REQUEST FOR PROPOSAL: No. RFP/UNHCR/JOR/2022/20
FOR THE PROVISION OF CONSTRUCTION SERVICE TO CREATE PEDESTRIANS’ CONCRETE SLABS AT ZAATARI 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. Today, a staff of some 17,800 people in more than 132 countries continues to help about 34 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), Office in Jordan, invites qualified suppliers and service provider to make a firm offer for the provision of Construction Service to Create Pedestrians’ Concrete Slabs at Zaatari Camp.

IMPORTANT:
Terms of Reference (TORS) 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 A1: Terms of Reference (TOR)
- Annex A2: BOQ’s
- Annex A3: Drawing - indicative image
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex F: Suppliers’ check list
- 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 invitation to bid
- 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 5/12/2022.** 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.

**Site Visit instructions:**

- Site visit will be conducted **on 4 December 2022 at 12:00.**
- A Site visit for Zaatari Camp is mandatory and will be scored.
Entry permit is required, suppliers to send the following **VALID** documents to the following email addresses to enable the issuance of the needed permit.

- Copy of the national ID
- Copy of covid 19 vaccination certificate.
- Valid care license.
- Valid driver license.

**Valid Documents to be sent to the following email address before or by 27/11/2022, 23:59 h local time:**

joramsup@unhcr.org

Any email will be received with expired or missing documents will not be processed.

- Site visit will be on **4/12/2022** - Gathering at 11:30 at the main gate (VIP and delegation gate) in Zaatari camp, visit will start at 12:00 pm. No entry for suppliers after 12:00.

2.4 **YOUR OFFER**

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 2.7) of this RFP.

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

- Technical offer
- Financial offer

2.5.1 **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 and BOQ’ requested by UNHCR can be found in **Annex A1 & A2**. 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**
  - **Valid** company Registration certificates for:
    - Valid Commercial Registration
    - Valid Registration certificate at the Jordan’s Contractors Association (JCA) classified as contractors of fourth/fifth degree in Roads and or Infrastructure.
Company Profile: Company Profile – Short description of the Company, details on the objectives, and experience in accessibility sector. Proof of Projects completed.

Demonstration or confirmation of availability of key equipment (with owned / rent agreement for all equipment throughout project period):
- Truck 12m³ x 3
- Loaders, JRB, Crane, Wheels x 2
- Any other necessary equipment/ machinery

Confirmation letter that consultant will be doing the lab test, concrete test any other required test as per construction laws in Jordan.

Bid Security- Original Bank Guarantee: by Submitting a bank guarantee of ten thousand dinars on the name of the project.

Bidder must provide copy of commercial bank account, please fill Annex C Vendor Registration Form

➢ QUALITY OF THE PROPOSED STAFF, REPORTING STRUCTURE AND WARRANTY

- Number and Qualifications of dedicated full-time staff, CV, diplomas, background of the:
  - Project manager (Civil engineer with minimum three (3) years of experience in the respective field).
  - Confirmation from bidder that it has key experts as needed for the project.
  - Civil Engineer (construction, water, sewerage, etc)- at least 2 years of experience.
  - Road Surveyor- Diploma with at least 3 years of experience, or Civil engineering with at least 2 years of experience.
  - Quality Control Technicians- Diploma with at least 3 years of experience, or Civil engineering with at least 2 years of experience.
  - Site inspector- Diploma with at least 3 years of experience, or Civil engineering with at least 2 years of experience.

- Companies should indicate that they will install slabs in multiple places simultaneously and to be reflected in the critical path analysis.
- Confirmation Letter for (1- 2) years of warranty period after the final completion of the project including the provided materials.

➢ PROVEN EXPERIENCE

- Submission of evidence regarding executed similar sized, JCCA or relevant contracts signed with companies or organizations and or their outcome (accessibility projects: concrete slabs, pathways, ramps) within last three (3) years supported with copies of purchase orders/contracts or letter of references or work completion certificates.
- References with contact details-Please provide contact details with focal point name, mobile numbers, e-mail addresses.
- Availability of a valid ISO certification or internationally recognized equivalent (equivalency to be demonstrated by Applicant):
  - Environmental Management Certificate ISO 14001
  - Health and Safety Certificate OHSAS 18001
- Confirmation letter indicating the company will implement and provide required services within the required time frame:
  - 4 weeks for implementation of the design. Noting that tendering and technical evaluation of offers Phase will take approximately 2 months.
- 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).
• Detailed health and safety plan.

- **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).*

- **Suppliers Check list:** Your technical offer should contain filled, signed and stamped *Annex F* suppliers Check list.

### 2.5.2 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 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.

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 120 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.

### 2.6 BID EVALUATION:

#### 2.6.1 Supplier Registration:

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.
2.6.2 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 with a score out of 60% and pass/fail.

The Financial Offer will be evaluated with a score out of 40%.

Technical Evaluation:

The technical offer will be evaluated on the basis of the information requested in 2.5.1 above and on the basis of its responsiveness to the BOQ’s and TOR:

Technical Evaluation Criteria:

a) Attending the site visit (Pass/fail)

b) Valid Commercial Registration. (Pass/fail)

c) Valid Registration certificate at the Jordan’s Contractors Association (JCA) classified as contractors of fourth/fifth degree in Roads and or Infrastructure. (Pass/fail)

d) Demonstration or confirmation of availability of key equipment (with owned / rent agreement for all equipment throughout project period. (Pass/fail)

e) Bidder must provide copy of commercial bank account, by filling and submitting Annex C Vendor Registration Form (Pass/Fail)

f) Confirmation letter that consultant will be doing the lab test, concrete test any other required test as per construction laws in Jordan. (Pass/Fail)

g) Bid Security- Original Bank Guarantee: by Submitting a bank guarantee of ten thousand dinars on the name of the project. (Pass/Fail)

h) Mandatory site visit (5 points)

i) Capacity/Qualifications of the Company (5 points)

j) Quality Of the Proposed Staff, Reporting Structure and Warranty (25 points)

k) Proven Experience (25 points)

Financial Evaluation

The Financial offer will use the following percentage distribution: [40] % from the total score.

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., \[ \text{points for other supplier's Price Component} = \frac{\text{[total Price Component]} \times \text{[lowest]}}{\text{[JOD other]}} \]
For evaluation purposes only, the offers submitted in currency other than JOD will be converted into JOD using the United Nations rate of exchange in effect on the date the submissions are due.

2.7 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 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:** 18/12/2022, 23:59hrs 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.

2.8 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
A 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 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.

2.10 **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: Njerassem Ndiguisssem
Supply Officer
UNHCR BO Amman - Jordan

07-Dec 2022