



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: August 2nd, 2021

Request for Proposal: HCR/MYS/SUP/RFP/011/21

REPAIR WORKS AND MAIN ROOFING UPGRADATION AT UNHCR OFFICE MALAYSIA

CLOSING DATE AND TIME: September 1st, 2021 - 1500 hrs Malaysian Standard 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.

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) in Malaysia invites qualified Registered Contractors to make firm offers for the Repair Works and Main Roofing Upgradation at UNHCR Office Malaysia, detailed in the attached Annex B (referred to hereinafter as Services).

IMPORTANT:

Detailed requirements like BOQs are given in the attached Annex B

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 at that time regulated by issuance of individual Purchase Orders.

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 issuance of individual purchase order by other UN agency.

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.

Sub-Contracting: Please take careful note of article 7 of the attached General Conditions of Contract for the Provision of Civil Works (Annex E).

QUALITY CONTROL THROUGHOUT THE CONTRACT PERIOD:

UNHCR will carry out quality inspections of the works during and after implementation. UNHCR or its appointed Construction manager shall have the right to disqualify on the basis of quality material that the contractor intends to use, and the contractor must replace this material with the quality that the manager recommends. Details of materials, Article 36 of the attached General Conditions of Contracts for the Provision of Civil Works contains details of materials, workmanship and testing that shall apply in the contract. In case of contractor's quality default, penalty may be imposed.

UNHCR may appoint an additional contractor to monitor, quality control and confirmation of completion of work. By submitting the bid, bidders agree to cooperate and provide samples of materials and any other information that may be required to complete the task.

Note: This document is not to be 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 RFP:

- | | |
|-----------|---|
| Annex A: | Calendar of Activities |
| Annex B: | Bill of Quantities (BOQs) |
| Annex B1: | Technical Offer Form (to be completed and submitted in the technical offer) |
| Annex C: | Financial Offer Form (To be completed and submitted in a separate financial offer) |
| Annex D: | Vendor Registration Form (To be completed and submitted by vendors who are neither registered in UNGM nor with UNHCR in the technical offer) |
| Annex E: | UNHCR General Conditions of Contracts for the Provision of Civil Works (To be signed, stamped and submitted in the technical offer) |
| Annex F: | UN Supplier Code of Conduct (To be signed, stamped and submitted in the technical offer) |
| Annex G: | Evaluation and Scoring Methodology |

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP;
- 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 of this RFP by e-mail to the Supply Officer to MLSLUSUP@unhcr.org the deadline for receipt of questions is 15:00 hrs MST on August 13th, 2021. Bidders are requested to keep all questions concise.

2.3.1 OPTIONAL SITE VISIT PRIOR TO BID SUBMISSION

Bidders are encouraged to undertake site visit prior to submitting their bids, and to have better understanding for deliverables, Bidders must show their interest in site visit through email on MLSLUSUP@unhcr.org.

Site visits shall take place from August 11th, 2021 - August 12th, 2021. Please, submit the names, IC Numbers of your representatives (maximum 2) who will visit, exact date and time of visit at least 48 hours before the site visit.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received, a Questions & Answers document will be prepared and posted on the UNHCR website. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders.

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 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 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 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 technical offer shall have 60% weightage

The technical details of the services requested by UNHCR can be found in **Annex B & B1**

The following details shall be provided in the **Technical Offer**.

- a. Description of the company and the company’s qualifications:** A description of your company with the following documents: company profile, registration certificate with tax authorities and last audit reports,
- Year founded; certificate of incorporation, registration documents with the Government of Malaysia. Registration with Ministry of Finance Malaysia (Preferred not Mandatory)
 - If multi–Location Company kindly specify headquarters location and specify that technical support, after sales services shall be provided from which office location?

(Company should be at least 3 years old).

- b. Registration with CIDB:** Please annex valid certificate from CIDB in category **G-4** or above for General Building works relevant to Scope of Work (Pembinaan Bangunan).

- c. Experience of Firm:** Please provide list of similar contracts costing atleast **MYR 750,000** completed in the last 05 years with Governenment, NGOs, Private Firms and UN organizations on the below format:-

S.No.	Name of Client	Project Description	Value of project	Project commencement date	Project completion date
1.					
2.					
3.					

Authentic Copies of Purchase Order / Contracts and Project Completion Certificates should be provided in Technical Bids and must bear the letter head and/or official stamp of the client.

- d. Technical Personnel Profile:** Details of Tehncial Staff including Lead Civil Engineers with Masters Degree, Civil Engineers with Bachelors Degrees (with valid CIDB Registration), Diploma Engineers and Quantity Surveyers etc. Should be provided along with a brief CV (1 to 2 pages). These documents will be used for Technical Evaluation and non submission may result in losing respective scores. The Contractor shall appoint the Contractor’s Representative and shall give him all authority necessary to act on the Contractor’s behalf under the Contract. The Contractor’s Representative shall be appropriately qualified, skilled and experienced and be fluent in oral and written English

- e. Financial Soundness:** Bidders should submit audited financial statements (Balance Sheet and Income Statement) or bank statements for the last 03 years showing a minimum annual turn over of at least **MYR 1 Million** in any of the past 3 past years. Your bank statement must be from a bank with a minimum credit rating of A.

Transactions to be considered in the bank statement must be before the issue date of this tender.

- f. **Understanding of the requirements:** For services, Proposed Approach, Solutions, Methodology, Quality and Risks Management Plans: Bidders shall provide an executive summary that defines the overall approach to manage and operate all of the required services, including a Work Plan / implementation plan (schedule) for all activities using GANTT Chart/ simple Implementation Plan/Proposed Detailed Work Schedule (prepared and broken down on a daily basis with percentage distribution) providing the details of Critical Path Analysis for each task/sub-task. This section should also include a Quality Control System and Management, Security and Safety Plan and Reporting/Communication Plans.
- g. Bidders have to show that they can provide adequately skilled people to assume the responsibilities and perform the full range of tasks simultaneously at multiple locations included in the bill of quantities. No substitutions or alteration will be made without prior written consent from UNHCR. **Please note that it is the responsibility of the contractor to obtain relevant permission(s) /NOCs from concerned authorities if required including approvals from MITI, UNHCR will provide full support in providing reference/support letter.**
- h. The bidder shall guarantee that the works / services shall not be delayed, interrupted due to absence of core staff, Bidder shall inform UNHCR about the reasonable emergency situation and a solution or an alternate arrangement shall be agreed with UNHCR so that the on-going project is not adversely affected.
- i. The awarded bidder shall be required to comply with national safety standards upon signing the contract.
- j. The following insurance coverages shall be under contractor's responsibility to be provided from an insurance company, until the substantial completion of the works are approved by UNHCR:
- Insurance for the Works, Plant(s) and Materials (no less than the value of the project)
 - Insurance against injury to persons and damage to property (third party insurance)
 - Insurance for Contractor's personnel (workers in case of an injury, sickness, loss, etc.)
 - Insurance for Contractor's Equipment
- k. If the awarded bidder fails to complete the works within the time for completion prescribed in his submission and/or contract, or any extended time for completion in accordance with the Contract, the Contractor agrees to pay to UNHCR a sum equivalent to 0.05% of the total Contract Price for each Calendar day of delay. If the

delays reach to more than Four 04 calendar weeks without proper justification, UNHCR shall have the right to terminate the contract unless UNHCR grants an extension in the deadline.

- l. 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 firm is registered in UNGM at level 1 or 2, please, provide only your exact registration number together with a declaration that the information available in UNGM is fully updated.

- m. UNHCR General Conditions for Provision of Civil Works:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Civil Works by signing **Annex E**.

- n. UN Supplier's Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier's code of conduct by signing **Annex F**.

- o. Performance Security:** UNHCR may require performance security in the form of bank guarantee amounting to 10 % of the contract value from the successful bidder. UNHCR will advise the successful bidder after selection.

2.4.2 CONTENT OF THE FINANCIAL OFFER

Please note that your separate **Financial Offer** must contain prices quoted in MYR against each line item given in Price Proposal Form. 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 exempted from all direct taxes and customs duties, In this regard UNHCR Representation in Malaysia is liable to pay sales and service tax and claim it from the Government, your price offer should include VAT/SST in a separate line, failure to comply will result in disqualification.

Financial offer will have 40% weightage.

No additional payment shall be paid by UNHCR for any arrangements held by the awarded Company such as transportation costs of debris, labor, testing and commissioning etc. In addition, those arrangements shall comply with national rules and/or laws for any kind of transportation of debris, testing works etc.

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 supplier within this period. Price quoted in the Supplier's offer will remain valid for the duration of the contract. UNHCR's standard payment terms are within 30 days after satisfactory completion of works, accepted and verified by UNHCR and receipt of all supporting 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.

2.5 **BID EVALUATION:**

2.5.1 **Technical evaluation 60%:**

Technical Bids will be evaluated on the basis of below criteria:

S. No.	CRITERIA	Marks
1.	Is the contractor registered with Malaysian Government Authorities (attach registration documents - SSM/COI) Mandatory	Yes / No
2.	Is the contractor registered with CIDB in category G-4 or above for General Building Works? Mandatory	Yes/ No
3.	Past experience related to construction/renovation and refurbishment services costing at least MYR 750,000 per project. <i>Please provide work orders, contracts or POs & Project Completion Certificates.</i>	30
4.	Technical capacity: Qualified engineers and technical support staff. <i>Please provide CVs and copies of certificates.</i>	25
5.	Financial soundness: Audited financial reports or bank statements for the past 3 years showing a minimum annual turnover of MYR 1 million in any of the past 3 years.	20
6.	Understanding of the requirements for services	25

Only technically qualified bidders shall be financially evaluated. To be technically qualified and eligible for financial bids to be opened, bidders have to fulfil the mandatory criteria from point 1 - 2 above and score at least 60 out of 100 Marks on points 3 - 6. Bidders failing the mandatory criteria from 1-2 will not be evaluated further.

2.5.2 **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 **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.

Failure to provide the abovementioned documentation, might lead to disqualification.

Important Note:

It should be noted by the companies that 10% equivalent amount of the contract value shall be held by UNHCR during the defects liability period of (1) year after the substantial completion date onwards.

Payments will be made as per the below breakup: -

- 30% payment upon completion of 30% works (to be verified by UNHCR Engineer/Construction Management Firm), less mobilization advance amount, if any.**
- 30% payment upon completion of 60% works (to be verified by UNHCR Engineer/Construction Management Firm), less mobilization advance amount, if any.**
- 30% payment upon completion of 100% works (to be verified by UNHCR Engineer/Construction Management Firm), less mobilization advance amount, if any.**
- Remaining 10% payment will be released upon completion of Defect and Liability period after confirmation by UNHCR Engineer.**

2.5.4 Financial Evaluation:

Financial bids would be weighted at 40%. Financial bids will be opened for only qualified bidders and evaluated as follows: -

The maximum number of points will be allotted to the lowest price. All other prices will receive points in inverse proportion to the lowest price; e.g.

$[\text{Lowest Price}] / [\text{Quoted Price}] * 100$

The following formula will be used to calculate total scores:-

Total Score= 60% of Technical Score + 40% of Financial Score

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.

Important Note:

Award will be made to the highest overall scorer. Partial and incomplete bids will not be accepted and in case of any discrepancy like calculation errors, unit rates will be considered.

2.6 SUBMISSION OF PROPOSALS:

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 to this RFP.

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may 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.

Deadline: September 1st, 2021 – 15:00 hrs Malaysian Standard 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 publishing on UNHCR website

2.9 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 Order.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers through advertisement in newspaper. 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.

2.10 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 MYR. Payment will be made in accordance to the General Conditions of Contract for the Provision of Civil Works and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.11 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF CIVIL WORKS

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.



Haider Habib Khan
Associate Supply Officer
UNHCR Representation in Malaysia