



UNHCR

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

UNHCR SUB-OFFICE COX'S BAZAR, COX'S BAZAR, BANGLADESH

MINUTES OF THE PRE-BID CONFERENCE

TENDER REFERENCE NO.: RFP/HCR/CXB/2021/014

**ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF CLEANING,
GARDENING AND JANITORIAL SERVICES FOR UNHCR REPRESENTATION OFFICE
DHAKA AND SUB OFFICE COX'S BAZAR, BANGLADESH**

Date and Time: 26 October 2021 (10.30 am to 12:30 pm)

Location: Microsoft Teams Meeting

Objectives: To provide detailed overview on the content of the tender documentations (procurement process and technical content), clarify the bid requirements to the prospective bidders and answer the bidders' questions.

Attendees: **UNHCR:** Moh Maguad, Admin Officer
Iana Li, Associate Finance Officer
Mohammad Masud Rana, Admin Associate
Mallik Nazmus Saquib, Snr. Admin Assistant

Mohammad Eliyas, Assistant Supply Officer
Sangit Barua, Supply Assistant
Representatives of the commercial entities.

General

UNHCR held a pre-bid conference for the vendors interested to participate in the **REQUEST FOR PROPOSAL (RFP) FOR ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF CLEANING, GARDENING AND JANITORIAL SERVICES FOR UNHCR REPRESENTATION OFFICE DHAKA AND SUB OFFICE COX'S BAZAR, BANGLADESH.**

The event was held online in Microsoft Teams.

The meeting was arranged taking into consideration the complex nature of the requirements. It had an aim to ensure that the bidders receive sufficient information for producing quality offers, creating favourable conditions for greater competition.

The event consisted of three (3) phases as follows:

- Presentation by the UNHCR Procurement function on the UN Procurement principles, highlighting on the principal elements of the General Conditions of Contract for the Provision of Goods, UN Supplier Code of Conduct, studying the cases involving the errors frequently made by the vendors in preparation of the tender documents as well as reviewing the other procurement-related aspects of the tender.
- Presentation of the technical contents of the requirements.
- Questions and Answers session for the vendors.

Questions and Answers

Q.1 Who will submit company registration certificate / certificate of incorporation?

A1. Only the limited company will share company registration certificate or certificate of incorporation issued by RJSC. It is not applicable for proprietorship company.

Q.2 When a company representative will visit the UNHCR Representation Office Dhaka and Sub-Office Cox's Bazar?

A2. On Monday, 1st November 2021 at 10:00am, interested bidders may visit UNHCR Representation Office Dhaka and Sub-Office Cox's Bazar (optional). Before visit, please contact with Mohammad Masud Rana (+880 18 4732 6510) for Cox's Bazar and Mallik Nazmus Saquib (+880 17 0121 0900) for Dhaka.

Q.3 From where tender documents need to be collected?

A3. With Login into this website (<http://etenderbox.unhcr.org>), you can collect tender documents.

Q.4 Is the UNGM Number consider as vendor registration number?

A4. No. If you are registered with UNHCR, you need to write only supplier ID on the top of the VRF. If not registered with UNHCR, you need to fill up, sign and stumped Annex- E Vendor Registration Form.

Q.5 What is the number of similar and successfully completed projects and number of similar projects currently underway?

A5. Number of similar projects means, the projects related to Cleaning, Gardening, Electrician and Plumbing Services. Completed project means, the projects which you have finished earlier i.e. by end 2020. And Currently underway means, the projects which are on going in different service locations i.e. 2021.

Q.6 Should we include the festival allowance in the total monthly cost charged to UNHCR including overhead and profit (per staff)?

A6. Yes. You need to include two festival allowances in the total monthly cost considering two festival allowances in a year.

Q.7 Is there any medical insurance coverage range from UNHCR?

A7. No. This coverage would be as per the standard of Bangladeshi Labour Law.

Q.8 What would be the hourly rate?

A8. The hourly rate would be based on the take home salary divided by working hour.

Q.9 What would be the festival allowance amount?

A9. The two (2) festival allowances amount would be equivalent of the one (1) month take-home salary.

Q.10 Will Technical Offer be the same for both Dhaka and Cox's Bazar locations?

A10. Yes.

Q.11 Will Financial Offer be the same for both Dhaka and Cox's Bazar locations?

A11. No. There are two different lots and two (2) tabs for both Dhaka and Cox's Bazar as per Financial Offer Form Annex D.

Q.12 Monthly take-home salary and base salary of staff are the same. So, which will we consider?

A12. You will consider take-home salary to avoid duplication and will share revised Annex D Financial offer form.

Q.13 Who will provide all consumable items?

A13. UNHCR will provide all consumable items for cleaning services as per Annex A.

Q.14 Who will provide all list of equipment, tools and maintenance products stated in Annex B?

A14. Service Provider will provide all list of equipment, tools and maintenance products stated in Annex B.

Q.15 What to write in the 1st blank column of Annex B?

A15. It is the status (New, Good, Medium, or Bad) of your equipment, tools and maintenance products stated in Annex B.

Q.16 What will write in the 2nd blank column of Annex B?

A16. It is the acquisition form (Acquired /Rent/ Process in purchase) of your equipment, tools and maintenance products stated in Annex B.

Q.17 Is it required to mention uniform, medical insurance and social security cost as per Bangladeshi Labour Law (per staff) separately?

A17. No need to add separately. You can provide consolidated amount.

Q.17 Will UNHCR facilitate the transportation for movement of the Electrician and Plumber to the Field Office if required?

A17. UNHCR will provide only Transportation cost of Bus or CNG vehicle for the movement of technical staff to field offices if needed.

Q.18 Replacement of staff can only be catered for the majority of deployment. Plumber, Electrician, Supervisor and Storekeeper jobs are quite technical in nature and the roster can be set in a way so that 1 person for each position shall always remain available?

A18. Replacement arrangement already considered in the requirement. No further roster is required.

Q.19 Please confirm, if the 5% and 6% salary Increase for the security personnel for Cox's Bazar and Dhaka Office, respectively, are to be considered with the pricing on average for Y1 (2022), Y2 (2023) and Y3 (2024) or the increment will be given in each year separately by enhancing the service charge after completion of each year of the frame agreement?

[A19. No. 5% and 6% salary Increase for the cleaning services \(RFP/HCR/CXB/2021/014\) for Cox's Bazar and Dhaka Office, respectively, are to be considered with the pricing on average for Y2 \(2023\) and Y3 \(2024\). Year 1 \(2022\) already included \(refer to TOR\).](#)

Q.20 Storekeeper's salary should be same as the Supervisor because of the sensitivity and importance of the job. Please advise.?

[A20. Yes, storekeeper's take home salary should be BDT 23,000.](#)

Q.21 As employees of the company, the facility management staffs are under a salary scale along with a post allowance that constitutes their monthly Take Home Salary. Are we allowed to consider the basic salary of their respective salary scale to make provision for the festival allowance and social insurance?

[A21. Yes, as per the standard of Bangladeshi Labour Law.](#)

END