Date: 17 August 2022
REQUEST FOR QUOTATION: No: RFQ/UNHCR/JOR/2022/23
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR
THE PROVISION OF SAMPLING AND ANALYZING DRINKING WATER

Closing Date and Time: 31 August 2022 at 16:00 Hrs. Local Time.

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), Amman Office Branch invites qualified service providers to make a firm offer for the establishment of frame agreement(s) for the provision of sampling and analyzing the quality of drinking water (further details can be found in the Terms of Reference document attached).

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

UNHCR may award frame agreement(s) with the duration of two (2) years, potentially extendable for a further period of one (1) year, totaling three (3) years, upon satisfactory performance and operational needs. The successful bidder(s) will be requested to maintain their quoted prices fixed for the entire duration of the frame agreement.

The estimated annual requirement of UNHCR can be found in the scenario provided in the Financial Offer Form. Please note that figures 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 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 frame agreement.

Other United Nations Agencies, Funds and Programs 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 Frame Agreement with other UN Agencies.
IMPORTANT:
Please take careful note of article 5 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions (Annex E).

It is strongly recommended that this Request for Proposal 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. RFP DOCUMENTS

The following annexes form integral part of this Request for Quotation

- Annex A: Terms of Reference (ToR)
- Annex B: Technical Offer Form - (to be filled in, stamped and submitted signed)
- Annex C: Financial Offer Form - (to be filled in, stamped and submitted signed)
- Annex D: Vendor Registration Form - (to be filled in, stamped and submitted signed)
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services (to be stamped and signed)
- Annex F: UN Supplier Code of Conduct (to be stamped and signed)
- Annex G: e-Tender Box Supplier User Manual

2.2. ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Quotation
- 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.)

IMPORTANT:
Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3. REQUESTS FOR CLARIFICATIONS

Bidders are required to submit any request for clarification in respect of this RFQ by e-mail to joramsup@unhcr.org. The deadline for receipt of questions is on 24th August 2022 at 16:00, Amman Local Time. Bidders are requested to keep all questions concise

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

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 (PROPOSAL)

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.

**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 RFQ.

Your offer shall comprise the following two 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 result in disqualification. The technical offer should contain all information required.

- Please use Annex B - Technical Offer Form to fill in your technical offer details. 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 qualifications:**
   a. Description of your company profile with the following information and documentation:
      - Relevancy of company’s profile and company’s proven reliability (core business, years of experience in Water Quality Testing, number of clients);
      - Copy of valid business commercial company registration certificate/license. NGOs and other partners can participate in this tender if they do have a commercial registration under their national legislation, or the possibility to enter a commercial interaction is permitted by the respective National Statute in the country of operation.
      - Offers without the above-mentioned licenses/certificate might not be further assessed;
      - Submission of valid certificate from the Ministry of Water and Irrigation (MWI), or any certifications, license or qualifications from the UKAS Board and/or any other specialized internationally recognized entities, if available.
      - Contact details of at least five (5) current or former clients for reference check (references from UN agencies/NGOs and relating to refugee communities is considered an advantage);
   b. Description of company’s experience:
      - Number and relevancy of similar projects currently underway and successfully completed in the past five (5) years. Please provide minimum five (5) projects (with proof of contracts). Projects executed to UN agencies/NGOs and relating to refugee communities is considered as an advantage.
      - Please add any information that will facilitate our evaluation of your company’s substantive reliability, financial and managerial capacity to provide the services.
2. Understanding the requirements for the services requested, company’s capacity and proposed approach, solutions and methodology:

Your offer should include any comments on the ToR, as well as your detailed description of the methodology of which your company is planning to implement the project:

- Description of the company’s understanding of the requirement - i.e. description of method and approach to address the published TORs/tasks (including – inter alia – the water testing exercise methodology, proposed reporting strategy);
- Proposed timeframe to perform the service.
- Ability to draft/submit good quality report with findings and recommendations. The bidder shall submit a sample draft Report of maximum 3 pages /2,000 words (Word) Offers without the above-mentioned submitted sample report will not be further assessed;

3. Staffing and personnel:

- Details of any relevant certifications/qualifications.
- CVs of the proposed staff – project manager and technicians (maximum 2 pages each) who will be dedicated to the project.

- Stamped and signed 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) - which shall include information on your company’s business bank account.

- Stamped and signed UNHCR General Conditions for the Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing Annex E.

- Stamped and signed UN Supplier Code of Conduct: 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. either in US Dollar, Jordanian Dinar or in the currency of your company’s country.

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.

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.

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 يتكرر بَاخْرُضَة المُمْدَدَة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الموردة 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.

### 2.5 BID EVALUATION:

The offer contains two parts (Technical offer & Financial offer). The score for each proposal is as follows:

Total Offer Score (100) = Technical Proposal Score (70%) + Financial Proposal Score (30%)

#### 2.5.1 Technical and Financial Evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. The percentage assigned to each component is determined in advance as follows:

Bids which do not submit the below documents will not further evaluated:

<table>
<thead>
<tr>
<th>PASS/FAIL CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of the valid business commercial company registration certificate/license.</td>
</tr>
<tr>
<td>Valid company business bank account (as per section 2.4.2 of the Cover Letter)</td>
</tr>
<tr>
<td>Submission of a Sample Report</td>
</tr>
</tbody>
</table>

If your company passes the above verification, it will be recommended for further evaluation (70% from the total score) using inter alia the below technical criteria:

<table>
<thead>
<tr>
<th>Technical Evaluation Criteria</th>
<th>Max. Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. General company profile and qualifications</strong></td>
<td></td>
</tr>
<tr>
<td>a Relevance of company Profile and Reliability (core business, years in business, number of clients)</td>
<td>25</td>
</tr>
<tr>
<td>b Submission of valid certificate from the Ministry of Water and Irrigation (MWI), or any certifications, license or qualifications from the UKAS Board and/or any other specialized internationally recognized entities, if available.</td>
<td></td>
</tr>
<tr>
<td>c Number and relevance of references (including experience with UN agencies/NGOs).</td>
<td></td>
</tr>
<tr>
<td>d Number of similar projects currently underway/successfully completed in the past five (5) years</td>
<td></td>
</tr>
</tbody>
</table>
## 2. Proposed services, approach and company's capacity

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>A description of your organization's understanding of the requirement - i.e.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>description of method and approach to address the published TORs (including</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>- inter alia - testing exercise methodology, proposed reporting strategy)</td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>Proposed timeframe to perform the service</td>
<td></td>
</tr>
<tr>
<td>c</td>
<td>Quality of the Report (through the evaluation of the submitted sample report)</td>
<td></td>
</tr>
</tbody>
</table>

| 3. Proposed personnel to carry out the services and social responsibilities                  |       |
| a | Experience and qualification of the proposed team that will be dedicated to the              | 10    |
|   | project/contract                                                                              |       |

**MAX. TOTAL SCORE** 70

The minimum threshold to be considered technically compliant is **42 points out of 70 points**. Proposals that score below the threshold will not be considered for financial evaluation nor for the award of the contract.

In the **Financial proposal** a maximum score of **30%** can be reached by the lowest proposal submitted.

All other price offers will receive points in inverse proportion to the lowest price e.g., \[\text{max. Points for Financial Component} \times [\text{JOD lowest}] \div [\text{JOD other}]\] = points for other supplier’s Price Component.

For evaluation purposes only, the offers submitted in currency other than USD will be converted into USD using the United Nations rate of exchange in effect on the date the submissions are due.

### 2.5.2 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 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 (Annex D) and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

### 2.6 SUBMISSION OF BIDS:

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 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:** 31 August 2022, 11:59pm. Amman 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. It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 20 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 RFQ/HCR/2022/23
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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 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 RFQ 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.

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 Jordan