

Train stops No. 1

Cover Page

REQUEST FOR PROPOSAL: HCR/SYR/2024/297

For the Establishment of Frame Agreement(s) for the Provision of Engineering Services to UNHCR Office in Syria

RFP DOCUMENTS

- Annex A: Terms of References.
- Annex B: Technical Offer Form *(to be filled in, stamped and signed)*
- Annex C: Financial Offer Form *(to be filled in, stamped and signed)*
- Annex D: Vendor Registration Form *(to be filled in, stamped and signed)*
- Annex E: UNHCR's General Conditions of Contracts for the Provision of Services
- Annex F: UN Supplier Code of Conduct
- Annex G: Declaration of Eligibility and Submission Checklist *(to be filled and submitted)*.
- Annex H: Supplier portal manual.

RFP KEY DATES:

RFP Issue Date	28 August 2024
Pre-bid conference date	05 September 2024 at 11:00 HRS Syria standard time
Questions submission deadline	08 September 2024 at 11:00 HRS Syria standard time
RFP Submission deadline	24 September 2024 at 13:00 HRS Syria standard time

Train stops No. 2

Overview

REQUEST FOR PROPOSAL: HCR/SYR/2024/297

Establishment of a Frame Agreement for the Provision of Engineering Services to UNHCR Office in Syria

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 seven 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 60 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>

REQUIREMENTS:

UNHCR Syria operation may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable for a further period of one (1) year. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Service Frame Agreement(s).

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. Stated figures do 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 issuance of individual Purchase Orders against the Frame Agreement.

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.

RFP SUBMISSION

We would appreciate receiving your submission on or before the deadline specified in the Overview Section. Please note that bidding must be submitted directly in the online portal, responding to the questions, and uploading required documents by the date and time indicated in the online portal. It is your full responsibility to ensure that your submission is submitted before the deadline. Bidding received outside the online portal, for any reason, will not be considered for evaluation. Be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

Ensure that your bidding remains valid for at least 120 days. The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly.

PRE-BID CONFERENCE:

All interested bidders are invited to participate in a virtual bidders' conference on 05 September 2024 at 11:00 hrs local time, the Bidders can join the meeting either:

- in person in UNHCR Damascus office Abdullah Ibn Rawaha St. Kanwat Basatin, Kafarsouseh KS3 building.
- OR online via "TEAMS" application, UNHCR shall contact you with all the required details prior to the conference date.

Interested bidders shall confirm their participation in this Bidder' conference latest by 04 September 2024 at 11:00 hrs local time. Only one representative can participate in person or by TEAMS. The bidder should confirm by email to syrdasyrcopro@unhcr.org

- if they need to participate by Teams so the bidder needs to confirm the email address of the participant.
- if they need to participate in the meeting in UNHCR Damascus office so the bidder needs to confirm the full name of the company representative.

Participation to the pre-bid conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. However, after the supplier conference, a Questions & Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

IMPORTANT: Cancellation of Solicitation: UNHCR reserves the right to cancel the solicitation at any stage of the procurement process prior to final notice of award of a contract.

Clarifications of Proposals:

Bidders are required to submit any request for clarification or any question in respect of this RFP by the Cloud ERP portal using messaging functionality before the **08 September 2024 at 11:00 HRS Syria standard time**. Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by the system. Answering the queries or resolving the technical issue would take time and UNHCR will not be held liable for any delays. UNHCR will respond during official business hours.

ENVIRONMENTAL POLICY

UNHCR's policy is to purchase products and services with the least negative impact on the environment. Environmental considerations, including manufacture, transport, packaging, use, and disposal of goods, are integral to UNHCR's evaluation and selection process.

ZERO TOLERANCE POLICY

Note that UNHCR strictly adhered to a zero-tolerance policy, advising its Suppliers not to offer any gifts, favors, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found engaging in such activities may face sanctions from UNHCR and other UN agencies.

SUPPLIER REGISTRATION

If you have never registered before, register a profile using the registration link shared via the procurement notice or following the instructions in guides available on the UNHCR website: [How to become a supplier | UNHCR](#).

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Thank you, and we look forward to receiving your quotations.

ELIGIBILITY CHECK

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: <https://www.un.org/securitycouncil/#entities>

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex D) and supporting documents.

Supplier Registration:

The qualified company (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;

BID ACCEPTANCE

This project will be awarded on all or nothing basis. UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not accept a change to the rates submitted. Any such increase or decrease in the contract duration would be notified the successful bidder as part of the finalization of the Purchase Orders for the 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.

Important: Any missing cost for a line in Financial Offer will be considered invalid.

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.

Train stops No. 3 Requirements

Dear Supplier,

Please carefully review the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the requested information may result in disqualification of your offer from further evaluation.

Commercial and Eligibility Check:

As part of the formal check if your company is eligible to be registered as vendor to UNHCR your proposal must contain:

- **Annex G:** Declaration of Eligibility - accept all mandatory requirements by fixing signature and company stamp.
- **Annex E:** UNHCR General Conditions of Contracts for the Provision of Services 2018); – accept by filling-up and signing **Annex G:** Declaration of Eligibility
- **Annex D:** Your Company should complete, sign and submit the Vendor Registration Form must include information on company's business bank account.
- **Sanctions List:** Your submission checklist in **Annex G** should contain your confirmation that your company is not on the United Nations Security Council Sanctions List; the UN Secretariat Procurement Division list of suspended or removed vendors; UNGM/World Bank list of suspended or debarred vendor; EU sanctioned vendors.
- **Annex F:** The checklist in **Annex G** should contain your acknowledgement of the UN Supplier Code of Conduct

- Valid Business/Commercial Registration Certificate (*Year established: Three (3) years of operation is a minimum*).

*** In case of submission relying on experience of a company belonging to the same economical group, UNHCR may consider the oldest company profile if the bidder provides proper evidence of the connection.**

- Audited financial reports of the last two fiscal years, (**Regret letters will not be accepted and will result in disqualification of the bidder.**)

- Bank Account Statement showing clearly: Bank Account Number and Name, Swift and IBAN code and issued recently (within 2 months), please refer to the below notes regarding the bank account statement to be provided:

- Tables with bank account details are NOT acceptable.
- No need to disclose bank account statements figures/balances, you can blind them.
- Letter issued by the supplier with the bank account details are NOT acceptable.
- Bank Account Name shall match the legal entity name bidding to this tender.
- Electronic Bank Account Statements issued by the bank's website are acceptable.
- Letters issued from the Bank are not acceptable.
- Tax ID/ Tax Registration number / D-U-N-S number shall be confirmed.
- Tax statement /Tax proof clearly showing the taxpayer ID/ tax registration number under Attachments.

- Company is not on the United Nations Security Council Sanctions List (**Annex G**)

- Valid Commercial bank account in the name of the company

- Joint Ventures are only accepted in case the JV has its own legal entity with its own legal business registration and banking account in JVs name. Any joint venture not meeting the criteria will result in disqualification of the bid.

IMPORTANT:

The above listed documents should be submitted with your proposal which are required to assess the legal status, capacity, prior experience etc. of your company. Companies not submitting them with their proposal may be contacted by UNHCR and given one more opportunity to submit them. Should these companies still not submit the missing documents, they will then be disqualified.

Vendors must ensure that the information and documentation (e.g., bank details, financial statements; government certificates, licenses and permits; office address; contact details- name, telephone number, email address; etc.) provided in connection with their registration are up to date. Please verify and ensure that your company is registered under its full legal name. To update your profile kindly fill-up the appropriate section of the Vendor Registration Form (Annex D) which you are updating.

IMPORTANT: Any false information or incomplete information on the Vendor Registration Form may result in the rejection of the application or cancellation of an already existing registration.

IMPORTANT: it is solely the bidder's responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Syria. UNHCR payments are exempted from OFAC Sanctions under Title 31 → Subtitle B → Chapter V → Part 542 → Subpart E → §542.513. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary Bank.

Due to sanctions (US-OFAC and EU) imposed on the Syrian Arab Republic, the completion of the payment process is subject to the receipt by UNHCR of the clearance provided by the vendor's nominated intermediary/beneficiary bank on accepting the electronic fund transfer.

As the goods/services will be delivered in Syria, it is the bidder's responsibility to make sure that the bidder and the services are eligible for business according to local Syrian regulations.

TECHNICAL OFFER:

Mandatory Evaluation Criteria:

Incorporation, proper registration with the Syrian Engineering Syndicate, and qualification as a consultant office to undertake engineering studies in the following professions: structural, road, water, sanitation, mechanical, electrical, and renewable energy. If a foreign firm's expertise is necessary, it should be registered as a joint venture with PEC in accordance with the specific PEC By-Laws.

Weighting Evaluation Criteria:

1. General company profile and qualifications:

A description of your company with the following information and document:

- a) Years in business (stability) – company profile proves experience in the engineering studying fields and humanitarian sector.
- b) Client references, final reports, and satisfaction letter for the experiences provided in the company profile including any previous project or contract with UN Agenais or NGOs including any previous project or contract with UN Agenais or NGOs.

2. Proposed services, approach, and company's capacity:

A description of your company approach how to perform the required services:

- a) Capacity to mobilize and cover locations, (timeline to start project in specific location, brief description for the role of every team member in the designed location)
- b) provide examples for potential project and steps to complete (method of statement) General understanding of the requirement & HSE Plan.
- c) Quality control and assurance procedures, reporting mechanism, templates etc. including prior examples.

3. Proposed personnel to carry out the works:

A description of your company personnel to conduct the required services:

- a) Appropriateness of proposed project teams including CVs, Qualifications of the project managers, organigram,
- b) Ability to utilize the targeted community resources including engineers, assistant engineers surveyors, skilled labor, etc. Propose how who to benefit from engineers from the targeted area.

FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in Euro/SYP. The financial offer must cover all the services to be provided (price "all inclusive"). If no financial offer is received, the bid shall be automatically disqualified. The financial offer should be submitted signed and stamped within your offer.

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, **price has to be given without VAT.**

You are requested to hold your offer valid for a minimum of **120 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 and acceptance of services by UNHCR in shape of a partial or substantial works completion certificate issued by the designated Project Manager / Engineer.

IMPORTANT: Bidders are required to submit the financial offer both in PDF (stamped, dated and signed) and Excel version.

Please Note: UNHCR accepts only Commercial Bank Account carrying the name of the registered business/company. Bids with Personal Bank Account will not be accepted.

In case of any contradiction between the prices stated in the signed and stamped financial offer form (Annex C) and the prices submitted in CERP, the prices stated in the signed and stamped financial offer form shall be considered.

Eligibility and Commercial/Registration Documentation Check

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex D**) and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

Pass/Fail Evaluation Criteria
1. Valid Business Registration Certificate submitted (not less than three years in business at the date of the bid closing date).
2. Filled and signed Vendor Registration Form submitted (Annex D)
3. Valid company business bank account (Annex D)
4. Submitted Financial Statements of past two years
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annex G)
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex G)
7. Company is not on the Sanctions List (Annex G)

All of the above criteria have to be met, otherwise the bidder's submission will not be considered for further evaluation.

Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which governs 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 outlined in the terms of reference Annex A – Technical Evaluation criteria.

A percentage distribution of 70% of the total score of technical evaluation has been allocated to Technical Proposal. Maximum scores are listed in the table below. Failure to achieve a minimum score of 42 points out of the 70 points will result in technical non-compliance and elimination from further evaluation.

Technical Evaluation Criteria	Max. Obtainable Points
1. General company profile and qualifications	20
2. Proposed services, approach and company's capacity	30
3. Proposed personnel to carry out the works	20
Total Score (Minimum passing threshold: 42 out of 60 points)	70

Financial Evaluation:

The Financial offer will use the following percentage distribution: 30% from the total score. The financial component will be analyzed only for those suppliers that pass the technical evaluation.

In the **Financial proposal** a maximum score of **30 points** can be reached by the lowest proposal submitted.

Please note should there be founded reason to believe that bidders paying salaries below the legally applicable minimum, the company will be disqualified. This will also be part of the performance evaluation during the contract period.

The maximum number of 30 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.

$[\text{Total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for another supplier's Price Component.}$
--

The contract will be awarded to the most responsive offer per location i.e. the total technical offer (out of 70 points) will be combined with the financial score (out of 30 points) per each location/area as the contract will be awarded per each location/area set within the terms of reference and the financial offer form.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation-Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.