



UNHCR

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

DATE: 20 OCTOBER 2021

REQUEST FOR PROPOSAL: No. RFP/HCR/ROK/2021/022

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF OFFICE MAINTENANCE SERVICES FOR UNHCR SUDAN OPERATION – KHARTOUM OFFICE

CLOSING DATE AND TIME: 10 NOVEMBER 2021 – 23:59 HRS SUDAN LOCAL 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 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. 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>

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Khartoum, invites qualified service providers to make a firm offer for the provision of office maintenance services for UNHCR **Khartoum Office**.

The successful contractor shall be contracted for a period of two years with the possibility of extension for another one year.

IMPORTANT:

Terms of Reference (TOR) are detailed in **Annex A** of this document.

It is strongly recommended that this RFP 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 - **Annex E**.

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

2. BIDDING INFORMATION:

RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal:

Annex A:	Terms of Reference (TORs)
Annex B:	Technical Evaluation Criteria
Annex C:	Financial Offer Form
Annex D:	UN Supplier Code of Conduct
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services
Annex F:	Vendor Registration Form
Annex G:	Technical Offer Form

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to SUDKH-SU@UNHCR.ORG as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

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IMPORTANT:

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by Email to SUDKH-SU@UNHCR.ORG or at +249 12509336 at UNHCR Representation Office -Supply Unit from 09:00 AM to 15:00 PM before **03 NOVEMBER 2021** Sudan Local time.

Also please send a request for **A Site Visit** via same email address SUDKH-SU@UNHCR.ORG

IMPORTANT:

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

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Bidder must submit the proposal for locations.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not take into consideration.

IMPORTANT:

Submission of offer by the bidder to this RFP means acceptance of the following: -

- a) UNHCR General Conditions of Contracts for the Provision of Services – version 2018 (Annex E)
- b) UNHCR payment terms which is within 30 days after satisfactory implementation of services and receipt of documents in order

Please send your bid directly to the address provided in the “Submission of Bid” section 2.7) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer/Proposal – **Envelope No. 1**
- Financial offer - **Envelope No. 2**

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 Terms of Reference (**TOR**) of the services requested by UNHCR can be found in **Annexes A – Terms of References (TORs)**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory Criteria:

- A. Company registration certificate.
- B. Financial Statements/audit reports from the past 3 years.
- C. Signed UNHCR’s General conditions of contracts for the provision and services – 2018 (Annex E).
- D. Signed UN Suppliers Code of Conducts

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

Technical Proposal (Envelope No. 1) should contain information particularly covering the following bullet points and any other additional related information. Detailed Technical Criteria is available in the Technical Offer Form - **Annex G**.

- The technical evaluation criterion components in section 2.5 of this document
- Bidder must understand and consult the specifications if required as mentioned above in Para (2.3) request for clarification.
- The prices quoted in the Proposal should remain firm during the tender and after awarding of the contract. No escalation in prices shall be accepted after the awarding of the contract.

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- The bidder must be locally registered.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form - **Annex F**.

UNHCR General Conditions of Contract for Provision of Services (Version Jan 2018): Your Technical Proposal should contain your acknowledgement of the UNHCR General Conditions of Contracts for Services by signing - **Annex E**.

IMPORTANT:

No pricing information should be included in the Technical Proposal. Failure to comply may risk disqualification. The technical Proposal should contain all information required.

2.4.2 Content of the FINANCIAL OFFER

- Your separate financial offer must be in USD currency to be paid at a local Bank account.
- **The Financial Offer must cover ALL REQUIRED JOBS/ SERVICES**
- The Financial Offer is to be submitted as per the Financial Offer Form - Annex C.
- UNHCR is exempted from all direct taxes and therefore price must be given without VAT.

IMPORTANT:

You must clearly indicate on the attached format both your minimum and or normal rates per activity for all activities listed. Exclusion of an activity may result in exclusion of your response from the evaluation process.

Taking in consideration the current economic situation in the country you are requested to hold your **offer valid for [180] days** from the deadline for submission. UNHCR will make its best effort to select an organization within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation of services and receipt of documents in order.

The cost of preparing a Proposal 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 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which governs the selection of offers received. Evaluation is made on a technical and financial basis.

[There are 4 mandatory criteria that must be met by the bidder to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.]

Mandatory Criteria	Pass/Fail
A. Company Registration Certificate in Sudan	
B. Financial Statements/audit reports from the past 3 years	
C. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	
D. Signed UN Suppliers Code of Conduct	

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

The points assigned to each component is determined in advance as follows:

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: [60] points from the total score.

Technical evaluation criteria	Score
1. The Bidder's qualifications & Capacity	40
2. Proposal Work Plan and Approach	20
Total:	60

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The Technical offer score will be calculated according to the points distribution for the technical and financial offers.

The cut-off point (Passing Score) for submissions to be considered technically compliant will be [30 points out of the 60 points].

Clarification of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

Financial Evaluation of Proposals

The financial proposal will only be evaluated if the technical proposal achieves a minimum of 30 points of the total allocable points for the technical evaluation. Proposals failing to obtain this minimum threshold will not be eligible for further consideration. The maximum number of points for the price component is 40 points of the total obtainable points. This maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:

Points for the price component of a proposal being evaluated = $([\text{Maximum number of points for the price component}] \times [\text{Lowest price}]) / [\text{Price of proposal being evaluated}]$

Criteria for selection of the best Proposal:

Combined scoring method: The Technical Proposal will be weighted a maximum of 60 points and combined with the Financial Proposal which will weight a maximum of 40 points.

The evaluation and selection committee will consider the technical merits in accordance with the scoring system; however, it will not select a Proposal or award on the basis of a superior capability without consideration of price.

UNHCR reserves the right to award without clarifications and/or discussions.

If there are arithmetic mistakes in the budget of the technically acceptable applicants, 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, 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 acceptable Proposals and considered as being part of the Best Value evaluation and selection. UNHCR reserves the right to reject the Proposal if the technically acceptable applicant does not accept the correction of mistakes in the budget by UNHCR.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF PROPORSAL:

The offers must bear your official letter head, clearly identifying your company 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 Offer should be sent by E-mail Only to: SUDKHTO@unhcr.org

The Financial Offer should be sent by E-mail Only to: 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 20 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 No. **RFP/HCR/ROK/2021/022**

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: RFP/2021/025 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.: RFP/HCR/ROK/2021/022 FOR THE PROVISION OF OFFICE MAINTENANCE SERVICES FOR UNHCR
SUDAN OPERATION – KHARTOUM OFFICE

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

IMPORTANT TO NOTE: The submission is based on a 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: 10 NOVEMBER 2021 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.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

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 Services.

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 company submitting bids and does not bind itself in any way to select the company 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.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in USD. Payment will be made in accordance with the General Conditions for the Purchase of Goods and Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of satisfactory receipt of goods by UNHCR business owner.

UNHCR can only facilitate payments through the local banks and not banks outside of Sudan

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION 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.

2.11 ZERO TOLERANCE POLICY

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

Signature



Alexander B. Woart



Supply Officer

UNHCR Khartoum Representation Office

Annex A: Terms of Reference

RFP-HCR-ROK-2021-022

Frame Agreement for Office Maintenance Services for UNHCR Sudan Operation - Khartoum

1. General care and maintenance of the UNHCR Office compound. Work also includes maintenance, repair or replacement of faulty windows, doors, locks, appliances, accessories, and fixtures.
2. General care and maintenance of the electrical installations, electrical equipment, electrical wiring system. Changing of the electrical lights, fans, sockets, wires, and electric fixtures.
3. General care and maintenance of the sanitary and water systems/installations. Work includes repair and replacement of sanitary and water systems parts and fixtures.
4. General care, maintenance, and transfer/shift (from room to room) of office furniture. Repair and maintenance of chairs, desks, cupboards, cabinets, shelves, tables, and other office furniture.
5. To undertake preventative maintenance and repair (if any) of air-conditioners in the office. To ensure that the exterior and interior of each unit is kept clean and neat to avoid absorb the dust.
6. Perform emergence repairs (upon call) which should be undertaken immediately or within the said day at the latest.
7. Identify the needs of fast-moving spare parts and consumables that will be required for the periodic maintenance of the office premises and Representative's residence.
8. Repair, maintenance, transfer, and installation of air-conditioners in the office premises (from room to room), this will include provision of parts and filling in the gas.
9. A detailed monthly report for maintenance and repair of premises, equipment at office compound to be submitted to RO Khartoum.
10. To prepare the design/BoQ for the job required by the office.
11. To provide the rate for painting per square meter (in case requested in the premises)
12. The support staff from the company to help in loading/offloading, shifting of the furniture to be considered
13. A worker should be assigned to act as fuel attender for the office vehicle.
14. The company to provide 2 messengers and 1 car cleaner.
15. The service provider is expected to provide Fumigation, Pest Control and Disinfection services of high industry standards using environmentally friendly products and supplies. The entire responsibility will be of the contractor to supply the required supplies and the equipment/tools needed to ensure that the offices and compounds of UNHCR remain fumigated, as required. The major work is summarized as below:
 - *Internal and external spraying for flying insects and crawling insects (cockroaches, termites, ants, mosquitoes, flies, rats)*
 - *Pest control services (as required)*
 - *Disinfect the office from inside and outside (as required) for specific chemicals and liquids against COVID-19*
16. Any other job/work and tasks related to the maintenance of premises to be conducted by the contractor.

Note: Contractor has to take a note that the station supervisor should have basic technical knowledge in the field above mentioned work.

- The Supervisor will get day to day report from his/her Assistant (s) and to inform any trouble shooting which could have happen during the day.
- The working hours for the stationed staff will be from 7.30 A.M. to 6.30 P.M. every day.
- In case of major maintenance work, submit a quotation to UNHCR Admin section and obtain prior written consent before proceeding with such repairs for which UNHCR will be separately invoiced thereafter.
- In case of purchase of supplies from the market, third party invoice (s) to be attached with the payment claim.

Annex B: Technical Evaluation Criteria

RFP-HCR-ROK-2021-022

Office Maintenance Services for UNHCR Sudan Operation – Khartoum Office

Mandatory Evaluation Criteria	
Company Registration Certificate in Sudan	PASS/FAIL
Financial Statements/audit reports from the past 3 years	PASS/FAIL
Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	PASS/FAIL
Signed UN Suppliers Code of Conduct	PASS/FAIL
Technical Evaluation Criteria (Total of 60 Points)	
<p>The Bidder's qualifications & Capacity (40 Points). <i>(Bidders are required to provide evidence of adequate experience of the firm and technical staff/engineers).</i></p>	<p>Must provide Four (04) reference from Corporate Clients/JN Agencies/NGOs where they have provided services of similar nature (similar refers to terms of reference) for the last five years. As a proof Bidder should provide: <u>Four (04) Contracts/Frame Agreements/ Long Term Agreements for projects meeting UNHCR required terms of reference. (0-20 Points)</u></p> <p>Must provide a list of three (03) key staff which with relevant qualifications to be engages for the assignment. <u>Must attach three (03) CVs and relevant copies of academic and professional certificates for each staff. (0-20 Points)</u></p>
<p>Methodology and Work Plan (20 Points). <i>(Bidders are required to provide evidence of understanding of UNHCR requirements and shows their workplan to conduct the services).</i></p>	<p>General understanding by the bidder of UNHCR requested services. <u>Bidders must return signed and stamped UNHCR TORs. (10 Points).</u></p> <p>The bidder should provide a detailed methodology and work plan describing how they will provide the services in order to meet UNHCR requirements with regard to:</p> <ol style="list-style-type: none"> 1. Principle of work statement and details of how work shall be performed managed and reported (4 Points). 2. Assigned of manpower (4 points). 3. Provision of backup and emergency services when required (4 points). 4. Reporting and incidents attendance plan (4 points). 5. Bidders to provide details on how they will mitigate risk to ensure that services to UNHCR are not interrupted (4 points).

Annex C: Financial Offer Form
RFP-HCR-ROK-2021-022
Office Maintenance Services for UNHCR Sudan Operation – Khartoum Office

No.	Job Description	Monthly Rate in USD	Comments
1	General care and maintenance of the UNHCR Office compound. Work also includes maintenance, repair or replacement of faulty windows, doors, locks, appliances, accessories, and fixtures.		
2	General care and maintenance of the electrical installations, electrical equipment, electrical wiring system. Changing of the electrical lights, fans, sockets, wires, and electric fixtures.		
3	General care and maintenance of the sanitary and water systems/installations. Work includes repair and replacement of sanitary and water systems parts and fixtures.		
4	General care, maintenance, and transfer/shift (from room to room) of office furniture. Repair and maintenance of chairs, desks, cupboards, cabinets, shelves, tables, and other office furniture.		
5	To undertake preventative maintenance and repair (if any) of air-conditioners in the office. To ensure that the exterior and interior of each unit is kept clean and neat to avoid absorb the dust.		
6	Perform emergency repairs (upon call) which should be undertaken immediately or within the said day at the latest.		
7	Identify the needs of fast-moving spare parts and consumables that will be required for the periodic maintenance of the office premises and Representative's residence.		
8	Repair, maintenance, transfer, and installation of air-conditioners in the office premises (from room to room), this will include provision of parts and filling in the gas.		
9	A detailed monthly report for maintenance and repair of premises, equipment at office compound to be submitted to RO Khartoum.		
10	To prepare the design/BoQ for the job required by the office.		
11	Rate for painting per square meter (in case requested in the premises)		
12	The support staff from the company to help in loading/offloading, shifting of the furniture to be considered		
13	A worker should be assigned to act as fuel attender for the office vehicle.		
14	The company to provide 2 messengers and 1 car cleaner.		
15	Provide Fumigation, Pest Control and Disinfection services - <u>Price in USD per Visit</u>		
Total Services Monthly Rate			

Company Name:

Focal Person Name:

Focal Person Tele & Mobile Number:

Offer Date:

Company Stamp:

Annex G: Technical Offer Form

RFP-HCR-ROK-2021-022

Office Maintenance Services for UNHCR Sudan Operation – Khartoum Office

Mandatory Evaluation Criteria	Available (Pass)	Not Available (Fail)
Company Registration Certificate in Sudan	PASS/FAIL	
Financial Statements/audit reports from the past 3 years	PASS/FAIL	
Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	PASS/FAIL	
Signed UN Suppliers Code of Conduct	PASS/FAIL	
Technical Evaluation Criteria (Total of 60 Points)	Available	Not Available
<p>Must provide Four (04) reference from Corporate Clients/UN Agencies/NGOs where they have provided services of similar nature (similar refers to terms of reference) for the last five years. As a proof Bidder should provide: <u>Four (04) Contracts/Frame Agreements/ Long Term Agreements for projects meeting UNHCR required terms of reference. (0-20 Points)</u></p> <p>Must engage a list of three (03) key staff which with relevant qualifications to be engaged for the assignment. <u>Must attach three (03) CVs and relevant copies of academic and professional certificates for each staff. (0-20 Points)</u></p>		
<p>The Bidder's qualifications & Capacity (40 Points). <i>(Bidders are required to provide evidence of adequate experience of the firm and technical staff/engineers).</i></p>		
<p>Methodology and Work Plan (20 Points). <i>(Bidders are required to provide evidence of understanding of UNHCR requirements and shows their workplan to conduct the services).</i></p>	<p>General understanding by the bidder of UNHCR requested services. <u>Bidders must return signed and stamped UNHCR TORs. (10 Points).</u></p> <p>The bidder should provide a detailed methodology and work plan describing how they will provide the services in order to meet UNHCR requirements with regard to:</p> <ol style="list-style-type: none"> 1. Principle of work statement and details of how work shall be performed managed and reported (4 Points). 2. Assigned of manpower (4 points). 3. Provision of backup and emergency services when required (4 points). 4. Reporting and incidents attendance plan (4 points). 5. Bidders to provide details on how they will mitigate risk to ensure that services to UNHCR are not interrupted (4 points). 	

Company Name:

Company Focal Person Name:

Company Focal Person Tele and Email Address:

Date:

Company Stamp: