DATE: 22 November 2022
REQUEST FOR PROPOSAL: No. RFP/UNHCR/JOR/2022/21
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT
FOR THE PROVISION OF CLEANING SERVICES
CLOSING DATE AND TIME: 15 December 2022 – 23:59 Jordan time

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 6,600 people in more than 110 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), Jordan, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Cleaning Services (referred to hereinafter as services).

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

UNHCR may award Frame Agreement(s) with initial duration of two (2) years, potentially extendable for a further period of 1 (one) year based on supplier satisfactory performance. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

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 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, in Jordan 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:
When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.
The initiation of conciliation or arbitral proceedings in accordance with article 18 “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.

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.

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 A: Terms of Reference (TORs)
- Annex C: Vendor Registration Form.
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010
- Annex F: eTenderBox Registration Guide;
- Annex G: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate 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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect to this RFP by e-mail to JORAMSUP@unhcr.org. The deadline for receipt of questions is 23:59 hrs. on 4 December 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.

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. OR will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website.

Site Visit:

In addition, UNHCR is organizing a site visit and invites all interested bidders to participate (participation is recommended). UNHCR will hold three site visits on 29, 30 November and 1 December 2022 as detailed below. Only one representative from each bidding company can attend. Such precautionary measures taken by UNHCR is required for social distancing.

A. Prebid meeting and Site Visit to UNHCR offices (Branch Office, at Khalda, and MENA office at Abdoun):
   - Date: Tuesday 29 November 2022
   - Time: 10:00 am & 11:30
Security Gate pass is required, bidders need to send representative ID by e-mail to secure their entry to UNHCR office.

B. UNHCR Mafraq office and RAS Camp  
   Date: Wednesday, 30 November 2022  
   Time: 11:00 am  
   Security Gate pass is required, bidders need to send representative ID by e-mail to secure their entry to UNHCR camps.

C. UNHCR Field office Irbid Office:  
   Date: Thursday, 1 December 2022  
   Time: 10:00am  
   Security Gate pass is required, bidders need to send representative ID by e-mail to secure their entry to UNHCR office.

To arrange for your gate pass, please send an e-mail (at least three days before the site visit date) to JORAMSUP@ unhcr.org

2.4 YOUR OFFER

Your offer shall be prepared in English only.

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 refer to the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:
- Technical offer
- 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. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**
  A description of your company with the following documents: company profile, registration certificate and last audit reports:
  - Year founded;
  - If multi location company, specify headquarters location;
  - Number of similar and successfully completed projects;
  - Number of similar projects currently underway;
  - Total number of clients;

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**
  Any comments or suggestions on the TOR, as well as your detailed description of how your company would respond to the TOR:
  - A description of your organization's capacity to provide the service;
  - A description of your organization's previous experience in providing the service.

- **Proposed personnel to carry out the assignment**
  The composition of the team you propose to provide.
  - Curriculum Vitae of core staff.

- **Vendor Registration Form**: If your company is not already registered with UNHCR, you should complete, sign/stamp and submit with your technical proposal the Vendor Registration Form (Annex C).

- **UNHCR General Conditions for Provision of Services (Annex D) and UN Supplier Code of Conduct (Annex E)**: Your technical offer should contain your acknowledgement of both Annexes by signing/stamping Annex D and E.

### 2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in Jordanian Dinars (JOD) only.

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 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:

#### 2.5.1 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.

#### 2.5.2 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.

2.5.3 Technical Evaluation Criteria:

A. Mandatory Criteria:

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<tr>
<th>S.N.</th>
<th>Evaluation Criteria</th>
<th>Pass/Fail</th>
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<tbody>
<tr>
<td>1.</td>
<td>Copy of Valid Commercial Registration in Jordan</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>2.</td>
<td>Companies participating in the tender should be registered as providers of cleaning services.</td>
<td>Pass/Fail</td>
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<td>3.</td>
<td>Bidders must have at least five years’ experience in the cleaning services business.</td>
<td>Pass/Fail</td>
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<td>4.</td>
<td>Bidder must have a commercial bank account, please fill Annex C Vendor Registration Form.</td>
<td>Pass/Fail</td>
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<td>5.</td>
<td>Bidder confirmation/Acknowledgment of UNHCR General Conditions of Contracts for the Provision of Services (Annex D) including UNHCR Payment Terms; by providing signed and stamped of Annex D.</td>
<td>Pass/Fail</td>
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<td>6.</td>
<td>Availability of confirmation/Acknowledgment of UN Supplier Code of Conduct by providing signed and stamped; by providing signed and stamped of Annex E.</td>
<td>Pass/Fail</td>
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B. Weighted Criteria:

1. **Company Profile and Work Experience:**

   a- Description of the Company, details on the objectives, experience, number of employees and function, field of expertise licensed in Jordan, history of the company’s previous and existing contracts, management structure.

   b- Work experience in the field of cleaning services, in terms of business volume and requirements, please submit supporting documents (contracts, PO’s, recommendation letters...etc) on:
      - Years of relevant/direct experience in carrying out similar Projects at least 5 years of experience in the same type of required services (in terms of dimensions/magnitude), more points are awarded for longer work experience.
      - Previous Satisfactory experience with UN offices, embassies, hospitals, banks or NGO’s, for the last 5 years, more points are awarded for UN and diverse experience.

   15 Points

3. **Employees:**
Number of employees currently working with bidder:

- Bidder needs to have at least 50 employees (i.e. cleaners) currently employed on full time basis at different cleaning projects with at least one year of proven experience in cleaning services. Please provide social security record for each employee showing bidder company’s name as employer/sponsor.
- Bidders to submit proof for each worker on:
  - Primarily employed (sponsored) by bidder Company, including proof of valid work permits, if applicable.
  - Employees are enrolled in social security, provide supporting documents.
  - Employees have medical insurance, submit copies of insurance policy.
  - All employees have non-conviction certificate.
  - Number of annual leave and sick leave days provided to each employee, please submit employment contracts.

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<th>4. Approach and Methodology and Work Plan</th>
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<tr>
<td>Approach, Methodology and Work Plan including Mobilization Plan.</td>
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<tr>
<td>- A detailed work check list schedule of work addressing the needs stated in the TOR, logical, realistic and efficient implementation.</td>
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<td>- The number of personnel proposed and clearly defined roles and responsibilities.</td>
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<tr>
<td>- Provide a list of high-quality cleaning supplies “grade A” brands and equipment intended to be used in the cleaning services. Please use ECO friendly cleaning materials products, whenever possible and available. Provided documents for the cleaning materials and specifications.</td>
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<th>5. Supplier Commitment to Sustainability</th>
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<td>Bidder commitment to environment and sustainability: Waste management and recycling practices: Bidders to describe and submit a proof of current practices of waste management and recycling practices. Example: Recyling of empty containers of cleaning materials, paper/carton boxes. Please submit supporting documents as commitment with a recycling company in Jordan, previous transactions done ...etc.</td>
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<th>Total Number of Points (Technical Evaluation)</th>
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<td>Minimum Passing Score is 42 Points of the Overall Score:</td>
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Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

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., \([\text{total Price Component}] \times \frac{\text{US$ lowest}}{\text{US$ other}} = \text{points for other supplier’s Price Component}\).
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

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 H and I to this ITB.

IMPORTANT:
The technical offer and financial offer are to be uploaded in separate documents. Failure to do so will result in disqualification.

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.

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.


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.

It is your responsibility to verify that all documents have been uploaded properly to eTender box before the deadline. Please read Annex F & G for eTenderBox Registration Guide and user manual.

Please indicate in your offer:
- Bid Reference: RFP/UNHCR/JOR/2022/21
- Name of your firm with the title of the attachment
- Contact information (e-mail & focal point mobile number)

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/documents 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 RFP will be made in Jordanian Dinar (JOD). 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.

Signature
Francis Ngarambe
Senior Supply Officer
UNHCR BO Jordan