

DATE: 28 Dec. 2022

REQUEST FOR PROPOSAL: HCR/IRQER/2022/RFP-116

For the Establishment of a Frame Agreement for the Provision of Third-Party Monitoring Services for UNHCR Projects In Iraq.

CLOSING DATE AND TIME: - 23:59 HRS IRAQ Local Time on 17 January 2023.

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 60 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), Iraq Operations, invites qualified consulting services to make a firm offer for the **Establishment of a Frame Agreement for Two (2) years, for the Provision of Third-Party Monitoring Services for UNHCR Projects in Iraq**, by seeking to acquire the services of a reputable private sector consulting company (the Third-Party Entity) with requisite Project Management (engineering and construction) experience and expertise to undertake monitoring of the projects implemented through UNHCR's partners and contractors.

IMPORTANT: Terms of References (ToR) are detailed in Annex-A of this document.

2. BIDDING INFORMATION

2.1 RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal.

Annex A: Term of References (ToR)
Annex B: Financial Offer Form
Annex C: Detailed Technical Evaluation Criteria
Annex D: Technical Proposal Form
Annex E: Vendor Registration Form
Annex F: General Conditions of Contracts for the provision of Services
Annex G: Supplier's Code of Conduct
Annex H: e-Tender Box Supplier user manual
Annex I: How to Join Microsoft Teams without account
Annex J: Tentative calendar of activities
Annex K: Bid Data Sheet
Annex L: Submission Checklist

IMPORTANT: It is strongly recommended that this Request for Proposal and its Annexes be read thoroughly.

2.2 ACKNOWLEDGEMENT

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

- Your confirmation of receipt of this RFP
- 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 IRQERPROC@unhcr.org, and CC: sdeeq@unhcr.org. The deadline for receipt of questions is **23:59 HRS IRAQ Local Time on 10 January 2023**. Bidders are requested to keep all questions concise. UNHCR may, at its discretion, copy any reply to a question to all other invited firms.

All the emails sent requesting clarification MUST have the following subject otherwise UNHCR reserves the right NOT TO REPLY.

[EMAIL SUBJECT: HCR/IRQ/2022/RFP-116 - Query]

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM, UNHCR websites and by email to all bidders participating in the tender competition.

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 addresses above will result in disqualification of the offer.

2.3.1 PRE-BID CONFERENCE:

UNHCR will organize a supplier pre-bid conference on MS Teams, on **09 January 2023 at 14:00 HRS**. A maximum of ONE representative per company is allowed. Name and contact details of the company's representatives must be provided by e-mail to IRQERPROC@unhcr.org and CC: sdeeq@unhcr.org **before 09 January 2023**. Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

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

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

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 the final notice of the 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 be not taken into consideration.

IMPORTANT: The 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 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 (ToR) for **Provision of Third-Party Monitoring Services for UNHCR Projects In Iraq** can be found in **Annex A: Terms of References (ToR)**

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily 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 monitoring services;
- Number of similar services/tasks currently underway;
- Total number of clients; previous and current

- a. Valid Registration Documents / Certificate / Incorporation with **[Govt. Authorities and/or appropriate regulatory bodies (as Consultant or Designer company/Bureau/Firm)]** Company Age Not less than 5 years from the date of registration / incorporation.
- b. Your technical offer should contain your acknowledgement of the following applicable conditions either by signing the below document or acceptance of the following in writing on its letterhead as part of your technical:

(i) Annex F: General conditions of Contracts for the Provision of Services (July 2018)

However, please note that submitting an offer is deemed as full acceptance of UNHCR's Conditions above for Provision of required Services

- c. The organization/company/bureau/firm structure or organizational chart;
- d. Frame-time for completion of the project/ monitoring services including the main project milestones;
- e. Work Schedules; Gantt charts.
- f. Past experience and performance records with other UN Agencies, NGOs or any other major clients and other credentials;
- g. Experience on similar works
- h. List of references for similar projects/ monitoring services performed by the contractor;
- i. Project assumption's and constraints based on your understanding of the project;
- j. The methodology/approach to be used in addressing the issues outlined in the ToR;
- k. **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)** however incase if your company is registered, please clearly state your supplier/vendor ID. In-case if you are not sure about the status of your company, please send you're a duly filled Vendor Registration Form.
- l. Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the requested requirements by UNHCR as specified in **Annex A: Terms of References (ToR) & Annex B: Financial Offer Form**

Understanding of the requirements of the services requested in the solicitation documents such as: proposed approach, solutions, methodology and outputs;

Any comments or suggestions on the project, 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 required services;
- A description of your organization's experience in undertaking / implementing the project.
- Compliance to the requirements stated on the ToR/financial offer and/or technical proposal form.

Proposed personnel to carry out the assignment

- List of key personnel and their qualifications with Curriculum Vitae of core staff

Where deemed necessary a supplier visit may be required to complement the narrative of the technical evaluation.

IMPORTANT:

Companies not submitting the mandatory documentation with their proposal may be contacted by UNHCR and given one more opportunity to submit them within two working days. Should these companies still not submit the missing documents, they will then be disqualified from further evaluation process.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in United States Dollars (USD). 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 is to be submitted as per the **Annex B: Financial offer Form 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 **[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 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: UNHCR can only facilitate payments through the local banks and not banks outside of Iraq and therefore the current market condition must be factored in before submitting your quote.

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 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.

2.5.2 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 follows:

- Technical Offer will be weighed at 60 points (or 60%)
- Financial Offer will be weighed at 40 points (or 40%)

Technical Offer

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 60% from the total score, with a minimum passing score of **36 points**.

Evaluation Factors	
Mandatory Pre-qualification Requirement	
• Business Registration Certificate: Registration Certificate as an Engineering Consultancy Company/Bureau/Firm	
• Company age (should have minimum 5 years)	
Scoring Criteria	
• Organization Capabilities and Experience (0- 30 Points)	
• Quality Control Mechanism (0-12 Points)	
• Management Structure and Qualification of Personnel (0-18)	
Total Marks (60)	

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The cut-off points for submissions to be considered technically compliant will be 60% of the total technical weightage **36 out of the 60**.

Items	Scoring Technical Evaluation Criteria	Scoring
1	Organization Capabilities and Experience Credential of the organization in terms of reliability, capability, and experience	30
1.1	Understanding of the purpose of the assignment to be completed as well as results expected to be achieved under the Terms of Reference (ToR) through a brief introduction /overview of the assignment and clear presentation of thoughts in a logical sequence. (8 points)	8
1.2	Organization's/institution's background and experience in carrying out field monitoring and reporting for projects implementations with high complexity, including the following: - Presence of effective mechanisms for recruitment and management of relevant staff. (3 points) - Capacity to manage logistical arrangements for field staff, training, and fieldwork. (3 points) - Ability to undertake the assignment at the specified locations spread across 18 governorates in IRAQ. (3 points) - Demonstrate capacity to produce quality analytical reports (specimen of reports submitted with the proposal. (3 points) .	12
1.3	Copies of Purchase Orders (POs), contract agreements or work orders (attached with proof of showing value, time completed, organization or firm for which completed, contact details of the organizations) awarded and served within the past 10 years. The copies of POs, contracts, work orders and certificates should relate to similar projects (Third-party monitoring) as per the SoW/ToR. - 5 and more POs or contracts (10 points) - 4 POs or Contracts (8 Points) - 3 POs or contracts (6 Points) - 2 POs or contracts (4 Points) - 1 PO or contract (2 Points)	10

Items	Scoring Technical Evaluation Criteria	Scoring
2	Quality Control Mechanism Proposed quality control mechanism for data collection/analysis, oversight, and monitoring.	12
3	Management Structure and Qualification of Personnel “Demonstrated expertise, experience, and availability of personnel to meet the requirements of the TOR. Management plans include: - CV of key personnel (includes civil, mechanical, electrical and renewable energy) (8 points). - Experience relevant to this type of work (Assessment and Monitoring). (6 points). - Research, studies and assessment expertise, experience and staffing are included in the proposal. (4 points).	18
Total Score		60

Financial Offer:

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.

Some of the reasons of disqualification:

Some of the reasons which may lead to such disqualification of your offer are as following: Proposal if:

1. The Applicant's qualification or data are proven to be false; The selected Applicant refuses to enter in to a contract.
2. The Applicant commits a proven unfair or dishonest act in order to acquire rights for agreement award.
3. The proposal is received through any other means of communication except as specified in this solicitation document under Article 2.6 SUBMISSION OF BID
4. The offer is received after the deadline for submission of bids stated in the tender documents; and/or Sent via the correct route after having been sent incorrectly.

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.

UNHCR reserves the right to award without clarifications and/or discussions.

If there are arithmetic mistakes in the budget of the technically acceptable Applicants, UNHCR will rectify these mistakes on the following basis:

1. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and
2. If there is a discrepancy between the amounts in figures and in words, advantage will be given to the amounts in words.

UNHCR reserves the right to reject the Proposal if the technically acceptable Applicant does not accept the correction of mistakes in the budget by UNHCR.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. The Technical and Financial offers shall be clearly separated.

Please submit your proposal through an online eTenderBox Tool, which can be accessed at <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: e-Tender Box Supplier user manual**. You are requested to get familiar with this tool and create a 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 the “Technical” category and financial documentation under the “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 10 MB.**

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

IMPORTANT: DEADLINE TO SUBMIT YOUR BID: **17/01/2023, 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.

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.

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 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 or allow split or partial awards on this project.

Important:

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

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.

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 Provision 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.

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

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the **Annex F: General conditions of Contracts for the provision of Services** 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.

Signature

For: Muhammad Abdul Mueed Khan,
Senior Supply Officer - UNHCR Country Office, IRAQ.