



UNHCR

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

DATE: 12 September 2021

REQUEST FOR PROPOSAL: 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

CLOSING DATE AND TIME: 11 November 2021 – 14:00 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in more than 135 countries continues to help about 79.5 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), Sub-Office Cox's Bazar, Bangladesh, invites qualified bidders to make a firm offer for the 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**, referred to hereinafter as "**Services**".

IMPORTANT:

The Terms of Reference (ToR) are detailed in Annex A of this document.
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UNHCR may award Frame Agreement(s) with an initial duration of one (1) year, potentially extendable twice for a period of one (1) year (in total 1+1+1 years), for supplying its operation in Bangladesh. The successful bidders will be requested to maintain their quoted prices for the duration of the Frame Agreement(s).

The requirements are split in two (2) Lots:

Lot 1: Provision of Cleaning, Gardening and Janitorial Services for UNHCR Sub Office Cox's Bazar.

Lot 2: Provision of Cleaning, Gardening and Janitorial Services for UNHCR Representation Office Dhaka.

Bidders can offer any or both Lots. The Lots will be evaluated separately.

For the provision of Cleaning, Gardening and Janitorial Services for UNHCR Representation Office Dhaka and Sub Office Cox's Bazar, Bangladesh, UNHCR reserves the right to select one or multiple primary and back-up vendors by splitting the award. Only when the primary vendor(s) fail to deliver the required services, will UNHCR address the requirements to the back-up supplier(s).

The estimated requirement for UNHCR Representation Office Dhaka and Sub Office Cox's Bazar is:

No.	Title	Estimated Staff Requirement (Cox's Bazar)	Estimated Staff Requirement (Dhaka)	Total Estimated Staff Requirement
1	Supervisor	2	0	2
2	Storekeeper	1	0	1
3	Senior Janitor	0	2	2
4	Office / Vehicle Cleaner / Gardner / Janitor Staff	33	3	36
5	Electrician	2	0	2
6	Plumber	2	0	2
TOTAL		40	5	45

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 the above quantity. 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, Funds and Programs 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 30 days (1 month) 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.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex F).

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 Request for Proposal:

- Annex A: Terms of Reference (TORs)
- Annex B: Minimum required list of Cleaning Equipment;
- Annex C: Technical Offer Form;
- Annex D: Financial Offer Form;
- Annex E: Vendor Registration Form;
- Annex F: UNHCR General Conditions of Contract for the Provision of Services – *July 2018 version*;
- Annex G: UN Supplier Code of Conduct.
- Annex H: Registration Guide for eTenderBox
- Annex I: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

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

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

[Sending your above confirmation will enable us to send you any updates or any changes in the tender documents.](#)

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation. Please note that Bid Submissions are **NOT** to be sent to the e-mail address above.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to baruasa@unhcr.org copying eliyas@unhcr.org. The **deadline for receipt of questions is 14:00 hrs. by 26 October 2021.**

IMPORTANT:

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

UNHCR will reply to the questions received as soon as possible by email to all interested bidders.

UNHCR will organize an online **pre-bid conference on MicroSoft Teams on 26 October 2021 at 10:30 AM BST.**

A maximum of one (1) representative per hotel will be allowed. Names and contact details of the company's representative must be provided, at least two (2) working days in advance, by e-mail to baruasa@unhcr.org, copying eliyas@unhcr.org. Changes in the lists of nominated participants need to be shared in advance; otherwise, they will not be able to participate.

Participation to the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR. UNHCR will share the link with interested bidders to attend the meeting on Microsoft Teams.

Participation in the concerned pre-bid conference is **strongly recommended given the complexity of the requirements.** After the event, a Questions & Answers document will be prepared and distributed among all interested vendors to reiterate responses to the voiced question as well as to respond to the queries which could not be answered on during the conference.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

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.

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 will risk disqualification. The technical offer should contain all information required.

The Terms of Reference (ToR) and specifications of the equipment and services requested by UNHCR can be found in **Annexes A and B**. Clearly state and disclose any discrepancies with the requirements given.

Your Technical Offer should be concisely presented and structured in the following order, and as per **Annex C**, to include, but not necessarily be limited to, the following information:

- **Mandatory Criteria**
 - Company registration certificate/certificate of incorporation.
 - Valid trade license.
 - TIN and VAT certificates.
 - Latest financial statement/audit report.
 - Acceptance of UNHCR general conditions of contract for the provision of services.
 - Acceptance of the UN supplier code of conduct.
 - Submission of UNHCR vendor registration form duly filled and signed.
- **Company Profile**
 - Description of the company's activities and specializations. If a multi-location company, specify the location of headquarters.
 - Description of the company's experience in these services.
 - Number of similar and successfully completed projects (Copies of Contracts/Purchase Orders are required).
 - Number of similar projects currently underway (Copies of Contracts/Purchase Orders are required).
 - Reference letters from previous and current projects.
- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**
 - Give detailed information about the proposal for the services; description of your organization's capacity to provide the services.
 - Compliance with the requirements stated on the TOR, list of equipment, tools and maintenance products.
- **Proposed personnel to carry out the assignment**
 - Curriculum Vitae of core staff.
 - Organigram.
- **Quality Assurance**
 - Demonstrate the supervision and a quality assurance plan to guarantee high level of performance and continuous improvement of service.
 - Job orientation training, hygiene training and capacity building training.

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

- **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 E**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex F**.
- **UNHCR Supplier's Code of Conduct:** Your offer should contain your acknowledgement of the UN Suppliers' Code of Conduct by signing **Annex G**.

2.4.2 Content of the FINANCIAL OFFER

Your separate **financial offer** must contain an overall offer in Bangladeshi Taka (BDT) ONLY. It must be submitted to UNHCR in a separate email. Do not send the financial offer in the same email as the technical offer.

The Financial offer is to be submitted as per the Financial Offer Form (Annex D). Bids that have a different price structure may not be accepted.

UNHCR is exempted from all direct taxes and customs duties. Quoted rates shall be provided without VAT, but the VAT amount shall be clearly separately indicated. Suppliers mentioning VAT in their offer shall submit VAT registration documents, otherwise VAT component may not be accepted.

For VAT payment, awarded supplier will provide UNHCR with invoice, waybill, completed Mushok 6.3 template, treasury challan signed/attested by Bank/VAT authorities and money receipt.

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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. 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:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

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 Pre-Qualification criteria

UNHCR has established a set of fundamental criteria that each bidder must meet in order to be considered for further evaluation process. The minimum pre-qualifying criteria are as follows:

EVALUATION CRITERIA	MERIT "PASS" / "FAIL"
ELIGIBILITY CRITERIA:	
1. Submission of company registration certificate/certificate of incorporation.	Non-discretionary "Pass/Fail"
2. Submission of valid trade license.	Non-discretionary "Pass/Fail"
3. Submission of TIN and VAT certificates.	Non-discretionary "Pass/Fail"
4. Submission of latest financial statement/audit report.	Non-discretionary "Pass/Fail"
5. Formal acceptance of the UNHCR General Terms and Conditions for the provision of Services – July 2018 version	Non-discretionary "Pass/Fail"
6. Formal acknowledgment to the UN Supplier's Code of Conduct	Non-discretionary "Pass/Fail"
7. Submission of duly filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered). If already a UNHCR registered supplier, please indicate your UNHCR vendor registration number on the Vendor Registration Form.	Non-discretionary "Pass/Fail"

2.5.3 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: 60% from the total score:

Criteria	Percentage	Maximum Points Obtainable
1. Company profile.	40%	400
2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs.	25%	250
3. Proposed personnel to carry out the assignment.	15%	150
4. Quality Assurance.	20%	200
Total:	100 %	1,000

The Technical offer score will be calculated according to the percentage distribution for the technical 60%.

The cut-off points for submissions to be considered technically compliant will be 600 of 1,000 points (maximum points attainable) or 60%.

Clarifications of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for

clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered, or accepted.

The **Financial offer** will use the following percentage distribution: 40% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation. All financial offers from bidders qualified at the technical evaluation of offers step will be evaluated based on: Unit cost.

The highest weighted score will be allotted to the lowest price offer. All other price offers will receive weighted scores in the inverse proportion to the lowest price, e.g $[\text{Lowest Priced Offer} / \text{Price of the Offer Being Evaluated}] \times 100 \times [\text{Percentage Distribution \%}] = \text{weighted score for the financial offer under evaluation.}$

Award will be made to a highest overall scorer.

2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as **Annexes H and I** to this RFP.

IMPORTANT:

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

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff.

Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

DEADLINE: 11 November 2021 – 14:00 Hrs.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

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 or allow split or partial awards on this project.

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 in BDT. Payment will be made in accordance to the General Conditions for the Provision 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 F**) 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.



Bryan Gitau
Senior Supply Officer
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