



# UNHCR

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

**DATE: 04/08/2024**

**REQUEST FOR PROPOSAL: No. RFP/CO/YEMSA/24/07/REV01**

## **ESTABLISHMENT OF FRAME AGREEMENTS FOR GENERATOR MAINTENANCE FOR UNHCR ADEN LOCATIONS**

**CLOSING DATE AND TIME: 13/08/2024 – 23:59 hrs. (11:59 PM) Yemen 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,300 people in more than 135 countries continues to help about 70.8 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), Country Office Sana'a invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for Generator Maintenance for **UNHCR Aden, locations.**

#### **IMPORTANT:**

Exact service description is provided in Annex A - Terms of Reference (TOR).

UNHCR may award Frame Agreement(s) with an 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 the Frame Agreement(s).

This tender may result in establishing Frame Agreements with a Primary Vendor and one or several Back-up Vendors. Only in a situation when the Primary Vendor is not able or willing to render the maintenance services under the future Frame Agreement, the Back-up Vendor will be requested to meet UNHCR's need for the same requirement.

UNHCR will conduct **secondary bidding** (i.e. mini competition) when the actual requirements are not part of the Frame Agreement. Further, Purchase Order(s) will be placed with the vendor(s) offering the lowest overall price under each separate instance of the secondary bidding.

The estimated scope of UNHCR's requirements is specified in the Terms of Reference attached hereto as **Annex A** as well as in the Financial Proposal Form, in the lists of generators, parts and

consumables attached to this document as **Annexes C-1, C-2, H and I**, respectively. Please note that the figures have been stated in order to enable bidders to have an indication of the projected requirements. They do not represent a commitment that UNHCR will purchase a minimum volume of services. Volume 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 Programmers 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 90 days (3 months' 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 Contract for the 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 RFP document 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 of Contract (**Annexes E1 and E2**).

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 an integral part of this Request for Proposal:

- Annex A: Terms of Reference (ToR);
- Annex B: Technical Proposal Form;
- Annex C1 and C2: Financial Proposal Form;
- Annex D: Vendor Registration Form;
- Annex E1: UNHCR General Conditions of Contract for the Provision of Goods & Services - July 2018 version (English);
- Annex E2: UNHCR General Conditions of Contract for the Provision of Goods & Services - July 2018 version (Arabic);
- Annex F1: UN Supplier Code of Conduct (English);
- Annex F2: UN Supplier Code of Conduct (Arabic);
- Annex G: Checklist and Acknowledgments Form;
- Annex H: E-Tender Box Supplier User Manual

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [YEMSASU@UNHCR.ORG](mailto:YEMSASU@UNHCR.ORG) as to:

- Your confirmation of receipt of this RFP;
- Whether or not you will be submitting a bid.

### 2.3.2 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to [YEMSASU@UNHCR.ORG](mailto:YEMSASU@UNHCR.ORG). **The deadline for receipt of questions is 08/08/2024 at 16:00 hrs. Yemen time.** Bidders are requested to keep all questions concise.

UNHCR will compile the questions received. UNHCR may, at its discretion, will respond to these at the supplier conference at once. A Questions & Answers session will be organized and all questions raised will be compiled and brought forward in the pre-bid conference for further clarifications.

**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.

### 2.4 YOUR OFFER

**IMPORTANT:**

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 will 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 and only 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

Technical Proposal must be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

**A. Company's profile and qualifications (Core Business):** The following documentation are required to evaluate the core business component.

- Companies profile with a detailed description of administration structure. Provide a minimum of 15 pages.
- Valid Company registration certificates, a valid business registration certificate in the field of Generators Maintenance
- Previous audit reports and bank financial statements (2021 to 2023).

- Provide quality Management System Standard Certificate for Installation and maintenance of generators and related systems and to provide
- Provide three or more references of clients and their contacts as per the supporting contract documents provided.

**B. Proposed Services, approach and understanding of the requirement:**

- Past or Current contracts (PO) preferably with International (provide 3 reference minimum), Governmental departments (provide 3 reference minimum) or UN Agencies (3 reference minimum) in a similar field of service requested for the duration from 2021 to 2023.
- Provide a description of your firm's work plan approach, methodology and how you would manage the requested services outlined in Annex A. Demonstrated the knowledge of the requirement for generators maintenance services. Enclosed with the quality sample outputs (provide a minimum of 10 pages).
- Proposed scheduling of activities and also share the information about division of labor and quality assurance.
- Your company's commitment to corporate social responsibility

**C. Company Assets/Resources and Capability:** The following information are required to evaluate the company's capability.

- i. Availability of Assets which will facilitate the service deliverable and assist the personnel on the site.
- ii. Availability of a complete local office with a complete set of necessary requirements/resources to facilitate the implementation of service.

**D. Staffing Capacity and Experience:** The following information/documents are required to evaluate the Staffing and Capacity component.

- Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. (Provide a minimum of 10 CVs).
- Availability of technical mechanism and professional statistician.
- Provide the staffing contract information with your company.

Please note that a site inspection may be carried out to verify the above component.

C: Suitable and experience of the proposed team:

**E. General Mandatory Document:** The following are mandatory documents required to evaluate the general component.

- i. **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**.
- ii. **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E1**.
- iii. **Code of Conduct:** Your technical offer should contain your acknowledgement of the UNHCR Supplier Code of Conduct by signing **Annex F1**.
- iv. Company registration certificates, valid work permit and tax certificate acknowledge from authority department.
- v. **Written Self-Declaration:** Of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;

**2.5 Technical and Financial evaluation:**

### 2.5.1 Technical 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 Proposals** will be evaluated using, inter alia, the following criteria and percentage distribution: **60%** from the total score. The technical evaluation consists of two (2) steps.

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

At first, compliance with the established mandatory **eligibility criteria** will be assessed as follows:

First phase of evaluation (Evaluation for the Eligibility Criteria)

I. Eligibility Criteria	Merit: PASS/FAIL
<b>1. Valid Company registration certificates</b> , valid business registration certificate in the field of provision maintenance of generator Services (i.e. service provider to provide maintenance of generator service) and tax membership issued by the relevant local authorities;	<b>Non-discretionary "PASS/FAIL"</b>
<b>2. Relevant Experience:</b> Bidders have demonstrated experience in the field of maintenance of generator, proof presence or ability to operate in Yemen. (Through presentation of at least 2 copies of the contracts / purchase orders / work orders as documented evidence) during the past 3 years;	<b>Non-discretionary "PASS/FAIL"</b>
<b>3. Vendor Registration Form:</b> If your company is not already registered with UNHCR, you must complete, sign and submit with your technical proposal the Vendor Registration Form (Annex D)	<b>Non-discretionary "PASS/FAIL"</b>
<b>4. UNHCR General Conditions of Contract for the Provision of Goods and Services:</b> Acknowledgement of UNHCR General Conditions of Contract for the Provision of Goods and Services (by signing Annex E attached hereto)	<b>Non-discretionary "PASS/FAIL"</b>
<b>5. UN Supplier Code of Conduct:</b> Acknowledgement of UN Supplier Code of Conduct (by signing Annex F attached hereto)	<b>Non-discretionary "PASS/FAIL"</b>

Only the Technical Proposals that have been assigned "PASS" for all above-listed eligibility criteria will be considered for further evaluation.

During the second step of the technical evaluation, offers passing the first phase (i.e. Eligibility Criteria) will be assessed against the following criteria, maximum and minimum scores against each criterion:

	SCORE
Minimum Score to be considered technically compliant	36
Maximum Scores obtainable	60

**Second Phase of evaluation (Evaluation for the Technical Criteria):**

I. Technical Evaluation Criteria		Maximum Score	Scoring Mechanism
<b>1. Company's Profile and qualifications</b>	1.1 Years in this business.	6	[1 to 2 years : 2 Score; 3 to 4 years : 4 Score & 5 year or more than 5 Year : 6 Score]
	1.2 Description of the company's activities and specializations. If a multi-location company, specify headquarters location and all cities in Yemen where your company has offices.	5	[If the company has an office in Sana'a: 2.5 scores & if in other locations also then 5 scores](zero)
	1.3 Positive client references for the last three (3) years (i.e. 2019, 2020 and 2021) in rendering similar services.	5	[1 reference: 2 score; 2 references: 4 scores & 3 reference or more: 5 score]
	1.4 Financial Soundness Your offer must include bank statements, audited financial statements or financial turnover records from a financial institute for the past 2 years showing an annual turnover	4	[\$10,000 to \$15,000] : 1 Score; [\$15,001 to \$25,000] : 2 Score [\$25,001 to \$35,000] : 3 Score & \$35,001 or more: 4 Score]
<b>Sub-total</b>		<b>20</b>	
<b>2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs</b>	2.1 Total number of completed and current contracts for providing maintenance of generator Services during the past 3 years; determined through presentation of copies of the contracts / purchase orders / work orders as documented evidence	6	[1 contract: 2 Score; 2 to 3 contracts: 6 Score]
	2.2 Description of your organization's capacity for the provision of required services, and mechanism for provision of maintenance of generator Services in Yemen.  <b>Company has in its position the required technical staff and personnel, tools and equipment to ensure quality delivery of the required services.</b>	16	<b>The organization's capacity for the provision of services</b>  If Organization has full capacity for the provision of services - 4 Points If Organization's having the partial capacity for the provision of services - 2 Points If no capacity - 0 points  <b>Organization's Main Area of expertise</b> If the maintenance of generator services are the main area of experience - 4 Points If the maintenance of generator services are a partial area of experience - 2 Points If no experience - 0 point <b>Organization's organogram and capacity</b> If the Organization's having well-organized organogram and the capacity to provide the professional Technicians - 4 points If the Organization's having partially organized organogram and the capacity to provide the professional Technicians - 2 points If no Organogram - 0 points  <b>Availability of genset maintenance and equipment's tools and equipment</b> If the availability of genset maintenance tools and equipment's - 4 points If partial availability of genset maintenance tools and equipment- 2 points • If no tools - 0 points
	2.3. Provide a description of your firm's work plan approach, methodology and how you would manage the requested services outlined in Annex A. Enclosed with the quality sample outputs	8	[Provided firm's work plan approach, methodology matches requirement on Annex A and attached quality sample output = 8 score. <b>Partially Provided</b> firm's work plan approach, methodology matches requirement on Annex A and attached quality sample output = 4 score]; <b>Not matches &amp; not provided =0 score]</b>
<b>Sub-total</b>		<b>30</b>	
<b>3. Proposed personnel to carry out the assignment</b>	3.1 Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. Provide the <b>staffing contract</b> information with your company	6	[1-2 CVs & their Contracts] : 1 Score; [3-4 CVs & their Contracts] : 2 Score [5-6 CVs & their Contracts] : 3 Score [7-8 CVs & their Contracts] : 4 Score [9-10 CVs & their Contracts] : 5 Score [11-12 CVs & their Contracts] : 6 Score
	3.2 Availability of technical mechanism and professional technicians (Shown certification on the same area)	4	[1-3 CVs & their Contracts] : 2 Score; [4-8 or more CVs & their Contracts] : 4 Score
<b>Sub-total</b>		<b>10</b>	
<b>TOTAL</b>		<b>60 points</b>	

Only the Technical Proposals passing the above-mentioned, pre-set minimum scores against each of the technical evaluation criteria will be considered as qualified in the technical evaluation.

The total cut-off points for submissions to be considered technically compliant will be 36 points out of 60 points attainable under the technical evaluation.

## 2.5.2 Content of the FINANCIAL OFFER (40%)

Your separate **Financial Offer** must contain an overall offer in **US Dollars**. The financial offer must cover all the services to be provided (price “all inclusive”). The service provider must take into account all expenses (travel, accommodation, equipment etc.) that would be required for the discharge of the services required. Price has to be given to all services listed and inclusive any taxes payable.

The component of the price must remain unchanged for the entire duration of the Frame Agreement (2+1 years) unless it will be lowered without change in quality of service.

The Financial Offer is to be submitted as per Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

**Bid Validity:** 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.

**Payment Terms:** UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of Invoice and supporting document 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.

The Financial offer will use the following percentage distribution: 40% from the total score.

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.,  $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other bidder's Price Component}$ .

## 2.6 SUBMISSION OF BID:

### SUBMISSION OF BID

The proposal submission offer must bear your official letter head, clearly identifying your company.

### **IMPORTANT NOTE FOR TENDER SUBMISSION:**

#### 1- Technical and Financial proposals

Submission of both technical and financial offers should be submitted E-tender box <http://etenderbox.unhcr.org> . Please carefully read the e-Tender Box user manual attached as Annex H for submission of your **Technical and Financial – Offers** submitted in any other manner will be disqualified.

The deadline for Technical & Financial proposals submission through the e-tender Box will be on **Tuesday - 13 August 2024 at 23:59 hrs. (11:59 pm) – Yemen local time.**

**The Technical and Financial offers shall be clearly separated.**

**IMPORTANT:**

The technical offer and financial offer documents are to be separated in E-tender box. Failure to do so may result in disqualification. Guidelines on how to submit your offer in the E-tender box could be found in Annex I

**Deadline: Tuesday - 13 August 2024 at 23:59 hrs. (11:59 pm) – Yemen local time.**

**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 your submission offer proposal have been uploaded in e-tender box properly before the deadline. The proposals must bear your official letterhead, clearly identifying your company name.

Bids should be submitted by file and uploaded to e-Tender Box, the online bid registration tool of UNHCR. The e-Tender Box can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use e-Tender Box, registration on the website is required. This registration is exclusively for e-Tender Box and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that e-Tender Box account for managing its offers for UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The e-Tender Box Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded 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.

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 (BVM).

## **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 to 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.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACT:**

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**.

## **2.10 ENVIRONMENTAL POLICY**

UNHCR's policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods form part of UNHCR's evaluation and selection criteria.

## **2.11 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such, advises Suppliers not to offer any gifts, favour, hospitality, commission, etc. to UNHCR Staff. Any Supplier found to be offering gifts, favour, hospitality, commission, etc. to UNHCR Staff will be placed on the United Nations sanctioned list and UNHCR will not do business with them anymore.

Martha Stacey  
*MSK*  
Supply Officer,  
UNHCR CO Sana'a