

DATE: 25/04/2024

REQUEST FOR PROPOSAL No: RFP/SC/NIGM/2024/002

**FOR THE ESTABLISHMENT OF A LOCAL FRAME AGREEMENT (S) FOR
SUPPLY OF GENERATORS SPAREPARTS AND PERIODIC PREVENTIVE
MAINTENANCE SERVICES OF GENERATORS FOR A PERIOD OF 2 + 1 YEARS
IN UNHCR SUB OFFICE, GUEST HOUSE AND WAREHOUSE IN MAIDUGURI
INCLUDING UNHCR FIELD OFFICE IN YOLA, LOCATED
IN BORNO STATE AND ADAMAWA STATE OF NIGERIA.**

CLOSING DATE AND TIME: 16/05/2024 – 23:59 hrs Local Time

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 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), Sub Office Maiduguri, invites qualified and competent companies to make a firm offer for the establishment of a Local Frame Agreement (s) for supply of generators spare parts and periodic preventive maintenance services of generators located at UNHCR Sub Office in Maiduguri, guesthouse, warehouse and UNHCR Field Office Yola.

The requirements are divided into two **Lots#s** as follows:

LOT#1 – Supply and delivery of generator spare parts for UNHCR Maiduguri Sub Office, guesthouse, warehouse, and Yola Field Office.

LOT#2 – Provision of Preventive generator maintenance services for UNHCR Sub Office Maiduguri, guesthouse and warehouse in Maiduguri including Yola Field Office.

Bidders may bid for a single or both **Lot#s**. Partial bidding for items of parts or services will not be allowed. The contract (s) award decision will be based on full LOT# (s) award basis. 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:
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 bidder (s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

It is strongly recommended that this Request for Proposal (RFP) 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 UNHCR General Conditions of Contract for the Provision of Goods and Services, July 2018 version (**Annex G**).

Note: This document is not to be 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: List of UNHCR generators.

Annex D: Technical Specification of Generator Spare parts and Consumables

Annex E1: Financial Offer Form for generators spare parts and consumables

Annex E2: Financial Offer form for preventive Maintenance Services.

Annex F: UNHCR Vendor Registration Form

Annex G: UNHCR General Conditions - Procurement of Goods and Services – July 2018;

Annex H: UN Supplier Code of Conduct

Annex I: Confirmation on Vendor Sanctions Clearance

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

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to 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.

UNHCR doesn't provide any advance or payment to vendors to start a project. UNHCR rules firmly and categorically prohibits associating itself directly or indirectly, or to be engaged in any way in financial transactions of its vendors with banks

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to nigmasupply@unhcr.org; The deadline for the request for clarification will be on or before **05/05/2024**

UNHCR will compile the questions received and respond to questions during the pre-bid conference on **06/05/2024**. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

UNHCR will organize a supplier pre-bid conference virtually via **Microsoft teams** on **06/05/2024**. For interested companies, a maximum of two (2) representatives per company is allowed. Please see the link for the pre-bid meeting.

[Join the meeting now](#)

Participation to the pre-bid conference is strongly recommended given the complexity of the requirements. All your questions and issues will be clarified, and questions answered during the meeting. Participation shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

2.4 YOUR OFFER

Bidding companies may bid for all lots or a selected single Lot#. Bidding for partial items or services will not be permitted.

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 E1, and E2). Bids that have a different price structure may not be accepted. Your offer shall comprise the following **two (2) 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 20MB per file.

- **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:

The bidder must have the technical and management capability necessary to perform the works. Have 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 company's qualifications:

A description of your company with the following documents: valid business registration certificate. Company profile in the field of generator maintenance (i.e. company having maintenance and repair of generators as core business)

Tax membership issued by the relevant authorities.

ii. Description of the company's profile

- Services rendered and specializations.
- If a multi-location company, specify headquarters location and all cities in Nigeria where your company has offices.
- Total number of completed and current contracts for rendering generator preventive and maintenance services (through presentation of copies of the contracts / purchase orders / work orders as documented evidence);

iii. Financial soundness

Financial instruments for the past **one (1) year: 2023** relevant bank statements and/or certified financial statements/balance sheets, and/or audit reports, and/or turnover records.

iv. Positive client references.

References for the last two (2) years (i.e., 2022/2023) for rendering similar services, ideally within the humanitarian sector, non-profit, public or governmental sector.

v. Completed and signed UNHCR Documents.

- Completed and signed UNHCR Vendor Registration Form
- Acknowledgments of UNHCR General Conditions of Contract for the Provision of Services and of the UN Supplier Code of Conduct by signing the relevant sections of Annex G).
- Confirmation of the company's non-inclusion in the sanctions/ineligibility lists by signing the relevant part of Annex I.

2.4.2 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 of 100 points (100%) and financial score will be 40 points (40%). The pass mark for technical qualification will be 36 out of 60 points. Companies scoring lower than the (36 points) of the technical score shall not be considered as technically compliant and shall not be financially evaluated,

S/N	TECHNICAL EVALUATION CRITERIAS FOR SUPPLY OF GENERATOR SPARE PARTS LOT#- 1	TECHNICAL SCORE (60 POINTS)
1	Company Profile and Qualifications.	5

2	Bidder should submit company Corporate Registration documents and Tax Clearance registration documents	5
3	Evidence of the organization's relevant experience in the sale of generator spare parts (Proof of a minimum of 2 years' experience and attach a minimum of 3 clients and Contracts or work order, or purchase orders with a total Contracts value of NGN 7,000,000 for the past 2 years.	15
4	Evidence for financial capability of the company. Provision of one year bank statement, audit report if any or turn over records	10
5	Bidders to state its company location, Accessibility and Coverage in (Maiduguri, and Yola thus ensuring responsiveness.	15
6	Commitment letter to UNHCR Stock to provide Genuine spare parts, by providing Dealership agreement for the supply and delivery of spare parts or documents	5
7	Bidding company should state its Warranty period for supply of spare parts once UNHCR receives the Goods/Service.	5
Total Technical Points		60 Points

Technical evaluation criteria for periodic preventive maintenance services for LOT#2,

S/N.	TECHNICAL EVALUATION CRITERIAS FOR PREVENTIVE MAINTENANCE SERVICES OF GENERATORS LOT# -2	TECHNICAL SCORE POINTS (60)
1	Company Profile and Qualifications.	5
2	Bidder should submit company Corporate Registration documents and Tax Clearance registration documents	5
3	Bidders are requested to submit a 1-2 paged description of full understanding of the requirements of requested services, area of specialization and types of generators maintained by the company	10
4	Evidence for financial capability of the company. Provision of one year bank statement, audit report if any or turn over records.	10
5	Evidence of the organization's relevant experience in generator maintenance service. (Proof of a minimum of 2 years' experience and attach a minimum of 3 clients and Contracts or work order, or purchase orders with a total Contracts value of NGN 7,000,000 for the past 2 years.	10
6	Description of your organization's capacity to provide the required services, types and number of generator repairs outlet owned by the company in Maiduguri and Yola. Submitting copies of relevant documents, certificates of workers/company engineers.	10

7	Specify, the average time your company would need to mobilize your engineers/workers for generator repairs/maintenance service delivery after receiving official UNHCR's request.	10
	Total Technical Points	60 Points

N.B: For bidders to be recommended as technically compliant the Technical Offer must score 36 points out of 60. (i.e 60% of technical points) for each of the LOTs above bidders have responded to. Therefore, bidding companies are required to submit all the technical documents requested above. UNHCR will conduct a due diligence physical visit to potential suppliers to inspect companies' office locations, generator maintenance equipment/tools, technical staff and records keeping track record as part of its evaluation process.

2.4.3 FINANCIAL EVALUATION

Price Component: 40 points

Price proposal should be completed in the Financial Offer Form under **Annex E (E1, E2)**.

Price proposal will be considered in the following manner:

The maximum number of financial points (40 points) 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.

$\frac{100 \times \text{lowest offer}}{\text{Offer from supplier}} = \text{the total points obtained} \times 40\% = \text{total \% towards overall position}$

2.4.4 Content of the FINANCIAL OFFER

Your separate **financial proposal form** must contain your offer in one single currency (Nigerian Naira). 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 E1, E2) comprising of two (2) Lots (components) namely Supply and delivery of generator spare parts Lot-1 and preventive maintenance service of generators Lot-2.

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

Unit costs: The bidder shall quote the unit price for each required line item with Incoterms Delivery at Place (DAP) 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 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. 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 \(oraclecloud.com\)](http://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:

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.

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) to successful suppliers such as:

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 **36 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., $[\text{total Price Component}] \times [\text{NGN lowest}] \setminus [\text{NGN other}] = \text{points for other supplier's Price Component}$.

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>.**

Submission of bids Deadline: 16/05/2024 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 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.

Documents should be submitted preferably in PDF and Excel formats as indicated in the **Annex J – 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 based on per Lot# award, and not to allow split or partial awards based on itemized goods or services.

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