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 six 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 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), MENA Bureau, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the supply, installation, commissioning, integration and testing of motorized shades system for the UNHCR regional bureau for MENA.

IMPORTANT:
The Terms of Reference (ToRS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of one (1) year, potentially extendable for a further period of one (1) year. The successful bidders will be requested to maintain their quoted price model for the entire duration of agreement.

The estimated requirement of UNHCR is detailed in the Terms of Reference (ToR) Annex A.

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 services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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 Frame 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.
IMPORTANT:
When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days’ notice, in writing to the other party. 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 Services shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions for the provision of goods and services (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: Terms of Reference (ToR)
Annex B: Technical Response Form (to be filled in, stamped and signed)
Annex B2: BoQ (no price to be included)
Annex C: Financial Proposal Form (to be filled in, stamped and signed)
Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018 (to be stamped and signed)
Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018 (to be stamped and signed)
Annex F: UN Supplier Code of Conduct (to be stamped and signed)
Annex G: eTenderBox Registration Guide;
Annex I: How to Join Microsoft Teams without having an account.

2.2 ACKNOWLEDGMENT

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

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

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Mr. Shadi Jarbou, Senior Supply Assistant at jarbous@unhcr.org with copy to Ms. Maram Al Omari, Ass. Supply Officer at alomarim@unhcr.org. The deadline for receipt of questions is 23:59 hrs Amman, Jordan time on 11th October 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, they will only be accepted when sent to the address provided in the “Submission of Bid” section 2.6 of this RFP.

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM, UNHCR websites and by email to all bidders participating in the tender competition.
UNHCR will be organizing a site visit on 10th October 2022 from 10:00 to 11:00 AM Amman Local Time. Further details on the site visit will be provided to the interested bidders.

Please submit by 9th October 2022 the national ID of the company’s representative that will attend the visit to the below email address: jarbous@unhcr.org.

UNHCR will also organize a supplier pre-bidding conference on MS Teams, on 11th October 2022 from 10:00 to 11:00 AM Amman Local Time. A maximum of one (1) representative per company is allowed. Name and contact details of the company’s representatives must be provided, at least one (1) working day in advance, by e-mail to Mr. Shadi Jarbou, Senior Supply Assistant at jarbous@unhcr.org with copy to Ms. Maram Al Omari, Ass. Supply Officer at alomarim@unhcr.org. Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation to both the pre-bidding conference call and site visit is strongly recommended given the complexity of the requirements. After the pre-bidding call and site visit, a Questions & Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

Participation to both the pre-tender conference and site visit shall be at the bidders’ own expenses. There will be no reimbursement from UNHCR.

2.4 YOUR PROPOSAL

**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 submission method provided in section 2.6 “Submission of Bid” of this RFP will result in disqualification of the offer. Please submit your bid only as described in the “Submission of Bid” section 2.6 of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer (refer to point 2.4.1 below)
- Financial offer (refer to point 2.4.2 below)

### 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. 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. A description of your company profile with the following information and documentation:
      - Core business, year founded, qualifications, company management structure. The company should have a minimum of 3 years in relevant business (i.e. tubular motors and natural light control systems). The manufacturer should have minimum 10 years of experience in manufacturing tubular motors and natural light control systems with minimum total production capacity of 100 million motors.
      - Submission of a copy of the valid business commercial company registration certificate/license. Submission of certificate as authorized reseller for the motorized shades/blinds system in Jordan. Confirmation that the contractor has authorized service centers in country of installation (Jordan);

   **Offers without the above-mentioned licenses/certificate/confirmation might not be further assessed:**
      - Total number of current clients;
      - Contact details of at least three (3) current or former clients for reference check;
      - Financial stability (financial statements and audit reports of the last three (3) years, if available);

   b. A description of your company’s experience:
      - Number and relevance of similar projects currently underway and successfully completed in the past ten (10) years. Please provide minimum three (3) projects (with proof of contracts, such as copy of contract or POs).
      
      *Add any information that will facilitate our evaluation of your company’s substantive reliability, financial and managerial capacity to provide the services.*

2. **Understanding of the requirements for the services, proposed approach, solutions, methodology and outputs**

   Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

      - Organization’s understanding of the requirement – i.e. description of methodology and approach to address the published TORs (including – 1/ energy efficiency and 2/ other environmental impact requirements; the proposed implementation time for the given qty/scenario; 3/ warranty terms).

      - Please submit a proposed project implementation time by including all needed phases of the project for the given scenario (1,000 sqm) - upon PO’s issuance until the completion of the project.

      - Submission of brochure with detailed technical specifications, pictures and operating manual of the offered products with trouble shooting protocol.

      - **LEED Submittals:** Documentation of the system solar automation solutions contribution to LEED credits.

      - Submission of the solar performance metrics for all suggested fabrics.
• Submission of Shop Drawings to include sections, details, materials, operating components, dimensions, gauges, finishes and integration with operating components and adjacent construction. To include typical system single-line control wiring diagrams and typical sequence of operation.

• BAS/BMS: Confirmation that the offered system allows for the integration with and full control by BAS/BMS - KNX based solution or alternative is to be offered.

Offers missing the brochure, shop drawings, LEED and BAS/BMS docs, solar performance metrics and shop designs might not be further assessed.

3. Proposed personnel

List and relevant CV (maximum 1 page each), of the Project Manager and the Engineer that will supervise the required works.

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 D).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

5. 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.


2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in a single currency, either in US Dollars, Jordanian Dinars or in the currency of your company’s country.

The financial offer must cover all the goods and services to be provided (price “all inclusive”).

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.

UNHCR is exempt from all direct taxes and customs duties. With this regards, 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 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.

*The financial offer should be submitted in both PDF version (stamped, dated and signed) and EXCEL version.*

**Please Note:** UNHCR accepts only Commercial Bank Account carrying the name of the registered business/company. Bids with Personal Bank Account will not be accepted.

2.5 **BID EVALUATION:**

For the award of this contract, UNHCR has established evaluation criteria, which govern the selection of offers received. Evaluation is made in three (3) steps (1. Eligibility Check, 2. Technical, 3. Financial) described in the following sections.

2.5.1 **Eligibility Check:**

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/securitycouncil/#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.

2.5.2 **Technical 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:

<table>
<thead>
<tr>
<th>PASS/FAIL CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid business commercial company registration certificate/license</td>
</tr>
<tr>
<td>Bidder should have minimum 3 years of business experience in tubular motors and natural light control systems</td>
</tr>
<tr>
<td>Manufacturer should have minimum 10 years of experience in manufacturing tubular motors and natural light control systems with minimum total production capacity of 100 million motors</td>
</tr>
<tr>
<td>Valid company business bank account (as per para 2.4.2)</td>
</tr>
<tr>
<td>Submission of certificate as authorized reseller of the motorized shades system in Jordan</td>
</tr>
<tr>
<td>Confirmation that the contractor has authorized service centers in country of installation (Jordan)</td>
</tr>
<tr>
<td>Provide the required documentation for items where the contractor is not an authorized dealer</td>
</tr>
<tr>
<td>Submission of brochure with detailed technical specifications, pictures and operating manual for the offered products</td>
</tr>
<tr>
<td>Submission of Shop Drawings (power and control infrastructure)</td>
</tr>
<tr>
<td>LEED Submittals: Documentation of the system solar automation solutions contribution to LEED credits.</td>
</tr>
<tr>
<td>Submit the filled in BoQ (Annex B2) for the given scenario</td>
</tr>
<tr>
<td>Submission of the solar performance metrics for all suggested fabrics</td>
</tr>
<tr>
<td>Confirmation on System compatibility for integration and full control by Building Automation System (BAS)/Building Management System (BMS) - KNX based solution or alternative is</td>
</tr>
</tbody>
</table>


The bidder passing the above verification will be recommended for further evaluation. Technical evaluation represents 70% from the total score - using the below technical criteria:

<table>
<thead>
<tr>
<th>Technical Evaluation Criteria</th>
<th>Max. Obtainable Points/Session</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, qualification, years in business (min. 3 yrs), number of clients)</td>
<td>15</td>
</tr>
<tr>
<td>B Number and relevance of references</td>
<td></td>
</tr>
<tr>
<td>C Number and relevance of nature of projects currently underway and successfully completed in past ten (10) years</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>2. Proposed services, approach and company’s capacity</strong></td>
<td></td>
</tr>
<tr>
<td>A Organization’s understanding of the requirement – i.e. description of methodology and approach to address the published TORs (including – <em>inter alia</em> – 1/ energy efficiency and 2/ other environmental impact requirements 3/ warranty terms)</td>
<td>50</td>
</tr>
<tr>
<td>B Proposed implementation time (project timeline plan)</td>
<td></td>
</tr>
<tr>
<td>C Quality of the submitted drawings as per para 2.4.1</td>
<td></td>
</tr>
<tr>
<td>D Hotline service</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>3. Proposed personnel to carry out the services</strong></td>
<td></td>
</tr>
<tr>
<td>A Experience and qualification (CV) of the Project Manager</td>
<td></td>
</tr>
<tr>
<td>B Experience and qualification (CV) of the Engineer that will supervise the required works (minimum 3 yrs of relevant working experience in electrical field)</td>
<td>5</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL MAX. TECHNICAL SCORE</strong></td>
<td>70</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 is **42 points** out of the 70 overall score assigned to the technical component.

**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.

2.5.3 **Financial evaluation:**

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

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.

\[
[\text{Total Price Component}] \times [\text{US$ lowest}] \backslash [\text{US$ other}] = \text{points for other supplier's Price Component.}
\]

For evaluation purposes only, if offers are received in various currencies, 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.

**Note:** Should there be founded reason to believe that bidders paying salaries below the legally applicable minimum, the company will be disqualified.

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

**IMPORTANT:** The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. Bids submitted by other means or sent to any UNHCR address at the same time may be rejected.

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as Annexes G and H to this RFP.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .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.

**SUBMISSION Deadline: 27th October 2022 – 23:59 hrs JORDAN Time**
**IMPORTANT:** 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. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

**Please Note:** UNHCR will not be responsible for locating or securing the bid or any information that is not identified in the Bid. Accordingly, to ensure that the Bid is received in full and 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.

**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 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 to 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 GOODS AND 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.

Arnaud Blazy  
Senior Supply Coordinator  
UNHCR Regional Bureau M

Digitally signed by Arnaud BLAZY  
DN: cn=Arnaud BLAZY, o=UNHCR, ou=Supply, email=blazy@unhcr.org, c=JO  
Date: 2022.09.22 17:22:51 +03'00'