

DATE: 28 March 2021

REQUEST FOR PROPOSAL: No. RFP/HCR/2021/5

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT
FOR THE PROVISION OF CLEANING SERVICES**

CLOSING DATE AND TIME: 27 April 2021 – 15:00 Jordan 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), Jordan, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Cleaning Services (referred to hereinafter as services).

IMPORTANT:

Terms of Reference (TORS) are 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).

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.

Other United Nations Agencies, in Jordan 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 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 Services 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.

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

- Annex A: Terms of Reference (TORs)
- Annex B: Financial Offer Form.
- Annex C: Vendor Registration Form.
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010
- Annex E: UN Supplier Code of Conduct.

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

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 or any question in respect of this RFP by e-mail to JORAMSUP@unhcr.org. **The deadline for receipt of questions is 17:00 hrs on 15 April 2021.** 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. **OR** will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website.

Site Visit

In addition, UNHCR is organizing a site visit and invites all interested bidders to participate (participation is recommended). UNHCR will hold three site visits on 11, 12 and 13 April 2021 as detailed below. Only one representative from each bidding company can attend. Such precautionary measures taken by UNHCR is required for social distancing.

- A. Prebid meeting and Site Visit to UNHCR offices (Branch Office, at Khalda, MENA office at Jandaweel and Marj Al Hamam):

Date: Sunday 11 April 2021

Time: 10:00 am & 11:30 and 12:30

Security Gate pass is required, bidders need to send representative ID by e-mail to secure their entry to UNHCR office.

To arrange for your gate pass, please send an e-mail to:

- Branch Office Khalda to Lily Qaqish: QAQISH@unhcr.org, Tel: 0791030555
- MENA offices (Jandaweel and Marj Al Hamam): Thaer Abu-Hendi, e-mail: ABUHENDI@unhcr.org, Tel: 0798395071

B. UNHCR Mafrag office and RAS Camp

Date: Monday, 12 April 2021

Time: 11:00 am

Security Gate pass is required, bidders need to send representative ID by e-mail to secure their entry to UNHCR camps.

To arrange for your gate pass, please send an e-mail (at least three days before the visit date) to:

- Mafrag Office And Raba Al Sarhan Camp to Mr. Ahmad ALMOUSA, ALMOUSAA@unhcr.org, Tel: 0797205785.

C. UNHCR Field office Irbid Office:

Date: Tuesday, 13 April 2021

Time: 10:00am

Security Gate pass is required, bidders need to send representative ID by e-mail to secure their entry to UNHCR office. To arrange for your gate pass, please send an e-mail (at least three days before the visit date) to:

- Irbid Field Office to Mr. Islam Ababneh, ABABNEH@unhcr.org, 079575 2156

2.4 YOUR OFFER

Your offer shall be prepared in English only.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not 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 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 2.6) 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

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 (TORs) 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:

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

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;

- Total number of clients;

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

- **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 organization's experience in these service.

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

- **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 C**).

- **UNHCR General Conditions for Provision of Services and UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of **both Annexes** by signing/stamping **Annex D and E**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in Jordanian Dinars (JOD) only.

The financial offer must cover all the services to be provided (price "all inclusive").

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:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score.

Technical Evaluation Criteria:

A. Mandatory Criteria:

S.N.	Evaluation Criteria	Pass/Fail
1.	Copy of Valid Commercial Registration in Jordan	Pass/Fail
2.	Companies participating in the tender should be registered as providers of cleaning services.	Pass/Fail
3.	Bidders must have at least three years' experience in the cleaning services business.	Pass/Fail
4.	Bidder must have a commercial bank account, please fill Annex C Vendor Registration Form	Pass/Fail
5.	Bidder confirmation/Acknowledgment of UNHCR Contract and Payment Terms by providing signed and stamped UNHCR General Conditions of Contracts for the Provision of Services	Pass/Fail
6.	Availability of confirmation/Acknowledgment of UN Supplier Code of Conduct by providing signed and stamped	Pass/Fail

B. Weighted Criteria:

1.	<u>Company Profile:</u>		
	- Description of the Company, details on the objectives, and experience, number of employees and function, field of expertise licensed in Jordan, history of the company's previous and existing contracts, management structure.	5 Points	5 points
2.	<u>Work Experience:</u>		
2a.	Total number of work experience in the field of cleaning services, in terms of business volume and requirements. a. Years of relevant /direct experience in carrying out similar Projects (in terms of dimensions / magnitude). No less than 3 years of experience in the same type of required services b. Proven/Satisfactory experience with UN offices, embassies or NGO's. for at least 5 years. c. Please provide official documents, contracts, PO's proving the total number of	10 Points	<ul style="list-style-type: none"> - 5 Points for experience of (10 Yrs or more). - 3 Points for experience of (9-7 years). - 2 Points for experience of (5-7 years). - 1 Points for experience of (3-5) years. - 0 Points for experience less than 3 yrs. - 5 Points for proven Satisfactory experience, with at least Five UN

	years experience.		offices, embassies or NGO's in Jordan, in the last 5 years. Please include focal points contact information.
3.	Employees:		
	<p>Number of employees currently working with bidder:</p> <ul style="list-style-type: none"> • Prove not less than 65 employees (i.e. cleaners) are currently working with bidder on different cleaning projects with at least one year of proven experience in cleaning services, with clearance for each employee from social security record under the company's name. • Bidders to submit Proof for each worker deployed are: <ul style="list-style-type: none"> - Primarily employed (sponsored) by the Company. including proof of valid work permits, - Employees are enrolled in social security, provide proof - Employees have medical insurance, submit copy of insurance policy. - All employees have non-conviction certificate. 	25 points	<p>5 Points: for 65 employees or more. 0 points: for less than 65 employees.</p> <p>5 points for proof of employees sponsorship/work permits.</p> <p>5 points for proof of employees enrolment in social security.</p> <p>5 points for proof of employees enrolment in medical insurance.</p> <p>5 points for proof of employees non-convention certificates.</p>
4.	Approach and Methodology and Work Plan		
	<p>Approach and Methodology and Work Plan including Mobilization Plan.</p> <ul style="list-style-type: none"> - A detailed work check list schedule of work addressing the needs stated in the TOR, logical, realistic and promise efficient implementation - The number of personnel proposed and clearly defined roles and responsibilities. - List of high-quality cleaning supplies "grade A" brands and equipments intended to be used in the cleaning services. Please use ECO Friendly cleaning materials products, whenever possible and available. Provided documents for the cleaning materials and specifications. 	20 Points	
5.	Supplier Commitment to Sustainability		
	<p>List of bidder commitment to sustainability:</p> <ul style="list-style-type: none"> - Waste management and recycling practices: Bidders to describe and submit a proof of current practices of waste management and recycling practices. Example: Recycling of empty containers of cleaning materials, paper/carton boxes...etc. 	10 points	
Total Number of Points (Technical Evaluation)		70 Points	

Minimum Passing Score (60%) of the Overall Score:**42.00 Points**

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: **30%** 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., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

2.6 SUBMISSION OF BID:

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

Bids should be submitted by e-mail¹ 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.

Bid must be sent by e-mail ONLY to: JORAMTOC@unhcr.org

IMPORTANT:

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

Deadline: 27 April 2021 – 15:00 Jordan 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.

It is your responsibility to verify that all e-mails 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 RFP/HCR/2021/5
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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 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 Jordanian Dinar (JOD). 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.

Signature
Mohamed Elgadhafi
Supply Officer
UNHCR BO Jordan

Digitally signed by
Mohamed Elgadhafi
DN: cn=Mohamed
Elgadhafi, o=UNHCR,
ou=Supply,
email=elgadhafi@unhcr.
org, c=JO
Date: 2021.03.25 13:49:08
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