



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 14 August 2022

INVITATION TO BID: No. ITB/HCR/ROK/2022/06

## FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF BOTTLED DRINKING WATER TO UNHCR KHARTOUM OFFICE

CLOSING DATE AND TIME: 28 August 2022- 23:59 HRS.

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### 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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

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### 1. ITB INFORMATION

#### REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sudan Operations, invites qualified suppliers to make a firm offer for (s) For establishment of Frame Agreement for the Supply and Delivery of Bottled Drinking Water for UNHCR Office in Khartoum As specified in **Annex A – Technical Specifications**.

#### **IMPORTANT:**

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

The estimated requirement of UNHCR for the goods is indicated in the Annex B. UNHCR reserves the right to change quantities to be delivered upon issuance of a purchase order. The company awarded with the Frame Agreement is only required to deliver the quantities as per the purchase order issued by UNHCR.

Please note that the quantities 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 a minimum quantity of goods. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual purchase order against the contract.

#### **IMPORTANT:**

When a Contract is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** “settlement of disputes” of the UNHCR General Conditions of Contracts for provision of Goods (ANNEX F) shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

#### **IMPORTANT**

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out herein will result in disqualification from the evaluation process.

**IMPORTANT:** This document is not to be considered in any way as an offer to contract your Firm.

## 2. BIDDING INFORMATION

### 2.1 ITB DOCUMENTS

The following annexes form an integral part of this Invitation to Bid:

Annex A: Technical Specifications

Annex B: Financial Offer Form

Annex C: Technical Evaluation Criteria

Annex D: Bid Data Sheet

Annex E: Vendor Registration Form (*Only those Vendor need fill this form who are not already registered with UNHCR*)

Annex F: UNHCR General Conditions of Contracts for the Provision of Goods and Services - July 2018

Annex G: Supplier's Code of conduct

Annex H: Calendar of activities

### 2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to buyer's e-mail [SUDKH-SU@unhcr.org](mailto:SUDKH-SU@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, UNGM website, printed 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 at [SUDKH-su@unhcr.org](mailto:SUDKH-su@unhcr.org) the deadline for receipt of questions is **the deadline for receipt of questions is 11:59 HRS on 21 August 2022.**

**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.

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

**EMAIL SUBJECT: ITB/HCR/ROK/2022/006 – QUERY**

UNHCR will compile the questions received and will respond to all qualified companies and contactors participating in the tender competition.

### 2.4 YOUR OFFER

Your offer shall be prepared in English. Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. **The offers not conforming to the requested format will not be taken into consideration for evaluation.**

The following annexes form an integral part of this Invitation to Bid:

Annex A: Technical Specifications

Annex B: Financial Offer Form

Annex C: Technical Evaluation Criteria

Annex D: Bid Data Sheet

Annex E: Vendor Registration Form (*Only those Vendor need fill this form who are not already registered with UNHCR*)

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

Annex G: Supplier's Code of conduct

Annex H: Calendar of activities

**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 address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" (section 3) of this ITB.

Your offer shall comprise the following two separated 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. The technical offer should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex A: Technical Specifications**.

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the products specifications given. Clearly state and disclose any discrepancies with the specifications given.

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

- **Description of the company and the company's qualifications**

**Certificate of registration:** the bidder shall provide a valid copy of the company's certificate of registration issued by a competent regulatory body of Country of Origin.

The organization structure or organizational chart.

**Experience in the supply of similar products.** Company experienced in supply and delivery of drinking water to organizations (Share at least 3 references)

**Financial reports for the last three years.** Last audit report (if available).

- **Information on the offered equipment**

**Technical Specifications:** the bidder should declare that the offered items are fully in line with **Annex A, Technical specifications**. Provide a detailed catalogue / technical details of the offered products with all required technical details, the documents must contain as the minimum following details:

- ✓ Photo in color of samples of packaged products
- ✓ water technical specification listed in Annex A
- ✓ Water production capacity in m<sup>3</sup> per year
- ✓ **Certificates:** Water testing laboratory certificate from Sudan national public health laboratory or any equivalent certified institution containing the following

- **Delivery**

**Delivery lead time:** the bidder shall state the lead-time upon UNHCR request.

**Delivery terms:** DDP, UNHCR Khartoum Office Located in Khartoum.

The below administrative documentation should be also included in the technical offer:

Vendor Registration form. If your company is not yet registered with UNHCR, you should complete, sign and submit with your technical offer the **Vendor Registration form, Annex E**

**UNHCR General Conditions of Contracts for the Provision of Goods - July 2018:** Your technical offer should contain your acknowledgement of UNHCR General Conditions for provision of goods by Signing either Annex F.

**UN Supplier's Code of conduct:** Your technical offer should contain your acknowledgement of UNHCR General Conditions for provision of goods by Signing Annex G.

#### **2.4.2 CONTENT OF THE FINANCIAL OFFER**

Your separate financial offer must in a single currency in US Dollar only.

The financial offer is to be submitted as per the **Financial Offer Form; Annex B**. 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 unit on **DDP, UNHCR Khartoum Office , Sudan**. Any quantity or other discounts (e.g. volume discounts) shall be clearly stated. The Unit cost of each item should be fixed during the duration of contract and can not be changed or modified by the Supplier

**IMPORTANT:**

The Offered made by Suppliers from Outside Sudan shall be inclusive of all possible associated costs; except for VAT, customs duties and taxes of which UNHCR will provide the exemption certificate for clearance purposes. The consignee will be UNHCR representation Office in Khartoum Sudan.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

The bidder shall submit its offer on **All or none basis**. All items requested should be part of the supplier's offer.

**IMPORTANT:**

Only offers that cover all items listed in the requirements will be considered.

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 pricing model quoted in the Supplier's offer will remain valid till the delivery of the items to UNHCR.

**UNHCR's standard payment terms are within 30 days after delivery 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 and financial 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 C, Technical Evaluation Criteria, and based on the requirements from Annex A.

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.

**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 specification **BID ACCEPTANCE**

**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.

## 2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

**By e-mail:**

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.

The Technical and Financial offer shall be clearly separated

The technical Offer should be sent by E-mail Only to: [SUDKHTO@unhcr.org](mailto:SUDKHTO@unhcr.org)

The Financial Offer should be sent by E-mail Only to: [SUDKHFO@unhcr.org](mailto:SUDKHFO@unhcr.org)

It is your responsibility to verify that all e-mails/documents 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 10 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid [Number]

Name of your firm with the title of the attachment

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

For example: ITB/2022/006 Company ABC (email 1 of 3)

**SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:**

**Attention:**

THE SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS  
INVITATION TO BID NO.: ITB/HCR/ROK/2022/006 FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF  
BOTTLED DRINKING WATER TO UNHCR KHARTOUM OFFICE

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

**IMPORTANT TO NOTE:** The submission of based on two envelop system separating the technical and financial offer.

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

**IMPORTANT:** The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY**

**Deadline: 28 August 2022 23:59 HRS Sudan Standard Time.**

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

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.

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 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this ITB will be made in USD 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.

## **2.8 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF - 2018**

Please note that the General Conditions of Contracts (Annex F) 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.

**Ibrahima Drame**  
**Supply Officer**  
**UNHCR Representation Office in Sudan**



**ANNEX A: DRINKING WATER TECHNICAL SPECIFICATIONS**

Type of parameters	Parameters	Acceptable value	Company test value
<b>Physical</b>	Color	15 TCU (True Color unit)	
	Taste and odor	3 Micro S/cm	
	Turbidity	4 NTU	
	Electrical conductivity	1600 micro mohs/cm	
<b>Microbial</b>	E. coli/100ml	0 colonies/100ml	
<b>Chemical</b>	PH	6.5-8.5	
	Total dissolved solids	100mg/L	
	Antimony	0.005 mg/L	
	Arsenic	0.01 mg/L	
	Barium	0.7 mg/L	
	Boron	2.4 mg/L	
	Cadmium	0.003 mg/L	
	Chromium	0.05 mg/L	
	Copper	2.0 mg/L	
	Cyanide	0.05 mg/L	
	Fluoride	1.5 mg/L	
	Lead	0.01 mg/L	
	Manganese	0.04 mg/L	
	Mercury (total)	0.0006 mg/L	
	Molybdenum	0.07 mg/L	
	Nickel	0.07 mg/L	
	Nitrate NO <sup>3</sup>	50 mg/L	
	Nitrite NO <sup>2</sup>	3 mg/L	
	Selenium	0.04 mg/L	
	Aluminium	0.1-0.2 mg/L	
	Ammonia	1.5 mg/L	
	Chloride	250 mg/L	
	Residual chloride	0.2 mg/L	
	Hydrogen sulfide	0.05-0.1 mg/L	
	Iron	0.30 mg/L	
	Sodium	50 mg/L	
	Zinc	3.5 mg/L	
Total alkalinity	500 mg/L		

**ANNEX B: FINANCIAL PROPOSAL FORM**
**ITB NO: ITB/HCR/ROK/2022/006 FOR THE SUPPLY AND DELIVERY OF BOTTLED DRINKING WATER TO UNHCR KHARTOUM OFFICE**
**QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):**

**THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION  
 PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)**
**YES**  **NO** 

No	Description	Unit	Estimated Qty/FA	Unit Price	Total Price (USD)
			Estimated Qty/FA	(USD) DDP	DDP
1	Mineral drinking water (0.25 liters)	Bottle	70,000		
2	Mineral drinking water (0.6 liters)	Bottle	40,000		
3	Mineral drinking water (1.5 liters)	Bottle	25,000		
4	Mineral drinking water (18.9 liters)	Bottle	15,000		
<b>Total amount in USD</b>					

**Validity of the offer:**
**Delivery lead time:**
**Warranty:**
**PRICE QUOTED MUST BE EXCLUSIVE OF VAT**
**DATE:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**IN THE CAPACITY OF:** \_\_\_\_\_

**DULY AUTHORIZED TO SIGN BID FOR AND ON BEHALF OF:** \_\_\_\_\_

**OFFICIAL STAMP:**



<b>ANNEX C - TECHNICAL EVALUATION CRITERIA</b>		
<b>No.</b>	<b>Description of requirements</b>	<b>Score criteria (Pass/Fail)</b>
1	Possess a national company registration certificate	
2	Possess valid license to sell water in Sudan	
3	Provide a Water testing laboratory certificate from Sudan national public health laboratory or any equivalent certified institution containing the following:	
	Positive results of all the water technical specification listed in Annex A	
4	Provide detailed methodology of how the water is treated and the quality assurance statement	
5	Company experienced in supply and delivery of drinking water to organizations (Share at least 3 references)	
6	Provide a photo in color of samples of packaged products	
7	Water production capacity in m <sup>3</sup> per year	
8	Water delivery capacity in m <sup>3</sup> per year	
10	Delivery time upon receiving of Procurement Order	
	<b>Pass all sections to qualify for the next evaluation stage (1-10)</b>	

**NNEX D: BID DATA SHEET**

THE FOLLOWING SPECIFIC DATA FOR THE GOODS TO BE PROCURED SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	28 August 2022, 23.59 Hrs. (Sudan Standard Time) BIDS TO BE MARKED:	
SUBMISSION OF BIDS:	SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	<u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u>  ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM <b>INVITATION TO BID NO.:</b> <b>ITB/HCR/ROK/2022/006 SUPPLY AND DELIVERY OF BOTTLED DRINKING WATER</b> Clearly Marked: NOT TO BE OPENED BY REGISTRY
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:	180 DAYS	
PRICE VALIDITY PERIOD:	180 DAYS	
WARRANTY:	A MINIMUM OF ONE YEAR WARRANTY MUST BE PROVIDED (DULY FILLED SIGNED AND STAMPED - WARRANTY CARD MUST BE ANNEXED TO THE FINAL INVOICE FOR THE RELEASE OF THE PAYMENT)	
SPECIFICATIONS:	THE ALTERNATIVES OF THE EQUIPMENT IN FULL COMPLIANCE TO REQUESTED SPECIFICATIONS MAY BE CONSIDERED IF IT CONFIRMS TO THE PRESCRIBED QUALITY AND STANDARD	
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS: WITHIN 30 DAYS MAXIMUM	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION & SAMPLES	<b>UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM</b> <b>IF SAMPLES WILL BE REQUESTED IN THE PROCESS OF EVALUATION THE VENDORS WILL BE REQUIRED TO SUBMIT THEM AS SOON AS POSSIBLE.</b>	
REQUESTS FOR ADDITIONAL INFORMATION:	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS INVITATION TO BID BY E-MAIL TO: <a href="mailto:SUDKH-SU@unhcr.org">SUDKH-SU@unhcr.org</a> BEFORE 1159 HRS on Tuesday 21 August 2022 ( <b>CUT-OFF DATE FOR QUERIES</b> ). UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	

**ANNEX H - CALENDER OF ACTIVITIES**

Tentative Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors	14 August 2022	28 August 2022
2	Closing date for Queries	21 August 2022	
4	Closing date for Submission	28 August 2022	
5	Bid opening Date	29 August 2022	30 August 2022
6	Technical and Financial Evaluation	31 August 2022	04 September 2022
7	Approval of Contract	11 September 2022	
8	Issuance of Purchase order	15 September 2022	