INVITATION TO BID: ITB 3344

FOR THE ESTABLISHMENT OF A THREE (2+1) YEARS FRAME AGREEMENT FOR THE SUPPLY OF MULTIPURPOSE SOAP

ITB DOCUMENTS

- Annex A: Financial Offer form
- Annex B: Technical Specifications
- Annex C: UNHCR General Conditions of Contracts for the provision of Goods - 2018
- Annex D: UN Supplier Code of Conduct.

ITB KEY DATES:

ITB Issue Date	Upon Approval
Questions submission deadline	17 August 2026
ITB Submission deadline	24 August 2026

Supply Management Service,

UNHCR Regional Bureau for Eastern and Southern Africa

Nairobi, Kenya

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1 Overview

1.1 General Information

Title **RBESA UNHCR ITB 3344**

Synopsis **ESTABLISHMENT OF A THREE (2+1) YEARS FRAME AGREEMENT FOR THE SUPPLY OF MULTIPURPOSE SOAP**

Introduction

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 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see http://www.unhcr.org.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Regional Bureau for Eastern and Southern Africa invites **qualified manufacturers/suppliers** to make a firm offer for the establishment of three (2+1) years Frame Agreement(s) for the supply of multipurpose soap.

UNHCR may award Frame Agreement(s) / Contract with initial duration of two (2) years, potentially extendable for a further period of one (1), for supplying its operations in the region. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is specified in the financial offer form attached under the Requirements section

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 require the totality of the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds 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

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with article 18 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods 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.

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 General Terms and Conditions attached under the "Requirements" Section.

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

INTENTION TO BID:

Bidders intending to participate in this tender are requested to create a draft response to this ITB in the ERP system.

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs CET on 17 August**

2026. Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal an/or by attaching the list of Questions and Answers to this ITB in this ERP portal.

IMPORTANT
Please note that bids are **NOT** to be sent using the messaging functionality. Bids sent using the messaging functionality will result in disqualification of the offer.

YOUR OFFER

Your offer shall be prepared in **English**.
Please submit your offer using the Annexes provided under the requirement section. 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 will result in disqualification of the offer.

SUBMISSION OF BID:

Bids should be submitted directly in the ERP portal, and all attachments should be uploaded 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 submitted in the specified sections. Failure to do so may result in disqualification.

The bid submission deadline is specified in the Overview section. Any bid received after this deadline or outside of the online ERP portal will be rejected.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limits the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

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

BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid or 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 bid submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements 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.

UNHCR reserves the right, at any time during the tendering process and throughout the duration of any resulting contract, to verify whether a bidder or contractor is included on any applicable United Nations ineligibility or sanctions list, including but not limited to:

- The United Nations Security Council Consolidated List (CUNSCSL);
- The World Bank Listing of Ineligible Firms and Individuals;
- The World Bank List of Non-Responsible Vendors; and
- Any sanctions or suspension lists maintained by United Nations organizations.

UNHCR shall not enter into, nor continue, any contractual relationship with any entity that is identified as sanctioned or ineligible under any of the above-referenced lists at any stage of the procurement process or contract implementation. In the event that a contractor is, at any time, found to be sanctioned or listed as ineligible, UNHCR reserves the right, at its sole discretion, to suspend and/or terminate the contract for cause, without prejudice to any other rights or remedies available.

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.

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date		Open Date	**7/31/26 1:40 PM**
Close Date	**8/24/26 11:59 PM**	Award Date	
Time Zone	**Moscow Standard Time**		

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**

Ranking Method **Price only**

1.4 Terms

Agreement Start Date		Agreement End Date	
Agreement Amount (USD)		Minimum Release Amount (USD)	
Payment Terms	**HCR Net 30**	Freight Terms	**EX WORKS**
Shipping Method		FOB	
Negotiation Currency	**USD (US Dollar)**	☐	**Buyer managed transportation**
		Price Precision	**2**

1.5 Attachments

File Name or URL	Type	Description
Annex E _ UN Supplier Code of	File	
Annex D_Vendor Registration Fo	File	
Annex C - General Conditions o	File	
Annex B - Technical Specificat	File	
Annex A - Price_proposal_form	File	

2 Requirements

**Response is required*

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical evaluation:

The technical component of the submission will be evaluated using the criteria PASS or FAIL based on the requirements indicated in the Technical Specifications.

Financial evaluation:

All bids from pre-qualified suppliers will be evaluated based on:

- Compliance with the established UNHCR specifications (Laboratory results),
- Unit cost EXW, (non-palletized/palletized),
- Delivery capacity

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.

2.1 Section 1. Mandatory Requirements (Technical)

Section Maximum Score: 4

*1. **General Conditions of Contracts**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Goods

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex C - General Conditions o	File	

Hint: Please download the attached UNHCR General Conditions of Contracts and upload a signed copy.

Select one of the following:-

☐ a. Yes, Accepted*(Response attachments are required)*
☐ b. No
Comments:

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*2. **Company Documents**

Please submit the following documents:

1. Company registration certificate /Certificate of Incorporation
2. Company's Tax compliance certificate
3. Financial statements/ latest audited company accounts for the last three years

Maximum Score: 1

Select one of the following:-

☐ a. Documents uploaded*(Response attachments are required)*
☐ b. Documents Missing*(Response attachments are optional)*
Comments:

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*3. **Eligibility and Commercial/ Supplier Registration Check:** As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors. The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex D) and supporting documents. The investigation involves consideration of several factors such as: - Core business; - Track record; - Contract capacity.

Maximum Score: 1
Attachments:

File Name or URL	Type	Description
Annex D_Vendor Registration Fo	File	

Select one of the following:-

☐ a. Eligible*(Response attachments are optional)*
☐ b. Not Eligible*(Response attachments are optional)*
Comments:

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*4. **Acknowledgment of UN Supplier Code of Conduct:**

Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

Maximum Score: 1
Attachments:

File Name or URL	Type	Description
Annex E _ UN Supplier Code of	File	

Hint: In case you accept the terms, please upload a signed copy of the document.

Select one of the following:-

☐ a. Accepted*(Response attachments are required)*
☐ b. Not accepted
Comments:

2.2 Section 2. Technical Offer (Technical)

Section Maximum Score: 10

*1. **Content of the TECHNICAL OFFER**

The technical details of the products requested by UNHCR can be found in the Technical specification/Offer form - Annex B attached here.
Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

Technical Offer Form:
Please fill in the attached Annex B- Technical Specification/Offer form and attach a copy in PDF under this requirement

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.

Maximum Score: 1
Attachments:

File Name or URL	Type	Description
Annex B - Technical Specificat	File	

Hint: Please refer to the attached Annex A and download a copy of Annex B (Technical Offer Form) which need to be filled and attached with your offer

Select one of the following:-

☐ a. Technical Offer Form attached*(Response attachments are required)*
☐ b. Technical Offer Form not attached
Comments:

*2. **Incoterms:**

The International Chamber of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase orders

(s).

Does your offer meet the Incoterm requirements? Please indicate your Location of the warehouse/factory in your response letter.

Maximum Score: 1

Hint: Provide response in form of a letter (with your letter head, signed and stamped). Indicate your Location of the warehouse/factory.

Select one of the following:-

☐ a. Meets the requirement*(Response attachments are optional)*
☐ b. Does not meet the requirements*(Response attachments are optional)*
Comments:

*3. The bidder has to clearly state in the submitted documents the production capacity in Metric Tonnes per day/Weekly/Bi-weekly

Maximum Score: 1

Select one of the following:-

☐ a. Production capacity specified*(Response attachments are optional)*
☐ b. Production capacity not specified*(Response attachments are optional)*
Comments:

*4. **Place of Inspection:**

Please state the place of inspection (If required)

Maximum Score: 1

Hint: You can use the comment box to indicate the place of inspection

Select one of the following:-

☐ a. Place of inspection indicated*(Response attachments are optional)*
☐ b. Place of inspection not indicated*(Response attachments are optional)*
Comments:

*5. **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.

Maximum Score: 1

Hint: Please share any supporting document, if available, using the attachements option

Select one of the following:-

☐ a. Meets the requirements*(Response attachments are optional)*
☐ b. Doe not meet the requirements*(Response attachments are optional)*
Comments:

*6. **Inspection:**

Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase. 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.

Please confirm the acceptance of the inspection requirements

Maximum Score: 1

Select one of the following:-

☐ a. Accept the inspection requirement*(Response attachments are optional)*
☐ b. Do not accept the inspection requirements*(Response attachments are optional)*
Comments:

*7. **Batch and Supplier Identification Marks:**

The successful bidders will be expected to a fix non-removable and permanent marking on each individual item clearly identifying the production batch and the supplier. Your technical offer should contain the details on how you would implement such markings (as indicated in the technical specifications of the products found in Annex B).

Maximum Score: 1

Select one of the following:-

☐ a. Batch and Identification marks provided*(Response attachments are optional)*
☐ b. Batch and Identification marks Not provided*(Response attachments are optional)*
Comments:

*8. **Certificates:**

Please submit a copy of internationally recognized laboratory certificate of the product offered. The laboratory certificate shall comply with the following requirements:
1. The certificate is issued by an internationally recognized laboratory in the relevant industry,
2. The certificate is dated, and issuance date is no later than 24 months counted from the submission tender deadline; and
3. The laboratory certificate result shall demonstrate compliance of the product offered with the specification as outlined in Annex B

Maximum Score: 1
Hint: Please share the certificates using the attachments option

Select one of the following:-

☐ a. Certificate/s provided*(Response attachments are required)*
☐ b. Certificate/s not available
Comments:

*9. Bidders are required to submit information about the respective Quality Management System (e.g. ISO) for the factory in which the product is manufactured including quality manual, quality policy and information describing the actual quality control processes applied for the manufacturing of the procuts.

Please outline the quality assurance mechanism in place at the factory location where the product(s) is manufactured to ensure product is consistent with the technical specifications Annex B.

Maximum Score: 1

Select one of the following:-

☐ a. Quality management system provided*(Response attachments are required)*
☐ b. Quality management systems not provided
Comments:

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*10. The bidder shall provide a minimum of three proofs of previous similar experience supplying to reputable organizations. Provide copies of purchase orders and or contracts.

Maximum Score: 1

Select one of the following:-

☐ a. 3 Proofs provided*(Response attachments are required)*
☐ b. 3 Proofs not provided

2.3 Section 3. Financial Offer (Commercial)

Section Maximum Score: 1

*1. **Financial Offer:**

Your Financial Offer must contain an overall offer in a single currency, either in US Dollars,or in the currency of your company's country

Important: Please carefully consider the pricing model applicable to this invitation tender

With regard to the financial offer, we are introducing a new pricing model to be applied which will take into account the effects of the raw material prices. As a result, the price offered should have two components:

1. Flexible component which should be quoted as an open market indicator (Stock Market Indicator);
2. Fixed component which should be quoted as a fixed price in currency of your choice.

The overall unit price will be a composite (sum) of the two components.

The flexible price component should reflect the stock market indicator of the major raw material(s) used in the production of the goods you are offering. You financial offer should clearly indicate the Index used, the stock market or source of the index used and units (e.g. US$ per ton). At the same time, you should clearly indicate the weight of the raw material used in production of single unit of product, enabling us to calculate the unit price.

Important: Please provide clear index that is available for independent review and publicly available. Otherwise your offer may be disqualified.

The prices offered should remain valid for at least [six] months. [If the raw material price (indicator) changes 10 % or more compared to the baseline prices, the unit price can be reviewed prior the expiration of the six month period. The six month period will be a rolled over from the last Frame Agreement price adjustment]

The [fixed] component of the price must remain unchanged for the duration of the Frame Agreement [(2 + 1 years)].

The Financial offer is to be submitted as per the Financial Offer Form (Annex A). Bids that have adifferent price structure may not be accepted.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price EXW naming the location of the factory/warehouse respectively. The

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

Maximum Score: 1
Attachments:

File Name or URL	Type	Description
Annex A - Price_proposal_form	File	

Select one of the following:-

☐ a. Financial Offer form submitted*(Response attachments are required)*
☐ b. Financial Offer form is not submitted*(Response attachments are optional)*
Comments:

3 Lines

Instructions	Please note that the unit price must match the price indicated in the Financial Offer form.

3.1 Line Information

Line	Estimated Quantity	UOM	Response Price	Line Amount	Response Minimum Release Amount
1-Soap, Bars 70% Fatty Acid	2,250,000	Kilogram			

3.2 Line Details

3.2.1 Line 1 Soap, Bars 70% Fatty Acid

Category Name **Personal Care and Hygiene**
Item **WS-PH-10064** Revision
Allow Alternate Lines **No**
Target Minimum Release Amount (USD)
Start Price (USD)

Price Breaks
You may propose price breaks in the space provided or on a separate sheet of paper. The break quantity is cumulative.

Location	Quantity	Pricing Basis (Circle One Value)	Response Value

Location	Quantity	Pricing Basis (Circle One Value)	Response Value