](https://www.unglobalcompact.org)

2.7 SUBMISSION OF BID

The offers must bear your official letterhead, clearly identifying your company.

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

To submit an offer against UNHCR tender, the bidder needs to register in **eTenderbox system**. Please refer to the eTenderbox user manual for bidders at (**Annex G**). 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.

IMPORTANT TO 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.

DEADLINE TO SUBMIT YOUR BID: 18/02/2024 – 23:59 HRS, Local Iraq 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](http://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 offer by UNHCR.

IMPORTANT:

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

2.8 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 the 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 e-Tenderbox 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.

2.8.1 Some of the few Reasons for Disqualification

- Bidder fails to upload technical documentation in "Technical" category and Financial documentation in a "Financial Category".
- Financial offer 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. Offers 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.

2.9 Currency and Payment Terms for Purchase Orders

Any Purchase Order (PO) issued as a result of this ITB will be made in **IQD**. 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 services and acceptance thereof by UNHCR.

2.10 UNHCR General Conditions for the Provision of Goods and Services.

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

2.11 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.

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

Associate Supply Officer

UNHCR, Country Office Erbil, Iraq

Annex B: Technical Evaluation Criteria

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

#	Items	ITB Specific Requirements	Pass/Fail
1	Business Registration Certificate	Vendors to be registered as General Trade (or Specialist in Vehicle maintenance) Companies in IRAQ (Federal Government or Kurdistan Region of Iraq) with a company age of minimum 3 years or more (they need to submit their certificate of registration, as well as proposing the workshop(s) names, licenses permit and addresses in the technical proposal form) The company must have a valid bank account under the official name of the Workshop/General Trade Companies, and they must submit a recent bank letter or a bank statement, showing the account holder's name, otherwise their offers will be disqualified).	
2	Mandatory Bid Security	Has the bidder submitted a scanned copy of the Bid Security of IQD 1,000,000 by "Good for Payment Cheque/ <u>Certified Cheque</u> " made out in the name of UNHCR covering the offer's validity (90 days)? It should be a certified cheque (not personal). The cheque should indicate the <u>ITB number</u> and be issued under the <u>company name</u> .	
3	Tax Registration Certificate	Has the bidder submitted a scanned copy of a <u>recent or last year's</u> Tax Clearance Certificate?	
4	Authorization	Provide a valid manufacturer's authorization certificate for 3S (Sales, Service & Spare parts) or 2S (Service & Spare Parts) from TOYOTA	
5	Past Experience	Copies of Two (2) Contract Agreements, Purchase Orders (POs), awarded and served within the past 10 years. The actual copies of POs, contracts, and work orders should relate to similar services. (This includes vehicle maintenance). Note: The evaluation will not consider a PO or contract with a value of less than IQD 10,000,000.	
6	Qualified foreman/ Senior mechanic	Provision of staff CV or Toyota Certification to proof the presence of a qualified Workshop foreman/ Senior mechanic with a certificate in Automotive mechanical engineering with at least 10 years of experience in Car Maintenance and Repair services	
7	General Condition of Contract for Provision of Goods & Services	Submission of an endorsed copy (signed and stamped) of the UNHCR General Condition of Contract for Provision of Goods & Services.	
8	UN Supplier Code of Conduct	Submission of an endorsed copy (signed and stamped) of the UN Supplier Code of Conduct.	
Pass/Fail			

Annex I – Bid Data Sheet

DEADLINE FOR SUBMISSION OF BIDS	18/02/2024 – 23:59 HRS, Local Iraq Time	
SUBMISSION OF BIDS:	Please submit your proposal through an online e-TenderBox Tool, which can be accessed at http://etenderbox.unhcr.org	FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF VEHICLE MAINTENANCE IN IRAQ (ERBIL, DUHOK, SULAIMANIYA, BAGHDAD, MOSUL, AND KIRKUK) IRAQ FOR TWO YEARS IN (6 LOTS).
LATE SUBMISSION OF OFFERS:	OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME. IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.	
BID VALIDITY PERIOD:	90 DAYS	
PRICE VALIDITY PERIOD:	90 DAYS	
DEFECT LIABILITY:	N/A	
Contract Duration:	Two Years	
LANGUAGE OF THE BID:	ENGLISH	
REQUESTS FOR ADDITIONAL INFORMATION:	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR QUERIES IN RESPECT OF THIS INVITAION TO BID BY E-MAIL TO: IRQERPROC@unhcr.org , CC: abdulkar@unhcr.org BEFORE 23:59 HRS Iraq Local Time on 8/02/2024. (CUT-OFF DATE FOR QUERIES) . UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	
PRE-BID CONFERENCE	Pre-Bid Conference on 6/02/2024 at 14:00 HRS	
BID EVALUATION CRITERIA:	BIDS WILL BE EVALUATED BASED ON THE TECHNICAL EVALUATION CRITERIA prescribed in article “ 2.6.2 Technical and Financial Evaluation ”	

Annex J: Calendar of Activities

Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors (<i>Tender opening and closing dates</i>)	28/01/2024	18/02/2024 23:59 HRS
2	Pre-bid conference Meeting	06/02/2024 at 14:00 HRS	06/02/2024 at 15:00 HRS
3	Closing date for Queries	08/02/2024 at 23:00 HRS	N/A
4	Tender Closing date	18/02/2024 – 23:59 HRS	N/A
5	Bid Opening Date	19/02/2024	N/A
6	Technical Evaluation	20/02/2024	29/02/2024
7	Financial Evaluation	3/03/2024	04/03/2024
8	Approval of Contract	04/03/2024	11/03/2024

Annex K: Submission Checklist

Submission Checklist		
S. No.	Description	Status
1	I have read and understood the ITB and all its annexes	
2	Annex A: Terms of Reference (ToR)	
3	Annex B: Technical Evaluation Criteria (TEC)	
4	Annex C: Financial Offer Form (must fill and submit in PDF version)	
5	Annex D: Vendor Registration Form	
6	Annex E: UNHCR General Conditions of Contracts for Provision of Goods & Services - Signed and Stamped	
7	Annex F: UN Supplier Code of Conduct - Signed and Stamped	
8	Annex G: e-Tender Box Supplier user manual	
9	Annex H: How to Join Microsoft Teams Without an Account	
10	Annex I: Bid Data sheet	
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