



# UNHCR

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

DATE: 17/01/2024

## REQUEST FOR PROPOSAL No.: RFP/SC/NIGM/2024/001

### FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR THE PROVISION OF CONFERENCE FACILITIES AND CATERING SERVICES IN MAIDUGURI, DAMATURU AND YOLA, NORTHEAST-NIGERIA (Frame agreement(s) with initial duration of two (2) years, potentially extendable for a further period of 1 (one) year)

**CLOSING DATE AND TIME: 06/02/2024 – 23:59 hrs Local Time**

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#### **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 6,600 people in more than 110 countries continues to help about 34 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 Maiduguri, invites UN approved hotels with capacity to make a firm offer for the establishment of Frame Agreement(s) for the Provision of Conference Facilities and Catering services to facilitate meetings, trainings, seminars, and workshops in Maiduguri, Damaturu and Yola, Northeast- Nigeria. UNHCR Maiduguri seeks bids from Hotels and Conference facilities and Catering service providers in Maiduguri, Damaturu and Yola, Northeast Nigeria. Catering services providers may wish to provide bids for only LOT 2 (catering services) and would only be considered for in-door catering services.

Facility/Service providers must bid for all lots to meet the minimum requirements for this proposal.

#### **IMPORTANT:**

Exact technical specifications of the items are detailed in Annex A of this document.

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

More details on the required services are provided in the attached Terms of Reference (Annex A)

Please note that UNHCR reserves the right to approach one or more bidders in order to establish multiple Frame Agreements having been awarded as a result of this tender and negotiate directly with the Supplier(s) to cater to future requirements of UNHCR or any other UN agencies.

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 document 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. ITB DOCUMENTS**

The following annexes form integral part of this Request for Proposal:

- Annex A: Terms of References (ToR);
- Annex B1: Financial Offer form for Catering Services (Meals) in Maiduguri, Damaturu and Yola
- Annex B2: Financial Offer for other Catering services in Maiduguri, Damaturu and Yola
- Annex B3: Financial Offer for Conference Facilities in Maiduguri, Damaturu and Yola
- Annex C1: Technical Offer Form for Catering Services in Maiduguri, Damaturu and Yola
- Annex C2: Technical Offer Form for Conference Facilities in Maiduguri, Damaturu and Yola
- Annex D: Technical Proposal Form and Submission Check list
- Annex E: Vendor Registration Form;
- Annex F: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018 version;
- Annex G: UN Supplier Code of Conduct.
- Annex H: eTenderBox Registration Guideline and Supplier User Manual

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [nigmasupply@unhcr.org](mailto:nigmasupply@unhcr.org) as to:

- Your confirmation of receipt of this Request for proposal
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNGM website, printed media etc.)

#### **IMPORTANT:**

Please note that Proposal Submissions are **NOT** to be sent to the e-mail address above. Sending your above confirmation will enable us to inform you of any updates or changes in the tender documents.

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to [nigmasupply@unhcr.org](mailto:nigmasupply@unhcr.org) ;

**The deadline for receipt of questions is 23:59 hrs on 31/01/2024 (Local time).**

#### **IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

UNHCR will reply to the questions received as soon as possible by means of publication on the UNGM link for this tender and or by email to all invited bidders.

## 2.4 YOUR OFFER

UNHCR seeks bids by Lots. Services Providers may bid for all lots or selected/ partial lots. Please submit your offer using the Annexes provided.

Your offer shall be prepared in English and documents in clear PDF word and excel format. The Financial offer is to be submitted as per the Financial Offer Form (Annex B1, B2 and B3). Bids that have a different price structure may not be accepted.

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

Your offer shall comprise the following three (3) sets of documents and shall be uploaded to the e-Tender Box <http://etenderbox.unhcr.org>. The e-Tender Box is enabled to accept multiple files with each file having a maximum submission size of 10MB per file.

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

### 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:

#### **A. Content of the Commercial/Eligibility criteria mandatory**

S/N	Mandatory Requirements	Rating
1	Copy of Valid Business Registration Certificate (CAC) With Year founded (minimum 3 years from submission deadline).	PASS/FAIL
2	Company should be registered to carry out hotel/conference facility, and or catering services under their Memorandum of Association of the "Federal Republic of Nigeria companies and Allied Matters Act".	PASS/FAIL
3	Tax Registration/clearance Certificate for 2020, 2021, and 2022	PASS/FAIL
4	Read and duly filled technical evaluation component and Submission Checklist ( <b>Annex D</b> )	PASS/FAIL
5	Duly filled and Signed Vendor Registration Form ( <b>Annex E</b> )	PASS/FAIL
6	Signed acknowledgement of UNHCR General Conditions for the Provision of Goods and services (2018 version); or a signed acknowledgment letter of UNHCR terms and conditions ( <b>Annex F</b> )	PASS/FAIL
7	Signed Acknowledgement of UN Supplier Code of Conduct ( <b>Annex G</b> )	PASS/FAIL

#### **B. CONTENT OF THE TECHNICAL PROPOSAL**

The bidder must **have the technical and management capability necessary to perform the works.**

	<b>Description of Requirements (Evaluation Criteria 60 points)</b>	<b>60 points Rating</b>
1	<b>Company Profile:</b> Core Business- Hospitality or catering showing relevant certificate/ Documents (3points) Organigram of the required team (2points)	5 points
2	<b>Financial Capacity:</b> Latest Audited financial statements for 2021 and 2022, with a cumulative turnover of not less than or equivalent to NGN 10,000,000 ( <b>5 points each= 10 points</b> )	10 points
3	<b>Previous Works Experience and Performance:</b> Provide previous experience for similar hospitality/catering services, performed or ongoing within the last 2 years. Indicate period, organization/NGO name, place of delivery and references, supported by Purchase Orders or work orders. <i>A minimum of three works of similar services delivery with a cumulative cost not less than NGN5,000,000.</i>	10 points
4	<b>Scope of work and schedule Requirements:</b> Specify the schedule requirements for the work. This should include the date and time before requesting for services delivery for out-door events, as well as any deadlines for completing specific tasks, and expected outputs. Implementation timelines: Days and time hall facilities are available, number of days/hours of notice of service request and relevant response time – <i>provide requirements in a one pager document.</i>	05 points
5	<b>Technical Capacity: Tools and Equipment</b> Eligible and comprehensible Technical Offer for LOT 1 (Provision of Conference facilities) Provide relevant addresses per requested location in a one pager document. Availability of meeting enhancers i.e Projector, Microphones, Speakers, Flip Charts and other meeting enhancers- <i>provide at least 4 pictures or more of equipment and tools available in your conference facilities per location.</i>	15 points
6	<b>Technical Capacity (a) Proof of Ownership;</b> Availability of relevant licenses to operate as a hospitality firm, Proof of hotel/facility being UNDSS (Approved) Cleared Facility, documentation and proof of ownership of properties used as hotel facilities and relevant insurance documents- ( <b>4 points</b> ). a) Capacity of halls: Conference Facility has sufficient space for welcome Help Desk area, Conference rooms are well illuminated, Ambient and Comfortable for official meetings. – <i>provide at least 4 pictures of available halls in your facility. (3 points)</i> b) Acceptance, adherence, and adjustment to <i>UNHCR proposed menu or alternative menu must be provided (3 point)</i>	10 points
7	<b>Technical Capacity (b) Staffing Requirements:</b> Describe the staffing requirements for the work. This should include the number of staff members required for each shift, as well as their qualifications and experience. Availability of relevant qualified personnel for the respective tasks, with CV and relevant Certificates.	5 points
<b>TOTAL POINTS</b>		60 points
<b>The cut-off points to be considered technically compliant is 33 points out of 60 points</b>		

Haven read and understood the Terms of Reference (**Annex A**), which outlines the scope of requirements for the provision of the requested services, the bidder shall demonstrate his technical capacity as per the technical proposal which shall include:

- I. Description of the company (company profile).
- II. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs
- III. Documents showing qualifications and experience of key management and technical personnel proposed for the Contract.
- IV. A list of names and designations of employees including technical assigned to the project together with the assigned responsibilities. Curriculum Vitae for key personnel should be submitted for consideration. The bidder shall submit with its tender copies of the CVs. UNHCR reserves the right to subject the CVs and diploma to authentication.
- V. List and evidence of ownership/lease of properties proposed per location where facilities are requested.
- VI. Documents showing an established safety program, policies and work practices at your hotel.
- VII. A certificate of registration to carry out hospitality business, catering services.

The bidder shall be required to provide recommendation letters or **purchase orders or work orders** indicating successful delivery of hospitality services pertaining to hall rental and catering services for the last two (2) years. In addition, information regarding any litigation or arbitration current or within one (1) to two (2) years, in which the bidder is involved, the parties concerned and disputed amount, if any.

The technical offer should not necessarily be limited to the requested information in the technical proposal form. **(Use Section Four of the Annex D – to provide more information).**

### **C. TECHNICAL CRITERIA FOR EVALUATION**

The Technical Proposal will be evaluated using inter alia the following criteria and percentage distribution: 60 points from the total score. The pass mark: 33 points out of 60 points. Companies scoring lower than the 33 points (<33 points) of the maximum score shall not be considered as technically compliant and shall not be financially evaluated.

### **FINANCIAL EVALUATION**

#### **Price Component: 40 points**

Price proposal should be completed in the Financial Offer Form under **Annex B (B1, B2, B3)**.

Price proposal will be taken into account in the following manner:

The maximum number of points (100) will be allocated to the lowest price proposal that is opened and compared among those invited firms/institutions. All other price proposals will receive point in inverse proportion to the lowest price, e.g.

$\frac{100 \times \text{lowest offer}}{\text{Offer from supplier}} = \text{the total points obtained} \times 30\% = \text{total \% towards overall position}$

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

Your separate **financial proposal form** must contain your offer in one single currency (Nigerian Naira). The prices offered should remain valid for at least six (6) months. The offered price must remain unchanged for the duration of the Frame Agreement (2 + 1 years).

The Financial proposal is to be submitted as per the Financial Proposal Form (Annex B – B1, B2 and B3) comprising of two (2) Lots (components) namely Conference facilities and Catering services.

The following details shall be provided for each Lot (component):

**Unit costs:** The bidder shall quote the unit price for each required line item for each of the two (2) different categories. Any quantity or other discounts (e.g. volume or seasonal discounts shall be clearly indicated).

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to 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. 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

### **Supplier Registration**

Prospective suppliers may self-register through the link [Supplier Registration \(oraclecloud.com\)](https://oraclecloud.com). However, qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents.

## **2.5 BID EVALUATION:**

Bidders who submit the mandatory eligibility documents (corporate, tax and acknowledgment of UNHCR administrative documents) would be eligible for the evaluation of technical offer. The investigation involves consideration of several factors such as:

- Eligibility and ease of comprehension of technical and financial offer
- Ability of service provider to meet all stated requirements in the ToR
- Competency in core business area,
- Track record,
- Contract capacity.

A site visit to service providers facilities may follow the technical evaluation. This will be followed later by post-contract award supplier performance evaluation (Key performance indicators) such as:

- Ability to respond quickly to Agency's needs,
- Flexibility of service delivery within short and agreeable notices,
- Dependability and Quality of services,
- Lead time for delivery

### **2.5.1 Technical and Financial evaluation:**

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 **33 points out of the 60 points**

#### **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 [NGN lowest] \ [NGN 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 eligibility documents, technical offer and financial offer are to be sent in as **separate** documents. Failure to do so may result in disqualification.

**Submission of bids Deadline: 06 February 2024 by 23:59 hrs. (Local Time)**

**IMPORTANT:**

The Technical and Financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

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. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline. (Copies of the PDF format documents may, as an addition, be included with the provided Excel formats).

The Technical and Financial offers shall be clearly separated.

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may 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 verify that all documents/e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Documents should be submitted preferably in PDF and Excel formats as indicated in the Annex I – eTenderBox Registration guideline and Supplier Manual.

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.



**IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

**2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

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 Goods.

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 Purchase of Goods 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

Paul Kenyi,  
Associate Supply Officer  
UNHCR Sub Office, Maiduguri  
Nigeria Operation