



UNHCR

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

DATE: 20/06/2018

REQUEST FOR PROPOSAL: No. RFP/2018/034

**FOR THE ESTABLISHMENT
OF A 2+1 YEARS FRAME AGREEMENT FOR THE PROVISION OF**

MAINTENANCE AND REPAIR OF AIR CONDITIONING SYSTEMS (HVACs)

CLOSING DATE AND TIME: 20/07/2018 – 23:59 hrs

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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 9,300 people in more than 125 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), Beirut Office, invites qualified service providers to make a firm offer for the establishment of 2+1 years Frame Agreement for the provision of maintenance and repair of air conditioning systems (referred to hereinafter as "Services").

IMPORTANT:

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

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 5 of the attached General Terms and Conditions (Annex E).

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

- Annex A: Terms of Reference (ToR)
- Annex B: Financial Offer Form
- Annex C: Pre-conditions checklist
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2010

2.2 ACKNOWLEDGMENT

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

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Bernard Farhat at farhat@unhcr.org. **The deadline for receipt of questions is 23:59 hrs CET on 13/07/2018.** 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. A Questions & Answers document will be prepared and sent by email to all interested suppliers.

2.4 YOUR OFFER

Your offer shall be prepared in English.

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 2.7) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER (60%):

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.

There are Five (5) pre-conditions that must be met by a bidder to qualify for further consideration.

You are kindly requested to fill Annex C -Pre-conditions checklist and attach it with your offer.

Pre-conditions are not ratable components of the technical proposal. The five (5) pre-conditions are:

- 1) Proof of Company registration with the Government of Lebanon:
 - a- Registration certificate issued by the Lebanese Ministry of Finance
 - b- Certificate of registration issued by the commercial register (سجل تجاري)
 - c- Commercial circular issued by the bidder and authenticated by the commercial register (إذاعة تجارية)
- 2) Proof the bidder has been in business for more than 3 years
- 3) Acceptance of providing emergency service (7/24)
- 4) Contractor must agree to carry out all the prescribed work under each service as per the TORs
- 5) Confirmation on the availability /ability to provide of all required spare parts for Ac's existing in UNHCR offices

The Terms of Reference (ToRs) of the services requested by UNHCR can be found in **Annex A**. The technical component of your proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

A) Company's General Profile

A description of your company with the following documents:

- If multi location company, specify headquarters location;
- Total number of clients;
- Copy of any quality certificates of ISO or other relevant standards;
- UNHCR Vendor Registration Form: Please complete, sign and submit with your technical proposal the UNHCR Vendor Registration Form (Annex D).

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

B) General Organization Capability

- Please describe you firm's capability for managing the service requested;
- Supporting documents should describe the companies' structure and capacity.

C) Relevance of Specialized Knowledge and Experience in similar projects

- Please list current and ongoing contracts that have direct relevance to this requirement;
- Provide evidence of successful completion of similar contracts within the last three years including but not limited to the experience with UN Agencies, with other Humanitarian Organizations and with the private sector. For each completed contract, please include value of each completed contract and contact information for the primary client contact.

D) Approach and Methodology

- Explain your firm's understanding of the shared TOR;
- Provide a description of your firm's approach, methodology and timeline of how your firm would roll-out and implement the requested services outlined in the Terms of Reference (Annex A);

E) Management structure and key staff

- Proposed assigned and/or leading staff to carry out the assignment.
- Provide evidence that staffing experience staffing expertise are adequate to meet the requirements.

F) UNHCR General Conditions for the Provision of Services

- Your technical proposal should contain your acknowledgement of the UNHCR General Conditions for the Provision of Services by signing each page of Annex D.

IMPORTANT:

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

2.4.2 Content of the FINANCIAL OFFER (40%):

Your separate **Financial Offer** must contain an overall offer in a single currency, preferably in US Dollars.

The financial offer must cover all the services to be provided (price “all inclusive”). The quoted fees shall comprise all cost, including travel within Lebanon, any required accommodation and meals, communication (facsimile, telephone, etc.), reporting time, communications.

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.

2.5 BID EVALUATION:**2.5.1 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.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

If the technical proposal passed the pre-conditions listed at point 2.4.1 of this document, the **Technical offer** will be evaluated using inter alia the following criteria which cover **60%** from the total score.

Description	Points Obtainable
1. Company profile	
Company profile	
2. General Organization Capability	
Expertise of the company Reference to similar project with UN agencies / INGO or other companies	
3. Approach and Methodology	
Understanding of the TOR	
4. Key Staff	
Allocation of one Engineer(s)/Technician(s) with needed expertise.	
Total	60

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

The **Financial offer** will use the following percentage distribution: **40%** 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., $[\text{total Price Component}] \times [\text{USD lowest}] / [\text{USD other}] = \text{points for other supplier's Price Component}$.

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.

2.6 **SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

Proposals should be submitted by a **sealed envelope** along with all needed supporting documents, as per below:

Attention:

Secretary of the Local Committee on Contracts

Delivery Place:

UNHCR Beirut Office

Lea Building (on the corner of Cheikha Sabah El Salem El Sabah Highway)

Venezuela Street

P.O. Box 11-7332

Ramlet El Baida, Beirut, Lebanon

Bid Reference: RFP/2018/034

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

Deadline: 20/07/2018, 23:59 hrs CET.

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 the outer sealed envelope as well as each of the inner sealed envelopes the following subject field:

- **Bid number : RFP/2018/034**
- Name of your firm
- List of documents attached to your bid such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

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.

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.

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 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.

2.8 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

2.10 ZERO TOLERANCE POLICY

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

Yohannes Hailu
Senior Supply Officer
UNHCR Office - Beirut, Lebanon



