

DATE: 18/10/2023

**REQUEST FOR PROPOSAL: No. RFP/HCR/ETHDA/2023/001**

**FOR THE ESTABLISHMENT  
OF A TWO - YEAR FRAME AGREEMENT(S) WITH EXTENSION POSSIBILITY OF ONE (1)  
ADDITIONAL YEAR (2+1) FOR THE PROVISION OF CLEANING AND GARDENING SERVICES  
OF UNHCR OFFICES, GUEST HOUSES, COMPOUNDS AND OTHER FACILITIES, IN  
MELKADIDA, ETHIOPIA**

**CLOSING DATE AND TIME: 15/11/2023 – 23:59hrs EAT**

**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 20,739 people in 138 countries continues to help over 108.4 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 Office of the United Nations High Commissioner for Refugees (UNHCR), MELKADIDA invites locally qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of **Cleaning and Gardening services** (referred to hereinafter as services).

Bidders must submit their bids fully for services requested by SOMEL Melkadida UNHCR office.

**IMPORTANT:**

Terms of Reference (TOR) is detailed in Annex A of this document. The selected company will be required to absorb/engage the current personnel. If different company is selected, subject to the consent of the personnel.

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

The estimated annual requirement of UNHCR is listed in Annex A & C.

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 the 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.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' 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 Goods and 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 Request for Proposal:

Annex A: Terms of Reference (TOR) Annex B: Technical Offer Form  
Annex C: Financial Offer Form Annex D: Vendor Registration Form  
Annex E: UNHCR General Conditions of Contracts for the Provision of Services 2018  
Annex F: UN Supplier Code of Conduct Annex G: e-Tendering Supplier Manual  
Annex G: E-tender Supplier User Manual or through Tender Box at UNHCR premises  
(due to poor network in region)  
Annex H: United Nations Global Marketplace (UNGM) Registration Process

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [ETHMKSMS@unhcr.org](mailto:ETHMKSMS@unhcr.org) or signing the RFP collection sheet, 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 [ETHMKSMS@unhcr.org](mailto:ETHMKSMS@unhcr.org). **The deadline for receipt of questions is 23:59hrs on 08/11/2023.** 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. Bid Submissions sent directly not to the e-mail address [ethmklcc@unhcr.org](mailto:ethmklcc@unhcr.org) **or if not online to the tender box in UNHCR CO Addis Ababa or to the tender box in UNHCR Melkadida compound will result in disqualification of the offer,** will result in disqualification of the offer.

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. Questions & Answers document may be prepared and shared via email with all the bidders participating in this tender.

**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 not be 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 [ethmklcc@unhcr.org](mailto:ethmklcc@unhcr.org) or online to the tender box in UNHCR CO Addis Ababa or into the tender box in UNHCR Melkadida compound**; 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.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information and a score to be awarded during the technical evaluation has been allocated to each.

**A. Mandatory Requirements (Non- Material)**

**Legal Authorization:**

- Evidence of permission to operate in the country/region(s) from the government/regional authority(s)
- Tax and VAT registration ID including latest audit and tax clearance evidence Valid Commercial License
- Signed UNHCR General Conditions for the Provision of Services - 2018

**B. Technical Scoring Evaluation**

**1. Company Profile, qualification, and experience**

A description of your company with the following documents:

- Registration documents, Taxpayer Identification (TIN) Certificates, Value Added (VAT) Certificate, Licenses and Documentation required to operate as a cleaning and gardening Company in Somali region, Ethiopia.
- Company's experience in providing similar cleaning services in the Somali region - Submission of POs, contracts, recommendation Letters.

**2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:**

- Provide a detailed proposal showing how the company shall fulfill the requirements as set out in the TOR; experience in the supply of these services; compliance with the TOR.
- *Give detailed information about the proposal for the services; description of your organization's capacity to provide the services.*
- *Description of your organization's experience in the supply of these services*

### **3. Proposed personnel to carry out the assignment:**

- Proposed personnel and Qualifications required to carry out the assignment/ **core staff**, their education background, roles and responsibilities & years of experience, with good writing, reading, speaking, and listening English and Somali communication skills.

### **4. Office Facilities, equipment and presence in the Somali region of Ethiopia:**

- Existence of offices or expression of ability to open offices in the Somali region;

### **5. Previous Work Experience:**

- Experience with a UN agency and INGOs for at least for at least 3 years;
- Required Experience or exposure in the Somali region;
- Number of similar project successfully completed and/or currently ongoing/ similar project currently underway
- References from previous or current projects
- Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services

### **6. Organizational structure and human Resources Management:**

- Departments / Organogram.
- The Company should have a Management team, Operational Manager, Admin / Finance Manager and Supervisors.

### **7. Social Security, Liability and Health Schemes:**

- Confirmation of the opportunity to subscribe to reliable Medical Insurance and Pension Fund for staff, as per the country's requirements.
- Presence of Liability Insurance.

### **8. Financial Resources, Accounting Controls and Budgeting:**

- Financial ability (enough budget to independently run operation for 3 months) without external support.
- Bank statement for at least **1 year with at least a minimum balance of ETB 2,000,000, at the date of the statement.**

### **9. 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**).

### **10. 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 E.**

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services AND UNHCR payment terms.

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer (Annex C)** must contain an overall offer in Ethiopian Birr (ETB)

The financial offer must cover all the services to be provided (price "all inclusive"). **Incomplete offers would be disqualified.**

The price must remain unchanged for the duration of the Contract 3 years (2+1) years.

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, prices offered must be without VAT.

The Company is required to provide information about insurance coverage of the employees (life and medical plan) as well as any other relevant allowances payable in accordance with the Ethiopian Labour Laws. Administrative/Overhead charge is recommended to be indicated as a percentage to the overall monthly payable sum.

You are required to hold your offer valid for at least 120 days or four months from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are by bank transfer, 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

## **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. References to previous or ongoing proposals will not be considered. 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.

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

### **2.5.1 Technical Evaluation:**

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60 %** of the total score, as follows (Refer to **2.4.1** for the detailed content of each evaluation criteria):

The criteria for the Technical Proposal are divided into two sections. One contains mandatory criteria with a pass/fail rating, and the other contains general criteria with a score rating. Criteria listed in the pass/fail section must be fully met by the proposal. Incomplete information or lack of supporting documentation may lead to a rating of 'fail'.

All mandatory criteria require a 'PASS' rating for the proposal to be considered for the next evaluation stage and technically compliant.

<b>Criteria</b>	<b>Description</b>	<b>Pass/Fail</b>
Mandatory Criteria	1. Copies of Updated/ Valid Company Documents: Registration Certificate, Taxpayer Identification TIN Certificates, Value Added tax VAT Certificate, Licenses and Documentation required to operate as a cleaning Company in Ethiopia, specifically with permission to operate in the Somali Region.	Pass/Fail
	2. Formal acknowledgment to the UN Supplier's Code of Conduct. This should be submitted with signature and official stamp on every page.	Pass/Fail
	3. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	Pass/Fail

For the bidder's proposal to be technically evaluated, the above mandatory criteria must be a Pass.

	Company qualifications and work experience in general with INGOs and UN-Agencies: Submission of evidence that the vendor has conducted similar work	5
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Company capacity and Qualifications	as cleaning and gardening service provider with UN agencies, INGOs, and other reputed Local/ International Commercial entities, with a better understanding of operations context and all government regulations during the implementation of the project: 1. Below 3 contracts or POs with INGOs, or UN Agencies or reputed commercial entities: 0/5 2. 3 to 5 contracts or POs with INGOs, or UN Agencies or reputed commercial entities: 3/5 3. Above 5 contracts or POs with INGOs, or UN Agencies or reputed commercial entities: 5/5	
	Years of Work experience in provision of Cleaning and Gardening services to clients including reference letters, Contracts. Track Records & Current Projects: Submission of evidence regarding executed similar projects, supported with copies of purchase orders/contracts or letter of references or Work Completion Certificates. 1. Below 3 years of experience: 0/10 2. 3 to 5 years of experience: 6/10 3. Above 5 years of experience: 10/10	10
	Financial stability and project financing capacity. Bank statement for at least 6 months with a minimum balance of at least <b>ETB 2,000,000, at the date of the statement.</b> 5 pts or 0 pts if no evidence provided.	5
Understanding of the requirements and context for the services, proposed approach, solutions, methodology and outputs	Compliance with the requirements stated in the TOR. Signed copy of ToRs: 5 pts or 0 pts if no signed TOR copy provided.	5
	Proposed approach to the required services. Table scheduling services, number of staff allocated per site and shifts arrangements: 5 pts or 0 pts if no evidence provided. <b>(Bidders are encouraged to visit the sites before submission of proposal)</b>	5
	Relevant similar experience in the Somali region: Proven work experience in the remote border areas of the Somali region, with effective cooperation with relevant authorities including local & traditional authorities: Below 2 Years: 0 pts; 2 to 3 years: 4 pts; more than 3 years: 7 pts.	7
	Physical presence in the Somali Region: Have an existing office (provision of office address) or have a convincing plan to establish an office in the region (share evidence of the plan): 8 pts or 0 pts if no evidence provided.	8
Proposed personnel and Qualifications required to carry out the assignment	Provision of a List of core staff, their education background, roles and responsibilities & years of experience. 1. Manager with minimum experience of 5 years (as Manager) with good writing, reading, speaking, and listening English and Somali communication skills or 3 years (as Manager) with a Diploma/ Certificate (0 point if below 5 years and below 3 years (as Manager) with diploma, 10 points if from 5 years or 3 years' experience with a diploma (as Manager)). CV enclosed. 2. Supervisor and Assistant Supervisor minimum experience of 3 years (0 point if below 3, 5 points if from 3 years of experience). CV enclosed.	15
<b>Total</b>		<b>60</b>

The technical criteria will be subject to **minimum passing weighted score of 36 point out of 60**; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

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

**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.

**2.5.2 Financial Evaluation:**

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.

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.,  $[\text{total Price Component}] \times [\text{ETB lowest}] \div [\text{ETB other}] = \text{points for other supplier's Price Component}$ .

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 offer must bear your official letter head, clearly identifying your company's name and the RFP reference number: **RFP/HCR/DA/2023/001**. Online Bids must be submitted on the following submission e-mail address [ethmklcc@unhcr.org](mailto:ethmklcc@unhcr.org) or **if not online to the Tendering box in UNHCR CO Addis Ababa or into the Tender box in UNHCR Melkadida compound**, detailed as below:

- i) In PDF Format, with a subject title reading: RFP/HCR/ETHDA/2023/001
- ii) Attachment(s) including the completed, signed and stamped Technical Offer
- iii) Attachment(s) including the completed, signed and stamped Financial Offer Form

It is your responsibility to verify that all submissions have been received properly before the deadline and must clearly show name of your firm with the title of the attachment.

**Due to the poor network in the region, manual bidding arrangements are also accepted, dropping the tender documents into the Tender Box at reception of UNHCR Melkadida Sub Office. Manual Bids should consist of one outer envelope containing two inner envelopes (one technical and one financial), clearly indicating the Tender Reference: RFP/HCR/ETHDA/2023/001.**

Guidance on how to access/register and use UNHCR e-Tendering platform is attached to this tender document as Annex G and H.

*Bids that are otherwise submitted, addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation.* Incomplete bids that do not comply with our Invitation to Bid-**RFP/HCR/ETHDA/2023/001** will not be considered.

**IMPORTANT:** *Bids that are otherwise submitted, addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation. Incomplete bids that do not comply with our Request for Proposal – RFP/HCR/ETHDA/2023/001 will not be considered.*

**The proposal must be received by UNHCR at the above through the e-Tendering system or into the Tender Box, on or/before 15 November 2023 at 23:59 hrs Addis Ababa Time.**

UNHCR may at its discretion, extend the deadline for the submission of bids by notifying all prospective bidders simultaneously.

It is your responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. In order to ensure safe submission of the full and final offer, it is recommended to have all files uploaded and submitted well before the tender deadline. Please know 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 (in case of online submission)

**Please indicate in e-mail subject field:**

- **Bid [Number]**
- **Name of your firm with the title of the attachment**

- **Number of e-mails that are sent (example: 1/3, 2/3, 3/4).**  
**For example: RFP/HCR/ETHDA/2023/001 Company ABC (email 1 of 3)**

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 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.

UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

## **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.

Yours sincerely



**Laurent Brice Nzakana**  
**Supply Officer**

**UNHCR Sub-Office, Melkadida, Ethiopia**