

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

18 MARCH 2025

REQUEST FOR PROPOSAL: No. RFP/ZIMHA/2025/001**DESIGNING, SUPPLYING AND INSTALLATION OF AN AUTOMATED SYSTEM FOR
WATER RETICULATION AT TONGOGARA REFUGEE SETTLEMENT, CHIPANGAYI,
CHIPINGE****CLOSING DATE AND TIME: 23 APRIL 2025 AT 1100 HRS ZIMBABWE TIME**

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 five 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), Zimbabwe, invites qualified service providers to make a firm offer for Designing, Supplying and Installation of an Automated System for Water Reticulation at Tongogara Refugee Settlement, Chipangayi, Chipinge.

IMPORTANT:

Terms of Reference (TORS) are detailed in Annex A of this document.

SITE VISITS DATES:

There will be an optional site visit on the following dates:

Date: 26 March 2025

Time: 1100 Hours

Venue: Tongogara Refugee Settlement, Chipangayi, Chipinge.

Those who wish to visit the site are required to contact mharapar@unhcr.org , chimwep@unhcr.org and chimwane@unhcr.org at least 24 hours before the visit.

A maximum of 2 representatives per company is allowed. Participation to the site visit shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

Please note that 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 services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Contract Agreement.

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 General Terms and Conditions (Annex F).

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 Invitation to Bid:

Annex A:	Terms of Reference (TORs)
Annex B:	Technical Offer Form
Annex C:	Financial Offer Form
Annex D:	What is RTM?
Annex E:	Files
Annex F:	Vendor Registration Form
Annex G:	UNHCR General Conditions of Contracts for the Provision of Goods and Services – Rev. 2018
Annex H:	United Nations Supplier Code of Conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to chimwane@unhcr.org and mharapar@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether you will attend the optional site visit
- Whether or not you will be submitting a bid

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 mharapara@unhcr.org, copy chimwane@unhcr.org **The deadline for receipt of questions is 1000Hrs Zimbabwe Time on 4th April 2025.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above. Bid Submissions sent directly to the email address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible via email. A Question & Answer document will be shared with all the bidders that acknowledged receipt of the RFP with a compilation of all questions received.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may 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 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 may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. 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: company profile, registration certificate and last audit reports:
 - Year founded;
 - If multi location company, specify headquarters location;
 - Number of similar and successfully completed projects;
 - Number of similar projects currently underway;
 - Total number of clients;

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- **Understanding of the requirements for 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.
 - Compliance to the requirements stated in the TOR.

-Proposed personnel to carry out the assignment

The composition of the team you propose to provide.

- Curriculum Vitae of core staff. The bidders have to show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TORs.
- **Proposed Bill of Quantity (Annex D):** Please indicate quantities of works, items and labour to execute your proposed Program of Works as per TORs. The Bill of Quantity will be used to understand and assess the design and structure of your proposal.
- **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 F**). In addition, please include your company Certificate of Incorporation, Bank Letter/Bank Statement and Tax Clearance Certificate.
- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of **Annexes G and H. HOWEVER, PLEASE NOTE THAT SUBMITTING AN OFFER IS DEEMED AS FULL ACCEPTANCE OF UNHCR'S GENERAL CONDITIONS FOR PROVISION OF GOODS AND SERVICES & UNITED NATIONS SUPPLIER CODE OF CONDUCT.**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, in US Dollars.

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

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 180 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 90 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 ninety (90) days after acceptance of contractor's invoice and delivery of the goods to the 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 (Certificate of Incorporation, Bank Letter/Bank Statement & Tax Clearance Certificate). The investigation involves consideration of several factors such as:

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

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's products,
- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of products and services.
- Lead time for delivery

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 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 will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score. Refer to **Annex B** for detailed scoring.

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

The cut-off point for submissions to be considered technically compliant will be **50 out of the 70**.

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 (Annex C)** will use the following percentage distribution: **30%** 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., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail¹ 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.).

The Technical and Financial offers shall be clearly separated.

Bid must be sent by e-mail ONLY to: zimhalcc@unhcr.org

IMPORTANT:

The Technical Offer and Financial Offer are to be sent in separate emails. Failure to do so may result in disqualification.

Deadline For Submission of Offers: 23 APRIL 2025 AT 1100 HRS ZIMBABWE 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.

VERY IMPORTANT:

It is your responsibility to verify that all 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 **8 Mb** so it may be necessary to send more than one e-mail for the whole submission. An email with the attachments' data size exceeding 8MB cannot be received by UNHCR. It is advisable that you check the data size before sending emails to UNHCR.

Please indicate in e-mail subject field:

- Bid RFP/ZIMHA/2025/001
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4). Example: 'Bid RFP/ZIMHA/2025/001 ABX Company Email 1/3'

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.

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 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 CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex G**) 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.

Otto Chimwanengara
Supply Associate
UNHCR Representation Office in Zimbabwe