Annex A - Term of Reference

FOR SUPPLY AND INSTALLATION OF WALL CLADDING TO THE UNHCR REGIONAL BUREAU (MENA)

1. Introduction:

UNHCR is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution for issues facing refugees. The number of people forced to flee from home is over 70.8 million which is the highest number since World War II. Today, UNHCR is one of the world's principal humanitarian agencies.

UNHCR strives to ensure that everyone has the right to seek asylum and find safe refuge in another State, with the option to eventually return home, integrate or resettle. During times of displacement, UNHCR provides critical emergency assistance. The assistance UNHCR delivers may include, but is not limited to, protection, advocacy, shelter, health care and transportation. More information can be found on UNHCR globally on www.unhcr.org.

UNCHR, MENA Bureau invites qualified Contractor(s) to make a firm offer for the supply and installation of wall cladding to the reception area on its building located in Princess Basmah Street Wadi Abdoun Area, Building no. 177, Amman-Jordan.

2. Scope of work:

Supply, assemble, install, and properly finish a solid, non-porous surfacing material homogeneously composed of ±1/3 acrylic resin, and ±2/3 natural minerals of minimum 12mm thickness for wall cladding purposes; where, wall dimensions are 6.08 m X 2.85m and color of material to be selected by UNHCR prior awarding the tender.

Work includes custom machining & fabrication with CNC machine a “WORLD MAP” of size 3.57m X 1.73m and supplying illumination of 6000K “cool white” embedded back lighting fixtures. Works also include all provisions indicated on drawings for electrical wiring devices & fire alarm control panel.

Works includes wooden subframe for fixing solid surface material on the wall for leveling purposes. Vendor to propose material and distribution of subframe for proper fixing of surface solid material.

Vendor to propose an access panel for easy reach & maintenance of embedded light in the most professional and technical way.

UNHCR MENA’s 19 regional offices are located in Algeria, Egypt, Iraq, Israel, Jordan, Kuwait, Libya, Lebanon, Mauritania, Morocco, Bahrain, Saudi Arabia, Qatar, Oman, Syria, Tunisia, Turkey,
UAE & Yemen, to be distinguished & highlighted from the other countries on the CNC machined world map either in a different illumination color or embossed format which is subjected to technical approval of UNHCR's technical team.

*Map is only for information and not for fabrication, size is not to scale

3. Fabrication:
   1. Fabricate components in workshop to greatest extent practical to sizes and shapes indicated in accordance with approved shop drawings.
   2. Joints between components to create inconspicuous seams, using manufacturer's standard joint adhesive / One component silicone for covered corners and manufacturer's standard one- or two-part adhesive kit to create inconspicuous, nonporous joints between cladding sections
   3. Ensure joints are inconspicuous in appearance and without voids.
   4. Provide factory cut-outs for electrical fittings as indicated on tender drawings.
   5. Ensure no blistering, whitening, and cracking of components during forming.
   6. Rout and finish component edges to a smooth, uniform finish.
   7. Rout cut-outs, then sand edges smooth where applicable.
   8. Ensure all surfaces have uniform finish & polished

4. Fabrication deficiency:
   - Any work which needs repair or defective will be considered as inaccurate work and will be rejected.
   - Repair minor imperfections and cracked seams in accordance with manufacturer's repairing procedures.
o Replace damaged work and replace areas of severely damaged surfaces which cannot be satisfactorily repaired, restored or cleaned, to satisfaction of UNHCR at no cost.

5. Material properties minimum requirements:
   - Tensile Strength: 6000 psi min.
   - Tensile Modulus: 1.5 x 10^6 psi min.
   - Tensile Elongation: 0.4% min.
   - Flexural Strength: 10000 psi min.
   - Flexural Modulus: 1.2 x 10^6 psi min.
   - Hardness: >85 Rockwell "M" scale
   - Thermal Expansion: 2.2 x 10^-5 in./in./°F
   - Does not support fungi and bacteria microbial growth
   - Highly resistant to mold
   - Flammability according to ASTM E84, NFPA 255 & UL 723 standards
   - Flame Spread: <25
   - Smoke Developed: <25
   - Life safety code: Class A according to NFPA 101

6. Shop Drawings:
   Bidders shall submit shop drawings for work indicating plans, sections, dimensions, component sizes, edges fabrication details, provisions and coordination requirements with adjacent work. Show locations and sizes of cut-outs and holes for electrical works and other items installed in cladding surface.

7. Samples:
   After commencing of fabrication, the selected Contractor is expected to submit samples with minimum 150 mm x 150 mm samples. Cut sample and seam together for representation of inconspicuous seam. Indicate range of color and pattern variation. Approved samples by UNHCR will be retained as standards for work.

8. Site Control Procedures:
   1. Deliver no components to project site until areas are ready for installation.
   2. Installation to be done with qualified personnel.
   4. Remove adhesives, sealants, and other stains.
   5. Remove excess adhesive and sealant from visible surfaces.
   6. Coordinate connections of electrical fixtures.
   7. Clean surfaces in accordance with manufacturer’s care and maintenance instructions guide.
8. Clean and restore working areas to its original condition after suspension or finishing the work on daily bases

9. Provide protective coverings to prevent physical damage or staining following installation for duration of project.

10. Ensure components are clean & protect surfaces from damage until date of substantial completion of the Work.

9. Warranty:
Warranty for installed material to be for period of 10 years against defects and/or deficiencies. During this period the awarded bidder should promptly correct any defects or deficiencies which

Notes prior the submission of offer:

- The selected Contractor is expected to assume liability for defects due to bad performance or faulty material used (Warranty period/Good performance guarantee) for minimum ten (10) years. The warranty must include a guarantee that the Contractor will fix any damage caused by their negligence or by inferior materials used during the ten years.
- In relation to the quality insurance, UNHCR has the right to retain 10% of the contract amount for 6 months.
- The delivery time of the project is expected not to exceed two (2) weeks from the date of agreeing on the details and color selection.
- Site visit will be arranged prior to submitting the offer. Questions raised before or during the site visit will be collected and answers will be published.

10. Proposal of Health, Safety and Security:

1) The vendor shall adhere all safety measures through the provision of the service and provide a list of all tools and equipment.

2) The vendor shall provide all safety items i.e., safety helmets, safety belts, harness with fall arrestors, gloves, goggles, etc. to workers while working at height at his own cost.

3) The vendor is responsible for its workers and must provide insurance or medical coverage in the event of an accident. The vendor should provide insurance coverage certificated for all staff will be working in UNHCR premises.

4) UNHCR will not be held responsible for any loss, destruction, or damage to the property of UNHCR caused by the Contractor's personnel or by any of its subcontractors or anyone else directly or indirectly employed by the Contractor or any of its subcontractors in the performance of the Contract as stated in Annex F article no. 8.

5) Vendor shall be liable for accidents, damages, injuries, losses due to any accident or negligence of his workers and vendor shall be liable to incur all the expenses in
consequence thereof for any type of damages due to any accident or negligence of his workers or used equipment.

11. Additional Notes:

1) If any equipment or item belongs to the building was damaged due to inadequate handling or poor workmanship & safety measures, the Vendor shall be responsible for replacing and/or repairing them at his own expenses.

2) The vendor shall be responsible for repairing and or replacing anything which has been damaged by the vendor activities within the premises, shall also be responsible for the cleaning of any debris, wastes or other items created during these works.

3) Vendor shall also be careful not to create excessive, dust or debris in any area. Any costs incurred for cleaning wastes or debris generated by the vendor shall be charged to the vendor.

4) Vendors can work during weekends and UNHCR will grant access to the project workers. List of workers should be provided 2 days in advance.

12. Site Cleaning:

The contractor would be responsible to preform reasonable and thorough cleaning of the sites. In sites where the works will be performed in occupied and in use buildings or sites the following should be carried out by the contractor:

1) Protection of office furniture and equipment: The contractor will ensure that adequate protection and cover is in place for office furniture and equipment in areas where the works will be performed.

2) Day-to-day cleaning: The contractor will ensure that all dust and debris produced on site are removed. Since the building or site will be in use whilst work is under way, cleaning with brooms, brushes or any equipment that could raise dust is not allowed. Only, Vacuum cleaning is allowed to be carried out.

13. Working hours:

Sunday to Thursday from 9:00 AM to 4:30 PM. Contractors should be available for working during weekends (Friday and Saturday), after working hours to minimize work disruption.

14. Evaluation Criteria:

The technical evaluation will be based on the following criteria and will be conducted separately for the outdoor and indoor wall:
## Mandatory Criteria

<table>
<thead>
<tr>
<th>Mandatory Criteria</th>
<th>Pass/Fail Evaluation</th>
<th>Documents, information to be provided to establish compliance with the set criteria</th>
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</thead>
<tbody>
<tr>
<td>Legal eligibility/registration</td>
<td>Pass/Fail</td>
<td>Provide copy of Valid Business Registration Certificate in Jordan</td>
</tr>
<tr>
<td>Catalogue for proposed materials incl. colors provided</td>
<td>Pass/Fail</td>
<td>Provide catalogue of materials incl. available colors and material properties</td>
</tr>
<tr>
<td>Submitted initial design and color selection options demonstrates understanding of the requirement.</td>
<td>Pass/Fail</td>
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</tr>
<tr>
<td>Provided proof of relevant expertise</td>
<td>Pass/Fail</td>
<td>Provide proof that at least one of the proposed workers is a certificated applicator of the proposed material</td>
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<tr>
<td>Warranty/ Good Performance Guarantee Period min. ten (10) years</td>
<td>Pass/Fail</td>
<td>Provide confirmation of accepting liability for min. ten (10) years in your Technical Response Form (Annex B)</td>
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<tr>
<td>Proposed implementation time does not exceed two (2) weeks</td>
<td>Pass/Fail</td>
<td>Provide information on the proposed implementation period in your Technical Response Form (Annex B)</td>
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Among the technically compliant the lowest cost bid will be recommended for the contract award. All things being equal, preference will be given to the offer with the shortest delivery lead time.