

DATE: 16 FEBRUARY 2024

INVITATION TO BID NO. 2024/ITB/002

FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR
THE SUPPLY OF NINE (9) CORE RELIEF ITEMS

CLOSING DATE & TIME: 22 APRIL 2024 23:59 HRS CEST

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. UNHCR's mandate is also 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 18,879 people in 135 countries continues to help 108.4 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 <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Supply Management Services in Budapest, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of the following Core Relief Items (CRIs) to the Regional Bureau for East and Horn of Africa and Great Lakes:

- LOT 1: Blanket, Medium Thermal
- LOT 2: Blanket, High Thermal
- LOT 3: Bucket, heavy-duty plastic, 14L with tap
- LOT 4: Bucket, heavy-duty plastic, 14L
- LOT 5: Jerrycan, semi-collapsible 10L
- LOT 6: Mattress
- LOT 7: Sleeping mat
- LOT 8: Kitchen set
- LOT 9: Portable solar lantern

IMPORTANT:

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

Each item is divided into lots. Bidders can submit partial (one or more items) or complete (all items) bids depending on the capacity of bidders. UNHCR may award multiple bidders who are technically compliant and offer the lowest price.

Each item has a specific lot assigned. Bidders must submit a separate bid for **each lot**. The lots are independent of each other and may be awarded to different bidders.

UNHCR may award Frame Agreement(s) with initial with initial duration of two (2) years, potentially extendable three (3) times for a period of one (1) year each, for supplying mainly but not exclusively its operations in the Regional Bureau for East and Horn of Africa and Great Lakes.

The estimated annual requirements of UNHCR are the following:

LOT	Item	Annual estimated quantities
1	Blanket, Medium Thermal	1,000,000
2	Blanket, High Thermal	500,000
3	Bucket, heavy-duty plastic, 14L with tap	500,000
4	Bucket, heavy-duty plastic, 14L	500,000
5	Jerrycan, semi-collapsible 10L	500,000
6	Mattress	100,000
7	Sleeping mat	1,000,000
8	Kitchen set	300,000
9	Portable solar lantern	100,000

Please note that the figures are presented for bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require the totality of the above quantity. Quantities may vary and will depend on the actual needs and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes, if authorised in writing by UNHCR, 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. Refusal to adhere to such a provision will be considered as a contractual breach.

IMPORTANT:

Once a Frame Agreement is signed, either party can terminate the agreement 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 the 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 ARE READ THOROUGHLY. FAILURE TO OBSERVE THE PROCEDURES LAID OUT THEREIN MAY RESULT IN DISQUALIFICATION FROM THE EVALUATION PROCESS.

QUALITY CONTROL THROUGHOUT THE FRAME AGREEMENT:

UNHCR will carry random quality inspections, including specific selected criteria for laboratory test to products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival to destination or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR.

In cases of supplier's quality default, in addition to the good's PO penalty clauses, the inspection and laboratory cost will be charged to the supplier.

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 (ITB):

Annex A: Technical Specifications (LOT 1-9)

Annex B: Technical Offer Form (LOT 1-9)

Annex C: Financial Offer Form (LOT 1-9)

Annex D: Vendor Registration Form

Annex E: UNHCR General Conditions of Contracts for the Provision of Goods
July 2018

Annex F: UN Supplier Code of Conduct (December 2017)

Annex G: Key Performance Indicators

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this invitation to bid.
- Whether or not you will be submitting a bid.
- Whether or not you will participate at the supplier conference.
- The source where you have acquired this tender document (e.g. e-mail, UNGM website, any other media etc.)

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 Tzitz Caldera at calderat@unhcr.org and HQQuery@unhcr.org.

In e-mail subject please indicate: "Inquiry on ITB: 2024/ITB/002 Core Relief Items". **The deadline for receipt of questions is 23:59 hrs CET on 25 March 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 organize a supplier pre-bid conference **at the Division of Conference Services of the United Nations Office Nairobi**, address: United Nations Avenue, Gigiri, Conference Room No 9, Nairobi, Kenya **on 5th March 2024 at 9:30 AM**. A maximum of two representatives per company may be allowed. Names and contact details of the company's representatives must be provided, at least four working days in advance, by e-mail to calderat@unhcr.org.

Participation to the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

Participation to the pre-tender conference is **strongly recommended but it is not mandatory**. However, after the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed 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 not be 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 through the dedicated submission tool may result in disqualification of the offer. Please send your bid **ONLY** according to the provision outlined in 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.

Bidders shall provide as part of their technical offer the following documents demonstrating they are eligible to participate in this tender:

A. Vendor Registration Form:

Bidders should also complete, stamp, sign and submit the Vendor Registration Form (Annex D) as part of their technical offer including a certificate of registration.

Additional documentation will be requested to those suppliers who will be recommended for award.

A.1 UNHCR General Conditions of Contract for Provision of Goods and UN Supplier code of conduct:

The vendor registration form must contain an acknowledgement of bidder's acceptance of the UNHCR General Conditions of Contract for Provision of Goods (2018) and UN Supplier Code of Conduct.

Please note that regardless the above, submitting an offer in response to this ITB will be deemed as full acceptance of UNHCR's General Conditions for Provision of Goods (2018) and UN Supplier Code of Conduct.

B. Bidder's qualification, capacity and experience:

The Bidder shall submit the Technical Offer form (Annex B) with documentary evidence of its qualification, capacity and experience, including but not limited the following information:

B.1 Description of the company and the company's qualifications:

A description of your company profile with the following information and documentation:

- Core business, year founded, headquarter location, other branch's locations, company management structure.
- In case of a bid's submission through joint venture, the bidder shall submit as part of the technical offer the joint venture agreement, if available. If the agreement is not available, the bidder shall submit as part of the technical bid a written confirmation with the commitment to submit the Joint Venture agreement and clarification on the leading company within one (1) week upon the contract's award.

B.2 Experience and references:

The bidder shall have at least five (5) years' experience in supplying the same or a similar relief item.

In case the bidder uses a manufacturer, the bidder needs to provide information on the past five (5) years' experience of the manufacturer in supplying the same or similar items.

The bidder shall also list at least three (3) contracts of similar value and nature implemented over the last five (5) years including contact reference for each contract.

B.3 Production/Manufacturing facilities:

UNHCR will enter into an Agreement only with suppliers or manufacturers with manufacturing capacity in countries covered by the Regional Bureau of East and Horn Africa & Great Lakes such as: Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Sudan, Uganda, United Republic of Tanzania.

Bidders shall demonstrate they have sufficient manufacturing and storage capacity as well as the capacity to deliver within a short period of time in any of the countries in this region.

Bidders must provide a Certificate of Origin of the product, indicating the factory name and address. The Certificate of Origin must be provided for:

- the country in which the supplier is registered.
- the country/ countries and place(s) (physical and registered address, including, if possible, the GPS coordinates) of the factory/ factories in which the product or part of the product is manufactured.
- Certificate of Incorporation(s) of the Manufacturer(s) if different than the bidder (official English translation in case language is different).

B.4 Quality Management System and relevant standards:

The bidder shall demonstrate they have in place a quality management system which ensures that the product can be delivered consistently in accordance with the technical specifications detailed in Annex A. The bidder should also provide a general overview of their Environmental Management System and Occupational Health and Safety management system which warrants safe and sustainable practices into the bidder's operations.

Bidders are expected to submit the following information and certification which is to be submitted with the Technical Offer and applicable to supplier and manufacturer:

- Quality Management System Certificate (e.g. ISO 9001:2015 or equivalent)
- Occupational Health and Safety management system (e.g. ISO 45001 or equivalent)
- Environmental Management System Certificate (e.g. ISO 14001:2015 or equivalent)-desirable

B.5 Sustainability:

The Bidder is to provide information and documentation requested in **Annex B** that demonstrates commitment with sustainability including information related to environmental, social, and economic aspects of the bidder's operations.

B.6 Financial Capacity:

The technical offer must include copy of the last 3 years available (2022, 2021, 2020) Audited Financial Statements to demonstrate that the bidder has the financial stability and capacity adequate to successfully implement the frame agreement.

C. Technical Specification, production, and delivery capacity:

Your technical offer should clearly state whether the goods you are offering are technically responsive in accordance with the product specifications given. Clearly state and disclose in **Annex B-1** any discrepancies with the specifications given.

Bidders shall submit technical specifications with pictures of the items offered. Offers without technical information might not be further assessed.

Samples: Only bidders passing the first phase of the technical evaluation will be required to send two (02) samples per offered product, without UNHCR logo, for undertaking the

visual inspection, and for future reference to UNHCR at the bidder's cost (DDP incoterms). UNHCR will communicate and provide instructions to the bidders concerned.

All charges in relation to the delivery of the sample must be prepaid by the bidder.

Reference details to be indicated on outer parcel are: "2024/ITB/002" and "[bidding company name]".

Failure to submit samples before the given deadline and in compliance with above instructions may result in disqualification of the offer.

Laboratory test: If available, the bidder should submit a copy of laboratory tests results/certificates confirming that the product(s) offered meet the item specifications and it is in compliance with the standards and testing criteria for the specific lot (s) stated in Annex A, Technical Specifications.

The Laboratory Certificate(s) shall comply with the following requirements:

- The Certificates are issued by an internationally recognized laboratory in the relevant industry.
- The Certificate(s) is/are dated, and issuance date is no later than 24 months counted from the submission tender deadline; and
- The Laboratory Certificate(s) result shall demonstrate compliance of the product offered with the specific product/lot outlined in Annex A.

If the certificate (s) above is not yet available, UNHCR may request the laboratory tests/certificates to selected bidders for the award of the frame agreement, which shall be obtained at their own cost, prior issuing any PO.

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

Packing details: The technical offer shall clearly indicate the packing options (e.g., weight, pieces per unit, volume, etc.) to be provided in compliance with the packing and transport requirements part of **Annex B-1** to this ITB. These are minimum packaging requirements; however, suppliers are encouraged to propose alternative options for better container utilization.

Production Capacity: The bidder shall state the quantity that can be produced per week, per month and per year.

Bidders shall indicate whether there are any periods in the year when the declared capacity is not, or not fully, available for example due to a national holiday.

The Bidders are expected to maintain such allocated production capacity throughout the entire period of validity of the FA including possible extension(s).

Delivery Capacity: The bidder shall state the mobilization time, ex-stock quantity and quantities available after one, two, three and four weeks of production lead time.

Shelf life and usable lifespan: The bidder shall clearly state the recommended shelf life of the product, as well as the usable lifespan, i.e., the recommended usage period.

Inspection: UNHCR will carry out random and/or systematic quality inspections, including specific selected criteria for laboratory testing and/or visual inspections of product or raw material selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, at final destinations or from any storage or distribution location.

Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase or whenever required by UNHCR. The inspection will be arranged and paid for by UNHCR. Please note that inspection charges resulting from the supplier's default will be charged directly to the supplier.

The bidder shall state the preferred place of inspection for the product for both pre-delivery inspection and loading inspection.

Place of Inspection: The bidder shall state the place of inspection.

Warranty/Guarantee: The bid shall include information on material defects and a liability period with terms of warranty for each item, where applicable. The offer shall include a guarantee that the warranty period will be in effect from the date of delivery of goods to UNHCR delivery point.

2.4.2 Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in a single currency, either in US Dollars, Euros or in the currency of your company's country.

IMPORTANT:
 Please carefully consider and comply with the pricing model applicable to this invitation tender.

Bidders are required to submit product unit prices to be maintained throughout the duration of the Frame Agreement. Volume discounts can be offered as per Annex C. UNHCR may conduct a secondary bidding processes among the Frame Agreement holders for the same requirements whenever a need arises. The price offered following the secondary bidding process cannot exceed the ones offered under **Annex C.**

UNHCR acknowledges in the long-term market conditions may unpredictably change. As a result, after the initial year of validity of the Frame Agreements, Contractors will be allowed to submit a fully documented request for price revision, but no more than once a year. UNHCR, at its sole discretion, will decide in due time on such a request. The provisions governing this process will be detailed in the Frame Agreements.

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 product unit price for EXW, FCA (factory, dry port and airport) and DAP Incoterms naming the following main locations:

No	DAP Location
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1	Bujumbura, Burundi
2	Djibouti, Djibouti
3	Asmara, Eritrea
4	Addis Ababa, Ethiopia
5	Nairobi, Kenya
6	Kigali, Rwanda
7	Mogadishu, Somalia
8	Juba, South Sudan
9	Khartoum, Sudan
10	Kampala, Uganda
11	Dar-es Salaam, Tanzania

The bidders may **quote for one or more lots and one or more locations**.

The cost shall be provided for the supply of product in bulk as well as palletized.

UNHCR is exempt from all direct taxes and customs duties. In this regard, price must be given without VAT.

You are requested to hold your offer valid for **180 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period. The price offered in the Supplier's offer will remain valid for the duration of the Frame Agreement. 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 **Vendor Registration:**

Registering with the UNHCR, if not already registered, is the first step to be considered for participation in tendering exercises. Bidders shall create a profile in the UNHCR [supplier portal](#) and follow the instructions on the [supplier portal manual](#). More information can be found in UNHCR website: <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

2.5.2 **Eligibility Criteria**

Below are the minimum requirements that must be met to be eligible to participate in this tender.

Eligibility Criteria	Evaluation
Vendor is a legally registered entity.	PASS/FAIL
Acceptance of UNHCR Terms and Conditions for Goods	PASS/FAIL
Acceptance of UN Supplier Code of Conduct	PASS/FAIL
Financial stability and capacity adequate to successfully implement the frame agreement	PASS/FAIL

The bidder passing the above verification will be recommended for further evaluation.

2.5.3 Technical evaluation:

The evaluation of technical offers will be based on Pass/Fail methodology and in some instances a minimum scoring method.

2.5.3.1 First stage:

Technical offers will be assessed to determine their compliance with the technical requirements. Those bidders that pass this stage will be requested to submit their laboratory test certificates and samples for visual inspection.

A) Company's qualifications:

No	Criteria	Evaluation
1	Experience: Minimum 3 contracts of similar value, nature and complexity implemented over the last 5 years. (For JV/Consortium/Association, all Parties cumulatively should meet requirement).	PASS/FAIL
2	Production/manufacturing facilities located in any of the following countries: Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Sudan, Uganda, United Republic of Tanzania.	PASS/FAIL
3	Management Systems: The bidder shall have in place the following management systems: <ul style="list-style-type: none"> - Quality Management System Certificate (e.g., ISO 9001:2015 or equivalent) - Occupational Health and Safety management system (e.g., ISO 45001 or equivalent) 	PASS/FAIL
4	Sustainability: Ability/Capacity or demonstrated commitment to plan, integrate and effectively implement sustainability measures in the execution of the contract related to economic, social and environmental aspects.	PASS/FAIL

B) Product & Delivery requirements:

No	Criteria	Evaluation
1	Compliance with technical specifications (Annex A) ^{1*}	PASS/FAIL
2	Samples compliant with visual inspection (Annex A)	PASS/FAIL
3	Production capacity: The annual production capacity should be equal or more than the annual estimated values established in this ITB.	PASS/FAIL
4	Delivery capacity: The bidder is able to produce and deliver the goods within the region of East and Horn of Africa & Great Lakes within an acceptable lead-time (usually no more than 60 days from PO issuance).	PASS/FAIL
5	Warranty/Guarantee: The bidder ensures that the warranty period matches the shelf life indicated in Annex A and will be in	PASS/FAIL

¹ Compliance with the technical specifications shall be limited to the critical technical requirements.

	effect from the date of delivery of goods to UNHCR delivery point.	
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2.5.3.2 Second stage:

UNHCR will request samples from those bidders that meet the criteria established in the above section A and B under 2.5.3.1.

C) Quality verification

No	Criteria	Evaluation
1	Samples compliant with visual inspection (Annex A) from	PASS/FAIL

The bidder passing the technical evaluation will be recommended for further evaluation.

2.5.4 Financial evaluation:

The financial offer will be evaluated only for those suppliers that pass the technical evaluation by evaluating the:

- Unit price FCA (containerized, non-palletized) offered, and based on a scenario which for each lot takes into account the total cost of ownership.

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.

2.5.5 Overall Evaluation:

Bids will be evaluated and awarded based on technically qualified, lowest priced offer (unit price FCA factory, dry port, non-palletized, containerized).

Please note that if multiple bidders offer a product from the same manufacturer (main manufacturer), UNHCR will only award one contract to one of the successful bidder/manufacturers which is technically compliant and offers the lowest price as outlined above.

2.5.6 Due Diligence:

Prior to awarding the Frame Agreements or during the term of Frame Agreements, UNHCR or its authorised representative(s) may conduct factory inspections for designated awards and their offered product. During the inspection visits, information provided in response to this ITB shall be confirmed. In addition, the following aspects will be checked:

- Production capacity
- Quality management system, Quality Policy, Quality Assurance and Quality Control as implemented in practice.
- Environmental Management system.
- Occupational Health and Safety management system.
- Working conditions; respect for the Convention on the Rights of the Child; social standards as defined by ILO, SA8000, UN Supplier Code of Conduct

(Annex F), and UN Global Compact: Human rights, labour, environmental conditions.

Technical conditions of production facilities, age of equipment, raw material, intermediate and finished product storage facilities, internal carriage, delivery and dispatch areas.

The location of the factory must match with the one in the submission.

Corporate Social Responsibility: UNHCR will verify that factories comply with international Corporate Social Responsibility standards (social standards) and particularly with standards defined in UN Global Compact as per following link: <https://www.unglobalcompact.org/what-is-gc/mission/principles>

UNHCR invites suppliers to become members of UN Global Compact.

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that brings 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.

2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <https://etenderbox.unhcr.org>

In order to use the eTenderBox, registration on the website is required. The registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered e-mail account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The Technical and Financial Offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

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. Executable files (.exe, .bat, .cmd... etc.) should not be uploaded. The maximum size limit per file is **10MB**.

In case of any technical issue when uploading the bid, bidders shall exclusively contact this email address for technical support: hqsmsbid@unhcr.org

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. 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 by the expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. 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.

Deadline: 22nd April 2024, 23:59 hrs CEST

IMPORTANT:

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

IMPORTANT:

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

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.

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.

2.7.1 Stakeholder Meetings:

Successful suppliers will be expected to attend periodic stakeholder meetings, usually once per year, for review of their performance involving UNHCR and other supply chain partners. UNHCR may request the supplier to submit additional information and documentation related to the company and/or its manufacturer as need be. Usually, those meetings are organized remotely to reduce travel costs.

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.

2.10 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advises suppliers not to offer any gift, favour, hospitality, etc. to UNHCR staff.

Fabrizio Bertora

Chief of Section, HQ Procurement
Supply Management Service (SMS)
UNHCR Global Service Center Budapest