

DATE: 11/10/2021

REQUEST FOR PROPOSAL: No. HCR/IRQER/2021/RFP-042

FOR

**Renovation/Modification of Hope Space/TDH in Darashakran Refugee Camp
in Erbil, Iraq.**

CLOSING DATE AND TIME: 09 November 2021 - 23:59 HOURS IRAQ LOCAL TIME.

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 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 15,000 people in more than 128 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 www.unhcr.org

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Erbil invites qualified bidders duly registered with the Government of KR-I and Iraq to make a firm offer for **Renovation/Modification of Hope Space/TDH in Darashakran refugee camp in Erbil, Iraq..**

The required services are detailed in the Scope of Work (SOW) and Drawings, attached as Annex A.

IMPORTANT:

It is strongly recommended that this Request for Proposal (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 (Annex F).

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

2. BIDDING INFORMATION

2.1. RFP Documents

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

- Annex A: Scope of Work (SOW) & Drawings (**to be submitted as part of Technical Proposal and it must be signed and stamped to confirm its acceptance**)
- Annex B: Technical Proposal Form.
- Annex C: Financial Proposal Form (BOQ) (**to be submitted as Financial Proposal in both PDF format (signed & stamped) and in Excel format too**)
- Annex D: Vendor Registration Form (**to be submitted as part of Technical proposal, if you are not registered with UNHCR**)
- Annex E: UNHCR General Conditions of Contracts for Civil Works - 2000
- Annex F: UNHCR General Conditions of Contracts for the Provision of Mixed Goods and Services - July 2018
- Annex G: UN Supplier Code of Conduct
- Annex H: **e-Tender Box Supplier user manual**

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for civil works, mixed goods and services and UN supplier code of conduct. [Signed copy of Annexes E, F & G 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 أرفاق النسخة الموقعة من المرفقات اعلاه في هذه المرحلة)

2.2 Acknowledgment

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

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

2.3 Supplier Pre-bid conference and Site Visit

Interested companies are invited to attend a mandatory pre-bid conference / site visit for complete understanding of the Scope of Works prior to sending the formal proposal to UNHCR. The pre-bid conference and site visit will be organized on the following date:

Venue: Darashakran camp, Erbil.

Date/Time: 21/10/2021 at 11.00 AM, Iraq Local Time.

Advance notification of attendance including the names and contact details of company representative is required in order to enter the site/premises. Notification should be addressed in writing to sdeeq@unhcr.org before: **21/10/2021**.

Participation to the pre-tender site visit is mandatory given the complexity of the requirements for bidder to qualify in the technical evaluation process. It is the responsibility of bidder to request and sign the attendance sheet at site and fill all the requirements like Company name, contact name etc. Company name should correspond to the same name in which the bid is being submitted and UNHCR will not be responsible for any omissions.

Participation to the pre-tender site visit shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

After the pre-bid conference and site visit, a Questions & Answers document will be prepared and sent directly to prospective bidders by e-mail and will be uploaded on UNGM website or on etederbox.unhcr.org.

2.4 Requests for clarifications

Bidders are required to submit any request for clarifications in respect of this RFP by e-mail to sdeeq@unhcr.org with the clear indication of the RFP reference in the subject line. The deadline for receipt of questions is **23 Oct. 2021 - 17.00 hours, Iraq Local Time**. Bidders are requested to keep all questions concise.

IMPORTANT: Please note that Bid Submissions are not to be sent to the above e-mail address.

UNHCR will compile the questions received and may, at its discretion, copy any reply to all other invited bidders at once.

2.5 Your Offer

Your offer should 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.

2.5.1 Documents to be submitted with Offer: as per Technical Offer 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 other than the submission -tendering address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 4) of this RFP.

Your offer shall comprise the following two sets of documents:

- a. Technical offer
- b. Financial offer

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

2.5.2 Content of the Technical Offer (60%)

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 technical component of your proposal should be concisely presented and structured as indicated in **Annex-B Technical proposal form**, but not necessarily be limited to. **The below listed documents should be submitted with your proposal which are required to assess the legal status, capacity, prior experience etc. of your company.**

- Submission of vendor registration form
- Submission of Registration Documents
- Specifications of the material and equipment details
- Proposed staff details
- Implementation approach and time frame / Gantt chart.

- **Bid Security:** Your technical offer should contain the sum of **USD 1,000** in the form of a Bank Guarantee or Certified Bankers Cheque issued from a local bank. The bid security must be valid for at least 180 days after the closing date of the tender. Please include a scanned copy of bid security in your technical documents submitted through **eTenderBox** and keep original. UNHCR may ask to submit original copy at later stage of the evaluation.

The successful bidder(s)' bid security will be released upon the bidder(s) signing of the contract or acknowledging the purchase Order.

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

2.5.3 Content of the Financial Offer

Your separate **Financial Proposal** must contain an overall offer in USD (all-inclusive price).

The Financial offer is to be submitted as per the **Financial Offer Form (Annex C)**.

UNHCR is exempted from all direct taxes and customs duties. In 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 award the contract within this period. The pricing model quoted in the Supplier's proposal has to remain valid for the duration of the Contract. 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 possible related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.6. Bid Evaluation

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
- Core business
- Track record
- Contract capacity

2.6.2 Technical and Financial Evaluation

Evaluation shall be made on a technical and financial basis.

2.6.2.1 Technical Evaluation

The Technical proposal will be evaluated in 2 stages:

Stage 1: **Mandatory Pre-qualification**

Items		RFP Specific Requirements	Submitted (Y/N)
1	Mandatory Site Visit	Did the vendor visit the site on the said date and time and signed his or her company's name on the attendance sheet??	
2	Mandatory Bid Security	Has the bidder submitted a scanned copy of Bid Security of USD 1,000 "Certified cheque / Good for payment cheque" made out in the name of UNHCR covering the validity of the proposals?	
3	Company Certification	The bidder must have registered in the Iraqi or KRI Ministry of Planning with a Valid ID. (No joint venture is accepted).	
Mandatory Pre-qualification - Pass / Fail			

The Bidders must meet all the above mandatory pre-qualification criteria in order for their proposal to be considered for further evaluation.

Stage 2: **Technical Evaluation**

Percentage distribution of 60% from 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 **35 points** out of the 60 points will result in technical non-compliance and elimination from further evaluation.

Main Criteria	Sub-Criteria	Scores
General Qualification of the Service Provider	<p>Company profile submitted.</p> <p>The submission should include all related registration documents, company structure, a list of the permanent staff working in the company, company assets, and a brief about the company activities and main clients.</p> <p>(12 points).</p> <ul style="list-style-type: none"> - Profile with complete documents submitted = 12 points - Satisfactory profile submitted with some documents missing = 8 points - Poor profile submitted with important documents missing = 4 points - No profile submitted = 0 points 	12
Relevant Experiences	<p>Proof of relevant experiences (General contracting, Rehabilitation and construction only)</p> <p>Copies of Purchase Orders (POs), contract agreements, or work order (Showing value, time completed, organization or firm for which completed, contact details of the organizations) awarded and served within the past 10 years. The actual copies of POs, contracts, work</p>	

	<p>orders should relate to similar projects and be attached as proof. (16 points).</p> <ul style="list-style-type: none"> - 4 (and above) POs, or contracts, or work orders = 16 points - 3 POs or contract or work order= 12 points - 2 POs or contract or work order = 8 points. - 1 PO or work order= 4 points - 0 PO, or contract or work order = 0 points. <p>Past experience (within the past 10 years) in construction only (6 points).</p> <ul style="list-style-type: none"> - 4 of the above-submitted POs or work orders are in construction = 6 points - 3 of the above-submitted POs or work orders are in construction = 4 points - 2 of the above submitted Pos or work orders are in construction = 3 points - 1 of the above submitted Pos or work orders are construction = 2 points - No Pos or works order in construction = 0 point 	22
<p>Quality of Materials and Technical Solutions Offered</p>	<p>Quality of materials: The Company should submit catalogues and details for the equipment or materials used in this project (6 Points).</p> <ul style="list-style-type: none"> - If they submitted = 6 points. - If Partially submitted = 3 points - If they did not submit = 0 point 	6
<p>Project Management, time frame/schedule, method and Implementation Strategy</p>	<p>1. Key Technical Staff list and CV attached involved in this project, stating educational qualifications and relevant experience of the key personnel (6 points).</p> <ul style="list-style-type: none"> • Project Manager (minimum bachelor academic degree in civil), 5 years relevant experience = 2 points • Site Engineer (bachelor’s degree in civil), 4 years relevant experience = 2 points • electrician, 3 years relevant experience = 1 Point • Supervisor, 3 years relevant experience = 1 point <p>2. Method of implementation (6 points). The company should provide a detailed understanding of the project and a description of the implementation methodology to ensure that deadlines for deliverables are met.</p> <ul style="list-style-type: none"> • Organization of the work = 1 point • Risk & Mitigation plan = 1 point • Environmental Impact Assessment Plan= 2 points • Operational Health and Safety Plan for the project = 2 points. <p>3. Detailed & realistic work plan with Work Schedule/Gantt chart (6 points).</p>	20

	<ul style="list-style-type: none"> - If submitted = 6 points. - If not = 0 point <p>4. The offered implementation duration is comparing to the proposed one in the SoW (2 points).</p> <ul style="list-style-type: none"> - If it is the same or less than what UNHCR proposed in the SoW = 2 Points. - If more than 30 days than proposed period = 0 Point 	
Total scores		60

UNHCR may visit the supplier’s premises of all technically qualified companies before making its decision.

2.6.2.2 Financial Evaluation

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 amongst the technically compliant proposals. All other price proposals will receive points in inverse proportion to the lowest bid, i.e., [Lowest offer amount x [100] / [the offer amount of proposal vendor] = points for other Supplier’s Price Component x 40% = the points to count towards overall score.

3. 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>

4. 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-H. 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.

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: 09 Nov 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	11/10/2021 – 09/11/2021
Site visit and bidders conference	21/10/2021 – 11.00 hrs Iraqi Local Time
Last day for sending Queries	23/10/2021, 17:00 hrs Iraq Local Time
Closing date for submission of bids	09/11/2021 at 23:59 hrs. Iraq Local Time

5. 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.

6. 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.

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 Civil works and mixed goods and services (**Annex E & F**) 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. Currency And Payment Terms

Any Purchase Order (PO) issued as a result of this RFP will be made in USD.

11. Liquidated Damages:

Article 45 of (The UNHCR General Conditions of Contract for Civil Works (October 2000 version) shall be subject to the following agreement and clarification: in the event of delay in completion of the WORKS within stipulated completion period, the CONTRACTOR shall pay an amount equivalent to **0.01%** of the total Contract Price for each calendar day of delay for the uncompleted work that is delayed.

12. UNHCR is not accepting submissions under Joint Venture modality.

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

Supply Unit

**Supply Officer
UNHCR Sub-Office, Erbil-Iraq**