

DATE: 13 September 2024

REQUEST FOR PROPOSAL No.: RFP/HCR/CXB/2024/012

Establishment of Contract(s) for Maintenance and Repairs of Air Conditioning Systems (ACs), including Spare Parts and Consumables for UNHCR - Bangladesh

CLOSING DATE AND TIME: 6 October 2024 – 15:00 hrs. BST

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 17,324 people in more than 135 countries continues to help about 79.5 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), Bangladesh Office in Cox's Bazaar, invites qualified suppliers and service providers to make a firm offer **for the establishment of Contract(s) for maintenance and repairs of air conditioning Systems (ACs), including spare parts and consumables.**

IMPORTANT:

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

UNHCR may award Contract(s) with an initial duration of one (1) year, potentially extendable twice for a further period of one (1) year each (1+1 years in total), subject to satisfactory performance. The successful bidders will be requested to maintain their quoted prices for the duration of the agreement, with possible price revisions at the time of the annual contract extensions.

The estimated annual quantity requirement of UNHCR for maintenance and repairs of Air-Conditioning Systems is **two hundred twenty-nine (229) multi-branded split air conditioning systems** installed in the agency's facilities set up in various locations:

- 1. LOT-1 Cox's Bazar District:**
 - a. Cox's Bazar Shadar;**
 - b. Camp Area:**
 - i. Kutupalong Refugee Camp,**
 - ii. Nayapara Refugee Camp,**
 - iii. Teknaf area**
- 2. LOT-2 Dhaka City**
- 3. LOT-3 Bhasan Char**

Bidders are invited to submit their offers for each LOT. Partial bids per LOT are allowed; however, bidders are required to quote for each item under the specific LOT.

Please note that the above figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods and/or services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Contract.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Contract with other UN Agencies.

IMPORTANT:

When a Contract is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **Article 19** "Settlement of Disputes" of the UNHCR General Conditions of Contract for the Provision of 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 Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-contracting: Please take careful note of Article 5 of the attached UNHCR General Conditions of Contract for the Provision of Services (**Annex C**).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

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

Annex A: Terms of Reference (ToR);
Annex B: Financial Offer Forms;
Annex C: UNHCR General Conditions of Contract for the Provision of Services;
Annex D: UN Supplier Code of Conduct;
Annex E: Vendor Registration Form;
Annex F: Technical Evaluation Methodology (for the bidders' information only);
Annex G: eTenderBox Registration Guide;
Annex H: eTenderBox Supplier User Manual.

2.2 ACKNOWLEDGMENT

You are requested to inform us of the receipt of this RFP by return e-mail to Bangladesh Cox's Bazar Supply Unit bgdcosup@unhcr.org with subject line of the e-mail "RFP/HCR/CXB/2024/009 – Bid participation":

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

Sending your above confirmation will enable us to send you any updates or any changes in the tender documents.

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Bangladesh Cox's Bazar Supply Unit bgdcosup@unhcr.org with subject line of the e-mail "RFP/HCR/CXB/2024/009 – Request for Clarification".

The deadline for receipt of questions is 15:00hrs BST on Sunday 22 September 2024. Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by means of an e-mail addressed to all the bidders concerned.

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:

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

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be 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 address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical Offer;
- Financial Offer.

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply will result in disqualification. The technical offer should contain all information required.

The Terms of Reference (ToR) outlining the scope of the requirement for the provision of the goods and services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

The Technical Evaluation Methodology (**Annex F**) elaborates the evaluation of the received Technical Offers, bidders shall consider it when developing their Technical Offer.

Your Technical Offer should be concisely presented and structured in the following order to include but not necessarily be limited to the following information:

- **Description of the company and the company's qualifications**

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

- Company profile;
- Valid commercial trade license 2023-2024;
- TIN and VAT certificates;

- **Understanding of the requirements for goods and services, proposed approach, solutions, methodology and outputs**

Any comments or suggestions on the ToR, as well as your detailed description of the manner in which your company would respond to the ToR:

- A description of your organization's capacity to provide the goods and services;
- A description of your organization's experience in the supply of these goods and services; number of similar and successfully completed project, total number of clients; documents which proves the years of relevant experience (purchase orders, contracts etc.)
- Detailed Maintenance Plan and Repair Strategy
- A description of availability and response time as per ToR
- Health and Safety Plan as per ToR
- A description of logistics plan and support structure as per ToR.

- **Proposed personnel to carry out the assignment**

- The composition of the team you propose to provide, including technicians, and other staff who handle the service requests
- Qualifications, certifications, trainings, experience, expertise of the technicians individually

- **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 E**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions of Contract for the Provision of Services:** The UNHCR General Conditions of Contract for the Provision of services can be found in **Annex C**. Please note that submitting an offer is deemed to be full acceptance of the GCCs.
- **UN Supplier Code of Conduct:** UN Supplier Code of Conduct can be found as **Annex D**. Please note that submitting an offer is deemed as full acceptance of the UN Supplier Code of Conduct.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in Bangladeshi Taka (BDT) only.

The price must cover all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Forms (**Annex B**).

Partial bids per LOT are allowed, bidders are required to quote for each item under the specific LOT, failing meeting this requirement, the offer will be not considered.

Important Note: Although Financial Offer Forms are separately available for Cox's Bazar Shadar and the Camp Area, the entire Cox's Bazar District is considered as one LOT. Bidders opting to submit offers for LOT-1 are required to submit Financial Offers for both Cox's Bazar Shadar LOT-1a and the Camp Area LOT-1b. Failing meeting this requirement, the offer will be not considered.

Bids that have a different price structure will not be accepted.

UNHCR is subject to pay all direct taxes including VAT. Quoted rates shall be provided excluding VAT but the VAT rate or amount should be mentioned separately. Suppliers shall submit VAT registration documents, otherwise VAT component cannot be accepted.

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. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

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

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.
-

2.5.2 Pre-qualification criteria

UNHCR has established a set of fundamental criteria that each bidder must meet in order to be considered for further evaluations. The minimum pre-qualifying criteria are as follows:

No	EVALUATION CRITERIA	MERIT "PASS" / "FAIL"
1	Valid commercial trade license 2023-2024	"Pass/Fail"
2	Submission of valid TIN certificate	"Pass/Fail"
3	Submission of valid VAT certificate	"Pass/Fail"
4	Submission of duly filled, signed and stamped UNHCR Vendor Registration Form (in case not already registered). If already a UNHCR registered supplier, please indicate your UNHCR vendor registration number on the Vendor Registration Form.	"Pass/Fail"

The bidders must comply with all of the above pre-qualification requirements in order for their bids to be considered for further evaluation and subsequent contract award.

2.5.3 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The Technical Offer score will be calculated according to the percentage distribution for the Technical and Financial Offers: 60% for the technical offer and 40% for the financial offer, respectively.

The **Technical Offer** will be evaluated using inter alia the following criteria:

Criteria	Obtainable score	Percentage
1. Experience and Expertise	20	20%
2. Methodology and Approach	15	15%
3. Availability and Response Time	10	10%
4. Health and Safety Plan	10	10%
5. Logistics and Support	5	5%
Total:	60	60 %

The cut-off score for submissions to be considered technically compliant is 30 points of the total obtainable technical score of 60.

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%** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The highest weighted score will be allotted to the lowest price offer. All other price offers will receive weighted scores in the inverse proportion to the lowest price, e.g [Lowest Priced Offer / Price of the Offer Being Evaluated] x 100 * [Percentage Distribution %] = weighted score for the financial offer under evaluation.

Award will be made to a highest overall scorer(s) as the most responsive offer(s).

2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox 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 eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and User Manual are available at the above URL and provided as **Annexes G and H** to this RFP.

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff.

Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

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.

DEADLINE: 06 October 2024 – 15:00 hrs BST

IMPORTANT:

Any bid received after this date or sent to another UNHCR address will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the 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.

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you don't find the answer, you are looking for, please send an email for following helpdesk email address: rbapsupply@unhcr.org. Also, in order to minimize any issues during the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).

2.7 BID ACCEPTANCE:

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

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the Bangladeshi Taka only. Payment will be made in accordance to the UNHCR General Conditions of Contract for the Provision of Goods and Services. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

The UNHCR General Conditions of Contract for the Provision of services can be found in **Annex C. Please note that submitting an offer is deemed to be full acceptance of the GCCs.**

Roshan Silva
Senior Supply Officer
Supply Unit, UNHCR SO Cox's Bazar