



UNHCR

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

DATE: 01/06/2023

REQUEST FOR PROPOSAL: No. RFP/NIG/ABJ/SUP/02/2023
FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF AC MAINTENANCE SERVICES
FOR UNHCR NIGERIA OFFICES

CLOSING DATE AND TIME: **21/06/2023 – 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 16,765 people in 138 countries continues to help over 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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 Representation Office of the United Nations High Commissioner for Refugees (UNHCR), in Nigeria Abuja, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for (1) one year period extendable up to two (2) additional years for the provision of AC Maintenance services with qualified service and repair provider(s). (Referred to hereinafter as services), in the various office location **Abuja, Sub-office Ogoja, and Lagos field office**.

IMPORTANT:

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

UNHCR may award frame agreement with an initial duration of 1 (one) year, potentially extendable for a further period of 2 (two) years. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual and detailed requirement of UNHCR is stated in the **Annex A ToR**.

Please note that figures have been stated 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, Funds and Programmes 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.

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 D).

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 (TOR)
- Annex B: Technical Offer Form *scoring matrix to be filled (Yes/No) and submitted*
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form *to be acknowledged and submitted*
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018 *to be acknowledge and submitted*
- Annex F: UN Supplier Code of Conduct *to be acknowledge and submitted*
- Annex G: Notes on Avoiding Bid rejection
- Annex H: e-Tender Box: Supplier User Manual on Guidance for Registration & Submission of offers

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- 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, wilsony@unhcr.org ohai@unhcr.org jibunoh@unhcr.org and camara@unhcr.org. The deadline for receipt of questions is 23:59 hrs on 15/05/2023. 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 as this will result in automatic disqualification.

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.

UNHCR **might** organize a supplier pre-bid conference virtually via Microsoft teams, on a particular date which will be shared to all bidders who have shown interest to bid. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to jibunoh@unhcr.org changes in staff 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.

Participation to the pre-tender conference is **not mandatory**. However, after the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed by email to all invited bidders if the pre bid conference is organized.

2.4 YOUR OFFER

Your offer shall be prepared in English and documents in clear PDF word & excel format

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 **e-Tender Box** will result in disqualification of the offer. Please upload your bid directly to the **e-Tender Box** <http://etenderbox.unhcr.org> as described in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following three (3) sets of documents to be uploaded on the e-tender box <http://etenderbox.unhcr.org> **Note:** The maximum size limit per file is 10MB. The system can handle multiple uploads.

- **Commercial/Eligibility criteria mandatory or risk disqualification evaluated as pass/fail**
- **Technical offer 60 points**
- **Financial offer 40 points**

2.4.1a Content of the Commercial/Eligibility Criteria Mandatory

1. The company must be registered with Corporate affairs Commission CAC, as an AC Maintenance and service provider in Nigeria should have certificate of incorporation.
2. Tax clearance Certificate for the last three years 2020, 2021, 2022.
3. Financial audited Statements: The company should be able to provide certified bank statements and/or audited financial statements showing financial transactions for the past 3 years
4. 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 D). If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

5. Acknowledged copy of UNHCR General conditions of contract (Annex E)
6. Acknowledged UN Supplier code of conduct (Annex F)

2.4.1b 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:

Detailed breakdown of evaluated criteria.

1.0 Company qualification and References

- a. Competent companies must have a progressive working experience of three (3) years in the field, provide proof of working experience (10 points)
- b. The companies must demonstrate the capacity to carry out required AC maintenance (10 points)
- c. Provide at least three (3) references of similar accomplished works or similar contracts with UN or other international organizations government and individual companies (10 points)
- d. The qualified company should have a workshop (10 points), provide address of workshop location, physical site visit will be conducted before final award.

2.0 Qualification of project staff

- a. Maintenance services shall be carried out by trained and accredited technical personnel in possession of Certificates of Competence, provide PDF copies of trained personnel resume or curriculum vitae and certificates (10 points)
- b. Each staff should hold at least A1 or equivalent professional certificate in (Electricity, Electronics, Electro – mechanics, Mechanical or any other related field) with minimum of 3 years of experience. (10 points.)
- c. Ability to respond 24/7 to UNHCR request, dedicated focal contact

The cut-off points for submissions to be considered technically compliant will be **30 points** out of the total **60 points**.

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency in NGN Naira.

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 C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given without VAT.

You are requested to hold your offer valid for **180** 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 **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.

There are **Mandatory Commercial/Eligibility criteria** that must be met by the bidder to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation criterion.

IF ANY OF THE BELOW REQUIREMENTS IS NOT MET, THE BIDDER'S PROPOSAL IS AUTOMATICALLY REJECTED. Note documents 4. 5. & 6 are annexed to the tender.

Mandatory Commercial/Eligibility Criteria	Pass/Fail
1. The company must be registered with Corporate affairs Commission CAC, as an AC Maintenance and service provider in Nigeria should have certificate of incorporation.	
2. Tax clearance Certificate for the last three years 2020, 2021, 2022.	
3. Financial audited Statements: The company should be able to provide certified bank statements and/or audited financial statements showing financial transactions for the past 3 years	
4. 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 D). If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID	
5. Acknowledged copy of UNHCR General conditions of contract (Annex E)	

6. Acknowledged UN Supplier code of conduct (Annex F)	
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IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

The points assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia and the following criteria and points distribution: 60 points from the total score of 100 points.

Technical evaluation criteria	Score
1. Company qualification and References	40
2. Qualification of project staff	20
Total:	60 points

The Technical evaluation offer score will be calculated according to the points distribution for the technical (60 points) and financial offers (40 points).

The cut-off points for submissions to be considered technically compliant will be 30 points out of the 60 points for the technical offer.

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 points from the total score of 100 points.

The financial component will be analyzed only for those suppliers that pass the cutoff (30 points) from the technical evaluation.

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 uploading all your document under the technical and financial category on the e-tender box site accessible via this link <http://etenderbox.unhcr.org> 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., note also that the allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is 10MB. The system can handle multiple uploads. The Mandatory commercial eligibility criteria, Technical and Financial offers shall be clearly separated.

Bids must **ONLY** be uploaded via URL: <http://etenderbox.unhcr.org>

IMPORTANT:

The Mandatory commercial eligibility criteria and technical, financial offer are to be uploaded in separate documents. Failure to do so will result in disqualification.

Deadline: 21/06/2023 – 23:59 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 your responsibility to submit your offer for a UNHCR published tender via the e-Tender box online tool, the supplier needs to register in the system. This registration is exclusively for e-Tender Box and does not replace any other registrations for UNHCR applications. **Refer to annex J for the registration and how to submit your offer process in detail.**

It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded and submitted well before the tender 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, 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 because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with 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.

Signature
Senior Supply Officer
Supply Unit
UNHCR Abuja Nigeria

YOUR PROPOSAL should be submitted in line with following instructions and uploaded on the e-tender site.

Grouping of the documents must be as follow. Failure to do so shall result in disqualification.

Main Upload to e-tender site <https://etenderbox.unhcr.org/>

Technical Proposal (Upload 1) PDF copies

Commercial/Eligibility Criteria Mandatory

1. The company must be registered with Corporate affairs Commission CAC, as an AC Maintenance and service provider in Nigeria should have certificate of incorporation.
2. Tax clearance Certificate for the last three years 2020, 2021, 2022.
3. 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 D). If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.
4. Financial audited Statements: The company should be able to provide certified bank statements and/or audited financial statements showing financial transactions for the past 3 years
5. Acknowledged copy of UNHCR General conditions of contract (Annex E)
6. Acknowledged UN Supplier code of conduct (Annex F).

1.0 Company qualification and References

2.0 Qualification of project staff

- a. Companies shall provide all staff credentials curriculum vitae signed by holders and copies of notarized academic or professional certificates (10 points)
- b. Each staff should hold at least A1 or equivalent professional certificate in (Electricity, Electronics, Electro – mechanics, Mechanical or any other related field) with minimum of 3 years of experience. (10 points.)

Financial proposal (upload 2)

1. Annex C (Financial Proposal Form – in the financial offer PDF or excel).