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 coordinate 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 environments, 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 contractors to make a firm offer for construction of road and drainage networks at Al Zaatari Camp (District 2 & 12), as described in Annexes A, B, C and E attached.

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 a Framework Agreement with other UN Agencies.

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: Special Specifications
Annex B: Supplementary Scope Annexes
2.2 ACKNOWLEDGMENT

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

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

2.3 REQUESTS FOR CLARIFICATION AND SITE VISIT

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to joramsup@unhcr.org. The deadline for receipt of questions is 23:59 hrs Jordan Local Time on 21/07/2022. 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. They will **ONLY** be accepted when sent as per section 2.6 “Submission of Bid” of this RFP.

In addition, UNHCR is organizing one site visit to Zaatari Camp, bidders are strongly recommended to attend. The site visit will be held on **20th July 2022**. The assembly time at the main gate will be at 10:30 am. UNHCR will be responsible for the transportation of the visitors inside the camp, no entry allowed after **11:00 am**.

Please submit the below documents 72 hours prior to the site visit to get the entry permission to the camp:
- Valid vehicle license.
- National ID card.

The documents must be submitted to sadeddin@unhcr.org and abuadas@unhcr.org

UNHCR will compile the questions received and will respond to all bidders participating in the tender competition, shortly after the query deadline.

2.4 YOUR OFFER

**IMPORTANT:**
Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of 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:**
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 eTenderBox 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.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. **Description of the company’s profile and qualifications:**
   
a) Submission of a copy of a valid company registration certificate from the Ministry of Industry and Commerce showing aims of the company (Aims of the company should be relevant to this project).
   
   Offers without the above-mentioned licenses/certificate might not be further assessed.

b) Valid contractors’ classification certificate issued by the Ministry of Housing and Public Works (bidder should be registered as a **second degree** (or higher) contractor for roads construction and Infrastructure).
   
   Offers without the above-mentioned licenses/certificate might not be further assessed.

c) Submission of a recent experience statement issued by the Jordanian Construction Contractors Association (JCCA).
   
   Offers without the above-mentioned licenses/certificate might not be further assessed.

d) Company’s number of years in business (at least 10 years in business, companies with longer experience will be scored higher).

e) Number and relevance of nature of similar sized projects (mainly for road construction works or rainwater drainage) currently underway and/or successfully completed in past 10 years (this information should be available in the JCCA experience statement) (bidders will be scored based on the number of projects’ proofs provided).

f) Submission of recommendation letters by previous clients (preferably by other UN agencies and/or NGOs), companies providing more letters will be scored higher.

2. **Proposed approach and company capacity:**

a) Demonstrated availability of below listed heavy machinery needed for the project (submission of vehicles IDs (owned by the company) or copies of rent agreements for all equipment throughout project period is required):
   
o Dumping Truck 12m³ x 3
o Asphalt Paver x 1
o Asphalt Steel Roller x 2
o Asphalt Pneumatic Roller x 2
o Loaders, Wheels x 2

b) Level and quality of the proposed GANTT chart (presented indicating activities that shall be performed on a weekly basis and broken down with percentage distribution
for all main tasks with their content table to be indicated by the participating companies) with critical path analysis included for each task/sub-task (A3 format is preferred).

c) Confirmation that the company will start works on two or more roads simultaneously and to be reflected in the critical path analysis and within **180 days** (as per Annex B).

g) Mobilization time (Expected mobilization time is 1-2 weeks).

3. Environmental Aspects:

   a) Submission of a valid ISO certification or internationally recognized equivalent for the materials to be used (equivalency to be demonstrated by Applicant) for both:

      o Health and Safety Certificate OHSAS 18001.
      o Environmental Management Certificate ISO 14001.

4. Proposed personnel and after sales services:

   a) List of CVs and qualifications of below key full-time staff members that will be dedicated for this project (with minimum experience of ten years) including their registration in the Jordanian Engineering Association:

      o Project Designer
      o Civil Engineer (construction, water, sewage, etc),
      o Road Surveyor
      o Electrical Engineer
      o Quality Control Technicians
      o Health and Security Expert

   b) Qualifications/CV of an Environmental Expert with minimum five years of experience in designing and monitoring ESHS worksites management measures.

5. **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) including information on company's business bank account.

6. **UNHCR General Conditions for Provision of Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing Annex E.

   However, please note that submitting an offer is deemed as full acceptance of UNHCR’s General Conditions for Provision of Goods and Services.

Note: A supplier visit may be required to complement the narrative of the technical evaluation.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in Jordanian Dinars or in the currency of your company’s country.

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

The Financial Offer is to be submitted as per the Bill of Quantities (Annex E). Bids that have a different price structure may not be accepted.
**BANK ACCOUNT:** UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (Annex D):

a) Commercial bank account  
b) Name of the company should match with the bank account.

UNHCR is exempt from all direct taxes and customs duties. With this regard, **price has to be given without VAT.**

Prices must remain the same in case of partial or complete award is received by the bidder.

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 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 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:

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: [https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities](https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities).

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. The investigation involves consideration of several factors such as:

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

Failure to provide the above-mentioned 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:

<table>
<thead>
<tr>
<th>PASS/FAIL Criteria</th>
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<tbody>
<tr>
<td>Submission of a valid company registration certificate from the Ministry of Industry and Commerce showing the aims of the company (aims of the company should be relevant to this project)</td>
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<td>Submission of a recent experience statement issued by the Jordanian Construction Contractors Association (JCCA)</td>
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If your company passes the above verification, it will be recommended for further evaluation using the below technical criteria:

<table>
<thead>
<tr>
<th>Technical Evaluation Criteria</th>
<th>Max. Obtainable Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. General company’s profile and qualifications</strong></td>
<td></td>
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<tr>
<td>Company's number of years in business (at least 10 years)</td>
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<tr>
<td>Number and relevance of nature of similar sized projects (mainly for road construction works or rainwater drainage) currently underway and/or successfully completed in past 10 years (this information should be available in the JCCA experience statement)</td>
<td>17.5</td>
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<tr>
<td>Submission of recommendation letters by previous clients (preferably by other UN agencies and/or NGOs)</td>
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<tr>
<td><strong>2. Proposed approach and company capacity</strong></td>
<td>35</td>
</tr>
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<td>Demonstrated availability of below listed heavy machinery needed for the project (submission of vehicles IDs (owned by the company) or copies of rent agreements for all equipment throughout project period is required):</td>
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<tr>
<td>- Loaders, Wheels x 2</td>
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<tr>
<td>Availability of Confirmation Letter that the company will comply with the requested reporting line schemes such as but not limited to full reports on weekly basis, supported with GANTT chart or Implementation plan or detailed work schedule as well as photos.</td>
<td>35</td>
</tr>
<tr>
<td>Level and quality of the proposed GANTT chart (presented indicating activities that shall be performed on a weekly basis and broken down with percentage distribution for all main tasks with their content table to be indicated by the participating companies) with critical path analysis included for each task/sub-task (A3 format is preferred).</td>
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</table>
Companies should indicate that they will start works on two or more roads simultaneously and to be reflected in the critical path analysis and within 180 days.

Mobilization time

3. Environmental Aspects

Availability of a valid ISO certification or internationally recognized equivalent for the materials to be used (equivalency to be demonstrated by Applicant) for both:
1- Health and Safety Certificate OHSAS 18001.
2- Environmental Management Certificate ISO 14001

4. Proposed staff

List of CVs and qualifications of below key full-time staff members that will be dedicated for this project (with minimum experience of ten years) including their registration in the Jordanian Engineering Association:
- Project Designer
- Civil Engineer (construction, water, sewage, etc),
- Road Surveyor
- Electrical Engineer
- Quality Control Technicians
- Health and Security Expert

Qualifications/CV of an Environmental Expert with minimum five years of experience in designing and monitoring ESHS worksites management measures.

TOTAL MAX. TECHNICAL SCORE

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 **50 out of the 70 points**.

UNHCR will draw up a short list of technically compliant offers and expects to conduct supplier visits prior to awarding the contract.

**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** will use the following percentage distribution: **30%** 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., \[\text{total Price Component} \times \frac{\text{JOD lowest}}{\text{JOD other}}\] = points for other supplier’s Price Component.
For evaluation purposes only, the offers submitted in currency other than Jordanian Dinars will be converted into Jordanian Dinars using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL: http://etenderbox.unhcr.org

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

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. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the ‘Save & Submit’ button is clicked on. Therefore, this button must 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 by the tender expiration deadline. Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. 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.

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

**Deadline: 03/08/2022, 23:59 hrs Jordan Local 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.

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.

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 with the General Conditions for the Provision of Goods and 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 E) 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.

Francis Ngarambe
Senior Supply Officer
UNHCR BO Amman Jordan