DATE: 15/10/2019

REQUEST FOR PROPOSAL No: JORAMSUP/RFP/34/2019

ESTABLISHMENT OF TWO PLUS ONE YEAR FRAME AGREEMENT FOR NEONATAL MORTALITY AUDIT FOR SYRIAN REFUGEES IN JORDAN

CLOSING DATE AND TIME: 14/11/2019 at 16:00 hrs. 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 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), Jordan, invites bids from qualified companies, which are specialized and have valid Government registration for Establishment of a two plus year Frame Agreement for Neonatal Mortality Audit for Syrian Refugees in Jordan, described in details in the attached Terms of Reference.

IMPORTANT:
Description of requirements/ Terms of Reference (TOR) is detailed in Annex A of this document.

It is strongly recommended that this Request for Proposal document and its annexes are read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

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
Annex B: Price/ financial offer
Annex C: Vendor Registration Form
Annex D: Sample Perinatal/Neonatal Mortality Event Review
Annex E: Sample Stillbirth Event Review
Annex F: UNHCR General Conditions of Contracts for the Provision of Services
Annex G: UN Code of Conduct
2.2. **ACKNOWLEDGMENT**

We would appreciate informing us of the receipt of this RFP by return e-mail to joramsup@unhcr.org as to:
- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

2.3. **REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to joramsup@unhcr.org. The deadline for receipt of questions is 16:00 hrs on 06/11/2019.

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

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4. **YOUR OFFER**

It is preferable for your offer to 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 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 of the following two sets of documents in separate Emails:

(i) Technical offer
(ii) Financial offer

Your offer may be e-mailed to joramtor@unhcr.org or hand delivered to the tender box in UNHCR offices in Khalida – (Wasfi Al-Tal Street 319 - Opposite Paradise Bakery)

2.4.1 **Detailed Specifications**

Technical details & requirements of the products requested by UNHCR can be found in Annex A and B.

The following technical details shall be provided in your technical offer:

1. Company Profile.
2. Experience: The vendor shall provide a list of their clients to prove their experience in this business; in particular, and other relevant evidence of this experience.
3. List of Level two services support in details and the response/resolution timeline table.
4. 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 C).

5. UNHCR General Conditions for Provision of Services: Your offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing/stamping (Annex F).

6. UN Supplier Code of Conduct, Your offer should contain your acknowledgement of UN Supplier Code of Conduct by signing/stamping (Annex G).

**IMPORTANT:** Any Additional technical information you wish to include, may be added on the bottom of the specification sheet.

2.4.2 Requirements for your offer

- Offer currency should be in Jordanian Dinars.
- Offers should be as per the attached Form (Annex B). Bids that have different price structure may not be accepted.

The following details must be provided for each item:

- **Unit cost:** Bidders must quote cost breakdown based on the total cost, describing the requirement and the associated Unit Costs
- **Tax exemption:** UNHCR is exempted from all direct taxes and custom duties. Therefore, prices have to be given without VAT & import.
- **Validity of the offer:** You are requested to hold your offer validity for 30 days from the closing date. 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 is not reimbursable nor can it be included as a direct cost of the assignment.**

2.5. **BID EVALUATION:**

2.5.1 **Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after assessment of suitability based on the submitted Vendor Registration Form, supporting documents and reference checks. 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 an 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:

The Technical Offers will be evaluated with a score out of 70%.

The Financial Offers will be evaluated with a score out of 30%.

\[\text{Signature}\]

3
### Technical Evaluation Criteria

The technical proposals will be evaluated based on the following evaluation criteria:

<table>
<thead>
<tr>
<th>CRITERIA FOR EVALUATION</th>
<th>Score weight, %</th>
<th>Points obtainable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a. TECHNICAL PROPOSAL CRITERIA</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Relevance and feasibility of Technical Proposal</strong></td>
<td>70%</td>
<td>70</td>
</tr>
<tr>
<td>1. The supplier must provide:</td>
<td></td>
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<tr>
<td>- Company Profile, description of the Company, details on objectives, and experience in the requested field.</td>
<td>30%</td>
<td>30</td>
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<tr>
<td>- Company year of establishment, at least three (3) years prior to tender closing date.</td>
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<tr>
<td>- Complete Operational plan.</td>
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<tr>
<td>- Staffing and communications overview to conduct the requirement of the Terms of Reference</td>
<td></td>
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<tr>
<td><strong>Relevant capacity &amp; quality level of work experience:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Experience: The vendor shall provide a list of their clients to prove their experience in this business; in particular, and other relevant evidence of this experience. (At least 3 clients/projects of similar nature).</td>
<td>35%</td>
<td>35</td>
</tr>
<tr>
<td>- Response time (from call to sending report).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Number and Qualifications of dedicated staff, please provide CV, diplomas, trainings, years of experience, background of the investigators (Doctors, nurses, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Proposed service modality</strong></td>
<td></td>
<td></td>
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<tr>
<td>3. a) Service delivery Schedule.</td>
<td>5%</td>
<td>5</td>
</tr>
<tr>
<td>b) Company statement on volume of Complete Deliveries</td>
<td></td>
<td></td>
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<tr>
<td><strong>b. FINANCIAL PROPOSAL</strong></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>30%</td>
<td>30</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>100%</td>
<td>100</td>
</tr>
</tbody>
</table>

- Companies scoring lower than the 49 points of the maximum score (70 points), equaling to 70%, shall not be considered as technically compliant and shall not be financially evaluated.

- The Financial Proposal will use the following percentage distribution: 30% shall be awarded to the lowest, technically compliant contractor. The maximum number of points will be allotted to the lowest price technically compliant proposal that is opened and compared among those technically compliant firms.

### 2.5.3 Financial Evaluation

The Financial offer will use the following percentage distribution: 30% of 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 [USD lowest] \ [USD 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.

In order to address the bidders understanding of requirements, a presentation may be requested from bidders to present their solution after the closing date.

2.5.4 Source Audits as part of the evaluation:

Note: UNHCR may at their sole discretion conduct a site visit to the selected supplier premises for due diligence to inspect & approve what is mentioned in the supplier technical offer.

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.

VERY IMPORTANT INFORMATION:

Items mentioned in this RFP are estimated/forecasted needs and UNHCR has the right to revise it according to UNHCR sole decision and this revision will be non-significant revision and shall not affect the offered prices negatively. Once UNHCR has definite and specific requirements, UNHCR will issue a systematic purchase order duly signed and stamped and the supplier will be informed of the PO to execute it.

2.6 SUBMISSION OF BID: Deadline 14/11/2019 at 16:00 hrs. Local time.

Offers must bear your official letterhead, clearly identifying your company name, logo.

Electronic Bids must be submitted by e-mail to JORAMTOC@UNHCR.ORG. All attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel, Word or as appropriate).

- Please submit Technical & Financial proposals in Separate e-mails with clear subject lines.

You can also submit your offers by hand to the Tender Box in UNHCR Office located on Wasfi Al Tall Street, Khalda.

The Technical and Financial offers shall be placed in separate envelopes, clearly marked as Technical Proposal & Financial Proposal. Both envelopes must then be put in an outer envelop marked clearly with the RFP number and closing date.

Note: Please note that offers transmitted in any other manner than that indicated above shall not be considered.

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.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 5 Mb so it may be necessary to send more than one e-mail for the whole submission.
Please indicate in e-mail subject field:

- Bid Number: RFP/HCR/JOR/34/2019
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).
- In addition to which part is the attachment refers (Technical or Financial)

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.

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 Goods and 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 Jordanian Dinars Only. Payment will be made in accordance to the General Conditions for the Purchase of Services. Payments shall only be initiated after confirmation of successful completion by UNHCR contract manager.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS and UN Supplier Code of Conduct

Please note that the General Conditions of Contracts (Annex F) and UN supplier code of conduct (Annex G) will be strictly adhered to for the purpose of any future contract. Bidder must confirm the acceptance of these terms and conditions in writing, by stamping each form and providing them in their technical offer.

Francis Ngarambe
Senior Supply Officer
UNHCR Representation Office
Amman, Jordan