DATE: 07/07/2022

REQUEST FOR PROPOSAL: No. RFP/UNHCR/JOR/2022/15

FOR THE SUPPLY AND INSTALLATION WORKS FOR PRIVATE LATRINES AT HOUSEHOLD LEVEL IN AZRAQ REFUGEE CAMP


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. 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 qualified Contractors to make a firm offer for the supply and installation works for private latrines at household level in Azraq Refugee Camp, as described in Annex A - the Terms of reference & Bill of Quantities (TORs & BOQ).

IMPORTANT:
Terms of Reference & Bill of Quantities (TOR & BOQ) are detailed in Annex A of this document.

Please note that figures and quantities in the RFP documents 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/ Services may vary and will depend on the actual requirements of UNHCR.

Other United Nations Agencies, Funds and Programmers 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 the commitment.
IMPORTANT:
The initiation of conciliation or arbitral proceedings in accordance with article 19 “settlement of disputes” of the UNHCR General Conditions of Contracts for provision of Goods and 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 D).

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 Invitation to Bid:

Annex A: Terms of Reference & Bill of Quantities (TORs & BOQ) & Drawings
Annex B: Financial Offer Form
Annex C: Vendor Registration Form
Annex E: UN Supplier Code of Conduct.
Annex F: Technical Offer Form
Annex G: e-Tender Box Supplier User Manual

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 request for proposal
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNGM website, printed media etc.)

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. 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. Bids must be uploaded to the eTenderBox.

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.

In addition, UNHCR is organizing a site visit and invites all interested bidders to participate. The site visit will be on the 19th of July 2022 at 10:00 am Amman Local Time. Venue: UNHCR Azraq Refugee Camp.
Please submit the below documents 48 hours prior to the site visit to get the entry permission to the camp:

- Valid vehicle license
- National ID

The documents must be submitted to the below email addresses:

aikouz@unhcr.org
asubaih@unhcr.org

- 19/07/2022 – Gathering at the main gate of Azraq Refugee Camp
- Gathering time is 10:30 am, no entry for bidders after 11:00 am.

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 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.

The TOR & BOQ 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:
CAPACITY/QUALIFICATIONS OF THE COMPANY
The service provider must describe and explain how they can deliver the requirements of UNHCR by providing the following:

- Valid company registration certificate from the Ministry of Industry and Commerce showing the aims of the company
- Proof of at least 5 years in business.
- Number and relevance of nature of similar works currently underway and/or successfully completed in past 5 years supported by proof of contracts
- Recommendation letters by previous clients

QUALITY OF THE PROPOSED MATERIAL, SERVICES AND APPROACH:

- The service provider must provide Quality of the proposed materials including brands, models and detailed product description, specifications, in compliance with the published TOR (brochures/catalogues, data sheets might be provided)
- The service provider must provide health, safety, and environmental plan
- The service provider must provide a confirmation Letter for two (2) years of warranty of the Private Latrine Unit, for the period after the final completion of the project including the provided materials, equipment...etc.
- The service provider must provide level and quality of the proposed GANTT chart (indicating milestones, 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).

QUALITY OF THE PROPOSED STAFF AND AFTER SALES SERVICES:

- The service provider must provide Number and qualifications of dedicated staff, CVs of the following key staff: project leader: civil engineer or architect with minimum 5 years of experience in the respective field, water engineer with minimum 3 years of experience in the respective field, site inspector with minimum 3 years of experience in the respective field, quality control specialist with minimum 3 years of experience in the respective field).

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 with valid business bank account (Annex C).

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 D.
UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by stamping, dating, and signing it (Annex E).

Technical Offer Form: your technical offer should contain filled, signed and stamped Annex F technical offer form.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in a single currency, and in JOD.

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 Financial Offer Form (Annex B). 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.

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 or 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:

2.5.1 Supplier Eligibility and 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

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex C) 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>
</tr>
</thead>
<tbody>
<tr>
<td>Valid company registration certificate from the Ministry of Industry and Commerce showing the aims of the company</td>
</tr>
</tbody>
</table>

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/Session</th>
<th>from 1 - 5</th>
<th>MAX OBTAINABLE POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. General company profile and qualifications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Company's number of years in business (at least 5 years)</td>
<td>25</td>
<td>5</td>
</tr>
<tr>
<td>B</td>
<td>Number and relevance of nature of similar works currently underway and/or successfully completed in past 5 years supported by proof of contracts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Submission of recommendation letters by previous clients</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Proposed material, services and approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>A</strong> Quality of the proposed materials including brands, models and detailed product description, specifications, in compliance with the published TOR (brochures/catalogues, data sheets might be provided)</td>
<td>25</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td><strong>B</strong> Health, safety and environmental plan</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td><strong>C</strong> Availability of Confirmation Letter for two (2) years of warranty of the Private Latrine Unit, for the period after the final completion of the project including the provided materials, equipment... etc.</td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td><strong>D</strong> Level and quality of the proposed GANTT chart (indicating milestones, 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>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td>35</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Proposed staff and after sales services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> Number and qualifications of dedicated staff, CVs of the following key staff: project leader, civil engineer or architect with minimum 5 years of experience in the respective field, water engineer with minimum 3 years of experience in the respective field, site inspector with minimum 3 years of experience in the respective field, quality control specialist with minimum 3 years of</td>
</tr>
</tbody>
</table>
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 42 out of the 70 technical.

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 charge 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 30 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.

\[
\text{[Total Price Component]} \times \left[ \frac{\text{[JOD lowest]}}{\text{[JOD other]}} \right] = \text{points for other supplier's Price Component.}
\]

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:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by file upload to e-TenderBox, the online bid registration tool of UNHCR. The e-TenderBox 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 and attached as Annex G.
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 final offer files 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:** 04/08/2022, 23:59hrs 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.

**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.

UNHCR may, at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rates 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.
2.9 **CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

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

2.10 **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the General Conditions of Contracts *(Annex D)* 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:
Francis Ngarambe
Senior Supply Officer
UNHCR BO Amman - Jordan