



UNHCR

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

DATE: 20TH/11/2023

REQUEST FOR PROPOSAL: No. RFP/NIG/ABJ/SUP/04/2023

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR MAINTENANCE &
REPAIR SERVICES FOR UNHCR VEHICLES.**

CLOSING DATE & TIME: 19TH/12/2023 – 23:00 HRS GMT

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and internally displaced people (IDPs) and resolve their problems worldwide. Its primary purpose is to safeguard the rights and wellbeing of refugees and IDPs. It also has a mandate to help stateless people.

In almost seven decades, the agency has helped tens of millions of people restart their lives. Today, with more than 17,300 women and men working in 135 countries, we work tirelessly to make a difference in the lives of 79.5 million forcibly displaced people and stateless individuals worldwide. 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), in Abuja Nigeria, invites qualified vehicle maintenance service providers to make a firm offer for the establishment of framework agreement for the maintenance and servicing inclusive of the provision of genuine spare parts for UNHCR vehicles across its various offices in Abuja, Lagos in Nigeria.

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) 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 agreement.

The estimated quantities, specifications and location of available Vehicles are specified in **Annex G**.

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 goods / 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 / Service Contract / Contract.

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 19** "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 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 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 (TORs).
- Annex B1-2: Financial offer forms for maintenance, repair services and spare parts.
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
- Annex E: UNHCR Supplier Code of Conduct
- Annex F: Fleet Vehicle Specification and size.
- Annex G: Technical Evaluation Scoring Matrix Sheet

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP
- 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 all request(s) for clarification or any question in respect of this RFP by e-mail at sesay@unhcr.org jibunoh@unhcr.org,
The **deadline for receipt of questions is 23:00 hrs on 15th/12/2023.** 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 to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

2.4.1 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.

2.4.2 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**

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.

2.4.3 Content of the Commercial/Eligibility Criteria Mandatory

1. The company must be registered with Corporate affairs Commission CAC, as a vehicle/automobile and mechanical maintenance service provider in Nigeria and should have certificate of incorporation. **To be submitted**
2. Tax clearance Certificate for the last three years 2020, 2021, 2022. **To be submitted**
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. **To be submitted**
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. **To be submitted**
5. Acknowledged copy of UNHCR General Conditions for Provision of Goods and Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing Annex D. UNHCR's encourage all vendors to read and acknowledge, for the full acceptance of the General Conditions for Provision of Goods and Services before submitting yours bid. **To be submitted**
6. Acknowledged copy of UN Supplier code of conduct (Annex F). **To be submitted**

Technical Offer Evaluation criteria	Score
Mandatory – (Pass or Fail) 1. Company Corporate Registration documents CAC certificate, 2. Tax clearance certificate for (3) three years period 2020, 2021 2022 3. Audited Financial Report (2020-2022).	Pass or fail
Responsiveness to RFP showing full understanding of the requirements of requested services, proposed approach, solutions, methodology and output. ✓ A description of your organization’s capacity to provide the service [max 2 pages]; (Proposed resources (Manpower & Tools) to carry out required task)- 7.5 points . ✓ A description of your organization’s experience in these services [max 2 pages]- 7.5 points	15
Company Profile and Qualifications: The firm should have at least mechanics with over five (5) years working experience. Attach at least four CVs of mechanics with five-year experience.] 4 points . Attach at least (3) three previous contracts or service contracts from your previous clients under vehicle repairs and maintenance.] - 2 points each for reference and contacts provided. (Total 6 points) .	10
Provide pictural evidence of vendor locations, garage, accessibility, and coverage thus ensuring responsiveness of services and ease of accessibility to the garage. including the Google map]- 15 points	15

The firm should attach a list of tools and vehicle diagnostic equipment available and equipment's for emergency/quick vehicle recovery solution, for each tool listed 1 point each] - 10 points	10
Attach Authentic Toyota dealership authorization/certification/ letter from Toyota.] – 10 points	10
Total Score	60

2.4.4 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in Nigeria naira NGN only.

The financial offer must cover all the goods / services to be provided (price “all inclusive”).

- a) Other costs, if any (indicating nature and breakdown).
- b) A proposed schedule of payments, all of which must be expressed, and will be affected in the currency of the proposal.

The Financial Offer is to be submitted as per the Financial Offer Form (ANNEX B1 and B2). 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. 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.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

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 on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered 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.

Failure to provide the abovementioned documentation, might lead to disqualification.

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: **60 points** from the total score from table 1.0.

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

The cut-off points for submissions to be considered technically compliant will be **35 out of the 60**.

UNHCR may conduct supplier visits on a specified date with the qualified vendor.

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.

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., [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: 19th/12/2023 – 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 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 the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Provision of Goods and 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 GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex D**) 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.

David Oyolo Okumali,
Snr Supply Officer
UNHCR Representation, Nigeria