DATE: 28/08/2022
REQUEST FOR QUOTATION: No. RFQ/UNHCR/JOR/2022/27

Supply and Installation of Acoustic Treatment Panels at UNHCR BO Amman


INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 and internally displaced persons.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 10,966 people in more than 128 countries continues to help about 65.6 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), Branch Office Amman, invites qualified service providers to make a firm offer for the Supply and Installation of Acoustic Treatment Panels at UNHCR BO Amman, as described in detail in the attached Annex A - Terms of Reference (ToRs), Annex A1 Bill of Quantities and Annex A2 Drawings

IMPORTANT: Description of the Terms of Reference (TOR) is detailed in Annex A, Annex A1 (BOQ) and, Annex A2 (Drawings) of this document.

The successful bidder(s) will be requested to maintain their quoted prices fixed for (90 days) and for the entire duration of the contract.

Please note that figures have been stated in Annex C – Financial Offer Form 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 the service. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Order (PO) against the contract.

It is strongly recommended that this Request for Quotation document and its annexes be 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. **RFQ DOCUMENTS**

The following annexes form integral part of this Request for Quotation:

- **Annex A:** Terms of Reference (TOR)
- **Annex A1:** Bill of Quantities (BOQ)
- **Annex 1- A2:** Illustrative Drawings
- **Annex B:** Technical Offer Form
- **Annex C:** Financial Offer Form
- **Annex D:** Vendor Registration Form
- **Annex E:** UNHCR General Conditions of Contracts for the Provision of Goods and Services.
- **Annex F:** UN Supplier Code of Conduct
- **Annex G:** E-Tender Box Supplier User Manual

2.2. **ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this Request for Quotation
- Whether or not you will be submitting a bid

2.3. **REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this RFQ by e-mail to joramsup@unhcr.org. **The deadline for receipt of questions is 23:59 hrs Jordan Local Time on 30/08/2022.** Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

**Site Visit:**

In addition, UNHCR is organizing a mandatory site visit and invites all interested bidders to participate. UNHCR will hold site visit on 30 August 2022 as detailed below. Only one representative from each bidding company can attend. Such precautionary measures taken by UNHCR is required for social distancing.

**Site Visit to UNHCR offices (Branch Office, Amman, Khalda)**

- **Date:** 30 August 2022
- **Time:** 11:00 Am

To arrange for your gate pass, please send an e-mail to:

- Branch Office Khalda to joramsup@unhcr.org
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 should 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.

Your offer shall comprise the following two separate sets of documents:

(i) Technical offer
(ii) 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 (TORs) of the services requested by UNHCR can be found in Annex A. Please use Annex B (Technical Offer Response Form) for part of your technical offer.

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 and 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) Bidder should submit a valid commercial/ company bank account, personal accounts are not accepted. (Please provide the banking information in Annex D - Vendor Registration Form including the account name as it appears in your bank. Offers without the above-mentioned requested documents might not be further assessed.
   
   c) Participation in the mandatory site visit
   
   d) Submitted sample in 12-inch-square units for the proposed type of acoustical panel required and include representative samples of installation devices and accessories. Along with installation method adhering to annexed documents.

2. **Vendor Registration Form (stamped and signed):** 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) which shall include information on your company’s business bank account.
3. **UNHCR General Conditions for the Provision of Goods and Services (stamped and signed):** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of 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.

4. **UN Code of Conduct (stamped and signed):** Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing Annex F.

### 2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer (Annex C) must contain an overall offer in a single currency, i.e. Jordanian Dinar.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted. Please provide both PDF and excel version of Annex C.

The financial offer must cover all the services to be provided (price “all inclusive”), as per the published scenario.

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.**

**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 has to match with the bank account.

لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي

You are requested to hold your offer valid for 90 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.

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: 60% from the total score:

<table>
<thead>
<tr>
<th>PASS/FAIL Criteria</th>
<th>Max. Obtainable Points</th>
</tr>
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<tbody>
<tr>
<td>Submission of valid company registration certificate from the Ministry of Industry and Commerce showing the aims of the company. (Supported by the official registration certificate)</td>
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<td></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>
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| Availability of Confirmation Letter for the two (2) years of warranty period after the final completion of the project of supply and installation. | 7.5 |
| Confirmation letter to “Time frame for Supply and Installation of the Acoustic Treatment Panels shall NOT be more than 14 days from signing the Contract Agreement.” | 15 |
| Quality of the proposed materials with brand/model and detailed product description and specifications (in compliance with the technical requirements. Please also add the brochures/catalogues, data sheet of the related items such as fabric and back mounting material. | 30 |
| Submission of evidence regarding similar sized, relevant experience for the purpose of Supply and Installation of the Acoustic Treatment Panels, of -signed- proofs. Please note that, companies that are not providing reference or signed proofs shall fail from this criterion. | 7.5 |
| **TOTAL MAX. TECHNICAL SCORE** | **60** |

The minimum threshold to be considered technically compliant is **36 points out of 60 points**. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

In the **Financial proposal** a maximum score of **40%** can be reached by the lowest proposal submitted.

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

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.

### 2.5 BID SUBMISSION:

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](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 8 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: 01 September 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 suppliers simultaneously.

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 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 Dinners (s). Payment will be made in accordance to the General Conditions for the Purchase 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.
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 Jordan