



UNHCR

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

DATE: 13 MARCH 2019

REQUEST FOR PROPOSAL: No. RFP/2019/012

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF

MAINTENANCE AND MINOR CONSTRUCTION SERVICES

CLOSING DATE AND TIME: 10 APRIL 2019 – 23:59 hrs local time or earlier

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, UNHCR has more than 6,600 staff in more than 126 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), in Beirut, invites proposals from eligible construction firms, who have valid registration with Lebanese government, to make a firm offer for the establishment of Frame Agreement(s) for the provision of maintenance and minor construction services (referred to hereinafter as "Services").

Offers must be submitted for all the number of the items listed in Annex B in line with Annex A and Annex C. Incomplete offers may not be accepted (i.e. quote for partial item).

IMPORTANT:

Statement of Works (SoW) is detailed in **Annex A** of this document.

UNHCR may award Frame Agreement(s) with initial duration of two (2) years, potentially extendable for a further period of 1 (one) year. 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 for the Services is approximately USD 350,000.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 45 days (1.5 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 71** “settlement of disputes” of the UNHCR General Conditions of Contract for Civil Works shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal 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 7.2 of the attached General Terms and Conditions (Annex F).

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

2. BIDDING INFORMATION:

2.2 RFP DOCUMENTS

The following annexes form integral part of this Request for proposal:

- Annex A: Statement of Works (SoW)
- Annex B: Bill of Quantity (BoQ)
- Annex C: Drawings
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contract for Civil Works (October 2000 version)
- Annex F: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2010
- Annex G: UNHCR Supplier Code of Conduct

2.3 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a proposal

IMPORTANT:

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

2.4 PARTICIPATION

Participation to this tender is open to companies duly registered in line with the Lebanese regulation and have required technically qualified personnel on board who can fulfill the requirements and conditions of the tender.

In the circumstances the bidder will subcontract one or more part to a specialty subcontractor (i.e. expert), then this must be declared in the bidder's methodology of the technical proposal. The subcontractor shall be considered as part of the bidder's organization and all conditions thereto shall apply. The bidder acknowledges that nothing in this tender commits, nor shall be construed as committing, UNHCR to deal with the subcontractor as a sole provider of services.

2.5 SUPPLIER PRE-BIDDING MEETING/SITE VISIT

All suppliers that acknowledge interest to submit a proposal are invited to attend the supplier pre-bidding meeting/site-visit that will be held on 21 March 2019, at 11:00 hrs Lea Building. Please note the site visit and attendance at pre-bidding conference is not mandatory. Offers from companies not attending the site visit and pre-bidding conference will not be disqualified.

2.6 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Mr. Ahmad El Jebbawy (eljebbaw@unhcr.org). **The deadline for receipt of questions is 23:59 hrs local time on 28 March 2019.** Bidders are requested to keep all questions concise.

IMPORTANT:

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

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.7 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 be not taken into consideration.

2.6.1 Mandatory Requirement: Pass/Fail Criteria

Your offer should include the following documents:

- 1) Your company has provided the valid registration documents issued by the relevant Lebanese authorities including registration for VAT;

- 2) Proof that your company was established and has been executing similar services for 3 or more years prior to the closing date of this RFP;
- 3) A declaration is provided that your company has not been and is not subject to judgment for fraud, corruption or any other illegal activity.

Please note that in order to be eligible to participate in the competition; all the above documents should be included in your offer. Offers without any one of the above may be disqualified.

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 e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.9) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

Technical and financial offer must be sealed in two separate envelopes which then should be sealed in a third envelope. Offers not following this requirement may be disqualified.

2.6.2 Content of the TECHNICAL OFFER (65 %)

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 statement of work (SoW) of the services requested by UNHCR can be found in **Annex A**.

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

A) Description of the company and the company's qualifications

- Cover letter showing the understanding of the nature of the project, and how does the bidding company plan to meet the requirements of UNHCR.
- Company profile/agency background (including number of years of establishment & experience), registration certificate and last audit report.
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the delivering and maintaining the digital systems.
- Company portfolio containing the industry, specialties, company size, and list of delivered projects and works.
- Demonstrate any relevant experience in working with non-profits and NGOs.

- Structure of the company in Administration, management, technical structure and expertise.
- Provide three letters of reference including below Project details:
 - Name of the project
 - Year and duration
 - Scope of the project
 - Project timeline (start date and end date year, and any other information necessary)
 - Actual sales value
 - Reference /contact person details.

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

B) Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- A description of your organization's capacity to provide the service;
- A description of your companies past experience in these services. Past experience consists of the "experience demonstrated by bidders in performing contracts similar to the subject work (types)";
- Complexity of the project (project of past experience shall include all most important trades like architectural works, mechanical HVAC, Civil, plumbing and electrical works, etc;
- An overview of their Quality Control procedures. Quality certifications may be attached.

C) Proposed personnel to carry out the assignment

Details of the key personnel lead who will be working with the UNHCR on the assignment including the following information:

- Number of staff that will be assigned to this project, and their availability.
- Title/Designation of the your team members on the system (key personnel such as: Structural Engineer, Electro/mechanical Engineer, Interior designer, Technical Director, Account Management/Project Manager);
- CVs of Key professional:
 - Contractor representative: preferably a professional engineer with minimum of 10 years of construction experience, fluent in English language.
 - Contractor site manager: preferably a professional engineer with minimum of 10 years of construction experience, fluent in English language.
- Describe how staffing continuity will be ensured (mitigation of staff turnover).

D) Vendor Registration Form (Annex D): If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form attached with this RFP.

E) UNHCR General Conditions of Contract for Civil Works: Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contract for Civil Works by signing **Annex E**.

F) UNHCR General Conditions for Provision of Goods and Services (Annex F): Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of goods and Services by signing and submitting as part of your technical offer.

2.6.3 Content of the FINANCIAL OFFER (35 %)

Your separate Financial offer must cover all the services to be provided (price “all inclusive”) in a single currency, US Dollars.

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.

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 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. 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.

2.8 BID EVALUATION:

The evaluation will be conducted in 3 stages as follows:

- a) **First Stage:** checking and verification of submitted tender documents by UNHCR Technical Evaluation Committee (TEC). UNHCR’s TEC will check the submitted mandatory tender documents and mark ‘yes’ or ‘no’ against the conditions listed at point no. 2.6.2. Missing documents, if any, will be requested from the vendors. Vendors refusing to provide missing document, when requested, will not be included for further evaluation.
- b) **Second Stage (Technical):** UNHCR nominated technical evaluation committee (TEC) will conduct the technical evaluation of the received offers based on a pass/fail determination as listed in 2.6.2 and whether the specification substantially conform to the requested items.

- c) **Third Stage (Financial):** Bids will be tabulated and compared for all companies passing the technical evaluation. It is important to send a complete and detailed offer. The contract may be awarded to the vendor(s) with the lowest technically compliant offer.

Due Diligence:

UNHCR may conduct a due diligence/supplier verification exercise if the vendors are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past if the vendors are found to be technically compliant following completion of the evaluation of their technical proposals. Should the findings of the due diligence/supplier verification contradict the desk evaluation of technical proposals, the finding of the due diligence/supplier verification report will prevail. UNHCR will not conduct such exercise for those unknown vendors who are not found to be technically compliant. It will also not carry out such exercise for those vendors who UNHCR knows well.

2.7.1 Supplier Registration:

The qualified supplier(s) 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.

2.7.2 Technical and Financial evaluation:

The **Technical offer** will be evaluated using technical criteria and shall be weighted 65% from the total score.

For the award of this agreement, UNHCR has established evaluation criteria which govern the selection of offers received. The technical evaluation criteria are:

Summary of Evaluation Criteria	Max. score obtainable
1. Company organization and experience	20%
2. Understanding of the requirements	25%
3. Personnel	20%
Total:	65%

The **Financial offer** will use the following percentage distribution: **35%** from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive

points in inverse proportion to the lowest price; e.g., [lowest price] x [100] / [US\$ other offer] = points for other supplier's Price Component.

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.

2.9 SUBMISSION OF BID:

Bids should be submitted in a sealed envelope along with all needed supporting documents, please also include a softcopy of your proposals on USB stick or CD-ROM.

Further instructions:

- **Attention:**
Secretary of the Local Committee on Contracts (LCC)
- **Delivery place:**
UNHCR Beirut Office
S&K 4396 building next to Beirut hospital
Nicolas Ibrahim Sursock Street
P.O. Box 11-7332
Bir Hassan, Beirut – Lebanon
- **Bid Reference: RFP/2019/012**

Deadline: 10 April 2019, 23:59 hrs (LEBANON TIME) OR EARLIER.

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.

Please indicate on your offer (inside the sealed envelope) subject field:

- **Bid number : RFP/2019/012**
- Name of your firm
- List of documents/annexes attached to you bid.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid.

2.10 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 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.

2.11 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP 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 Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.12 UNHCR GENERAL CONDITIONS OF CONTRACT FOR CIVIL WORKS

Please note that the General Conditions of Contract for Civil Works (**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.

2.13 THE UN GLOBAL COMPACT

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at:
<https://www.unglobalcompact.org/>

2.14 ZERO TOLERANCE POLICY

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

Yohannes Hailu
Senior Supply Officer
UNHCR Beirut, Lebanon



