

DATE:01/08/2021

REQUEST FOR PROPOSAL: No. HCR/IRQ/DHK/2021/RFP-028

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR PROVISION OF
CLEANING AND HANDYMAN SERVICES TO UNHCR OFFICES IN KURDISTAN
REGION OF IRAQ (KRI)**

(ERBIL, DUHOK, SULAYMANIAH & ARBAT REGISTRATION CENTERS)

CLOSING DATE AND TIME: 30/08/2021 – 23:59 hours Iraqi Local 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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 15,000 people in more than 128 countries continues to help about 70 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 www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) invites qualified Suppliers and service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of cleaning and handy man services for UNHCR Erbil, Duhok, Arbat and Sulaymaniyah Offices and Registration Centers in KRI region (referred to hereinafter as "Services").

IMPORTANT:

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

UNHCR may award Frame Agreement(s) with 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 Agreement.

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 Frame Agreement.

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 an Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement 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 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for 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 General Terms and Conditions (Annex E).

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 (TORs) / to be acknowledged
Annex B:	Technical Proposal Form/ to be submitted
Annex C:	Financial Offer Form / to be submitted
Annex D:	Vendor Registration Form / to be submitted
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services - 2018
Annex F:	UN Supplier Code of Conduct
Annex G:	e-Tender Box Supplier user manual

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of contract for Provision of services and UN supplier code of conduct. Signed copies of Annexes E & F are not required at this stage.

ملاحظة:
تعتبر مشاركتكم في هذه المناقصة قبولاً تاماً للشروط العامة للمفوضية فيما يتعلق بالعقود وكذلك مدونة قواعد السلوك للموردين والمتعاقدين مع الأمم المتحدة. (لا يشترط إرفاق النسخة الموقعة من المرفقات أعلاه في هذه المرحلة)

2.2 Acknowledgment

We would appreciate you informing us of the receipt of this RFP by return e-mail to irqdutnd@unhcr.org as to:

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

2.3 Requests for clarifications

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to irqdutnd@unhcr.org with copy to anthonio@unhcr.org, gakuba@unhcr.org and saadis@unhcr.org with the clear indication of the RFP reference in the subject line. The deadline for receipt of questions is 23:59 hours Iraqi local time on **15/08/2021**. 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 e-mail address above will result in disqualification of the offer.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once or by uploading the Q & A sheet at UNGM.org **by or before 15/08/2021**.

2.4 Your Proposal

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 frame agreement.

Your offer shall be prepared in **English**. (All supporting document should also be in English).

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

2.5 Documents to be submitted with proposal: please see technical data form (Annex B). IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer. Please submit your bid directly to the eTenderbox submission tool as prescribed in the "Submission of Bid" section 3 of this RFP.

Your Proposal shall comprise the following two sets of documents:

- a. Technical proposal
- b. Financial proposal

Please read carefully the e-Tender Box user manual attached as Annex-G for submission of your technical and financial proposals - Offers submitted by any other manner will be disqualified

2.5.1 Content of the Technical Proposal

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**. Clearly state and disclose any discrepancies with the specifications given.

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 as Iraqi Cleaning/General Trading Company.
- Company Structure / Organigram
- If multi location company, specify headquarters location.
- Number of similar projects successfully completed in the last five years.
- Number of similar services currently underway.
- Details/List of the Client, service and duration of the contracts since establishment of the company
- Proposed staffing details
- Any Accreditation / Certification from ISO / IAS etc,

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 TORs, as well as your detailed description of the manner in which your company would respond to the TORs:

- A description of your organization's capacity to provide the provision of services.
- A description of your organization's experience in the provision of these services.
- Compliance to the requirements stated on the TORs.
- Medical Insurance, Fair Pay, and Work Conditions.
- Uniform.

- **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).

2.5.2 Content of The Financial Proposal

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

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 **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.

In exceptional circumstances, prior to the expiration of the bid validity period, UNHCR may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. A Bidder may refuse to extend the validity of its bid in which case the Bidder may withdraw its bid without any penalty. A Bidder agreeing to the request will not be required or permitted to modify its bid. All prices shall be fixed until the bid validity period expires before which a contract shall be established.

At any time prior to the deadline for submission of offers, UNHCR may amend the Bidding Documents by issuing an addendum. Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all interested bidders.

2.6 Bid Evaluation

Each proposal from a supplier 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 not be 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.

2.6.1 Supplier Registration

The qualified suppliers 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 (at least one-year Bank Statement)
- Core business
- Track record
- Contract capacity

2.6.2 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:

- Technical: 60%
- Financial: 40%

There are 02 following mandatory criteria that must be met by the bidder in order to be qualify for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.

SN	Mandatory Criteria	Pass/Fail
1	Company registration certificate CAC: Licenses and documentation necessary to operate as a private cleaning company or general trading company	
2	Acceptance for the compliance with requirements stated in the TORs.	

2.6.3 Technical Evaluation

Percentage distribution for technical evaluation will be 60%. Maximum available scores are listed in the table below. Failure to achieve a minimum score of **35 points** out of 60 points will result in technical non-compliance and elimination from the financial evaluation process.

#	Criteria	Scoring Methodology	Score
1	Company Profile	Provide a detailed description of the company , its activities and specializations. This includes an overall description of the company's experience; the location of headquarters, if a multi-location company (8-Points) • Full Company Profile Provided: 8 Points • Partial Company Profile provided: 4 Points • No Company Profile provided: 0 Point	8
2	Relevant Experience in the past 05-Years	Details of the ongoing or completed similar kind of projects within the past 05-years. Provide copies of Purchase Orders (POs), Contracts, Agreements, or work orders etc. (showing duration, organization or firm name and contact details of the organization/s). (15 Points) • 1 PO / Contract = 03 Points • Maximum = 15 Points	15
3	Experience with UN Agencies / INGO / NGO / Government / Private Organizations	Provide information of the similar experience of the company along with details of organization, service type and duration of the contract since the establishment of company. (5 Points) • 1 Point for each organization • Maximum = 5 Points	5
4	Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	Provide a detailed proposal showing how the company shall undertake the services, capacity to provide the services, mobilization time frame and understanding of the requirements as set out in the TORs. (9 Points) • Provided details how to undertake services and your capacity to perform = 3 Points • Mobilization time provided = 3 Points • Provided understanding of the requirements = 3 Points	9
5	Proposed personnel to carry out the assignment	• Curriculum Vitae of the Core staff (6 Points) Provide CVs / Resume of the three (03) proposed Supervisors for each location (Erbil, Sulaymaniyah & Duhok) = 2 points/Supervisor • Organigram of your company structure / management (4 Points)	10
6	Medical Insurance, Fair Pay, Work	The company ensures that its personnel are being paid fairly as per prevailing market conditions and are covered under medical insurance scheme. (4 Points)	8

	Conditions and Uniform	• 0-Point for No information • 1.5-Point for Confirmation with no proof submitted • 03-Points for Confirmation and proof submitted The company ensures that its personnel wear an appropriate and clean uniform specific to the company to easily recognize the provider's company (logo) as well as the function of the personnel (i.e. Cleaner / supervisor etc.), as well as regulatory tactical boots or service shoes (4 Points) • 0-Point for No information provided • 2-Points for Partial information • 4-Points for complete information provided	
7	Accreditations / Certifications	An accreditation / Certification from ISO / IAS etc. will be an asset for cleaning services (5 Points)	5
Total Score			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.

2.6.4 Financial Evaluation

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 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.

Total Scoring: 60% technical Score + 40% Financial Score

Frame agreement will be awarded on the basis of the highest score obtained as a result of the combined evaluation as mentioned above.

3. SUBMISSION OF BID

The proposals must bear your official letterhead, clearly identifying your company.

Please submit your proposal through an online eTenderBox Tool, which can be accessed through <http://etenderbox.unhcr.org>

To submit a proposal against UNHCR tender, the bidder needs to register in **eTenderbox system**. Please refer to the eTenderbox user manual for bidders at Annex-G. You are requested to get familiar with this

tool and create login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders. Bidders can access the specific tender by clicking on the "tender reference number", the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be done.

It is the bidder's responsibility to upload only technical documentation under "Technical" category and Financial documentation under "Financial" category. Failure to do so will result in disqualification.

DEADLINE FOR ONLINE BID SUBMISSION: 30 AUGUST 2021 23:59 Hours Iraqi Time

Note: The official submission of the selected files for upload is done by clicking the 'Save & Submit' button, therefore, this button has to 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 before the tender expiration deadline. 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.

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, however **it is preferable to upload PDF files**. Executable files (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled. **The maximum size limit per file is 10MB.**

IMPORTANT:

DEADLINE TO SUBMIT YOUR BID: 30/08/2021 BY 23:59 HOURS LOCAL TIME: Any bid uploaded after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying through eTenderbox.unhcr.org and www.UNGM.org

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 necessary for a comprehensive understanding of its proposal by UNHCR.

IMPORTANT:

The Financial proposal will only be opened for evaluation if the supplier's technical proposal has passed the technical evaluation and has been considered by UNHCR as technically responsive.

Important Dates to Note for Bid Submission:

Tender available to vendors	01/08/2021 – 30/08/2021
Last day for Queries	15/08/2021, 23:59 hrs Iraq Local Time
Closing date for submission of bids	30/08/2021 23:59 hrs Iraq Local Time

4. 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 quantity** 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 before signing agreement.

UNHCR may, at its discretion, extend the **deadline for the submission of bids**, by notifying all prospective suppliers in writing or by uploading the Addendum on UNGM website and eTenderbox tool. 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 the most responsive to the need, as well as conforming to UNHCR's general principles, including economy, efficiency, and best value for money.

Note: UNHCR may award frame agreement/s to one or more bidders, the selection process may involve the consideration of other factors like the principal area of the service provider, suitability of the service provider to provide services in other areas etc.

5. SOME OF THE REASONS OF DISQUALIFICATION

- Bidder fails to upload technical documentation in "Technical" category and Financial documentation in a "Financial Category".
- Financial proposal was also uploaded in the "Technical" Category of eTenderbox system.
- Bid documents are uploaded at the last minute of the tender closing time and it took a while for uploading while the deadline is over.
- Bid documents are uploaded after the deadline for submission of bids stated in the tender documents. Proposals received any time after 23:59 hours Iraqi time is a late submission and will be disqualified.
- The Bidder's qualification or data are proven to be false and
- The Bidder commits a proven false or dishonest act in anticipation of award of a contract.

6. UN Global Compact and other factors

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative at <https://www.unglobalcompact.org>.

7. Currency And Payment Terms For Purchase Orders

Any Purchase Order (PO) issued as a result of this RFP will be made in USD. Payment will be made in accordance to the General Conditions for the Purchase of Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

8. UNHCR General Conditions for the Provision of Services

Please note that the General Conditions of Provision of services (**Annex E**) will be strictly adhered to for the purpose of any future contract.

9. Zero Tolerance Policy:

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

10. All tender documents from UNHCR are available free of charge.



Digitally signed by
Deus Karangwa
Gakuba
Date: 2021.08.01
12:24:17 +02'00'

Supply Officer
UNHCR Sub Office Erbil.

