



# UNHCR

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

**DATE: 28<sup>th</sup> November 2023**

**REQUEST FOR PROPOSAL: No. RFP/SOQ/2023/007**

**FOR IMPROVEMENT AND INTERIOR WORKS IN UNHCR OFFICES, QUETTA**

**CLOSING DATE AND TIME: 12<sup>th</sup> December 2023 – 16:00 hrs. PST**

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## **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 environments, 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 Pakistan invites qualified and Pakistan Engineering Council (PEC) registered contractors/companies to make firm offers for the **FOR IMPROVEMENT AND INTERIOR WORKS IN UNHCR OFFICES, QUETTA** detailed in the attached Annexes B (referred to hereinafter as Services)

### **IMPORTANT:**

Description of the Bill of Quantities and drawings are detailed in Annexes- B1, B2,B3, B4,B5 and B6

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, 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 Contract with other UN Agencies.

### **IMPORTANT:**

When a Contract is awarded, either party can terminate the agreement only upon 30 days (1 month) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 71** "settlement of disputes" of the UNHCR General Conditions of Contracts for Civil works 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 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 Civil Works General Terms and Conditions (**Annex E**).

Note: This document is not to be construed in any way as an offer to contract with you firm.

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

The following annexes form an integral part of this RFP:

- Annex A: Calendar of Activities
- Annex B: Technical Offer Form/Bid Data Sheet
- Annex B1: BOQs for Reception
- Annex B2: BOQs for Protection Building
- Annex-B3: BOQs for Cafeteria
- Annex B4: Drawings and 3D Reception
- Annex B5: Drawings and 3D Protection Building
- Annex B6: Drawings and 3D Cafeteria
- Annex C: Summary Price Proposal
- Annex C1: Price Proposal Reception
- Annex C2: Price Protection Building
- Annex C3: Price Proposal Cafeteria
- Annex D: Vendor Registration Form
- Annex E: General Conditions of Contract for Civil Works
- Annex F: UN Supplier Code of Conduct
- Annex G: eTenderBox Registration Guide
- Annex H: eTenderBox Supplier User Manual

**Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of contract for Civil Works and UN supplier code of conduct. Signed copies of Annexes E & F are required at this stage.**

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by e-mail to [Pakqurfq@unhcr.org](mailto:Pakqurfq@unhcr.org) as to:

- Your confirmation of receipt of this RFP.
- Whether or not you will be submitting a bid

### **2.3 SITE VISIT**

Site visit (UNHCR-Office in Quetta) is mandatory for these works and will attract a total of 4 points, failure to visit the site will lead to automatic disqualification. UNHCR engineer will provide a signed attendance sheet to visiting contractors and copies of these forms should be submitted as part of the technical offer. The visit date and time will be on 04<sup>th</sup>, 05<sup>th</sup> December 2023 between 10 am to 1pm on the stated days.

### **2.4 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to [Pakqurfq@unhcr.org](mailto:Pakqurfq@unhcr.org). The deadline for receipt of queries is on 6<sup>th</sup> December 2023. 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 reply to the questions received as soon as possible by means of publication on UNHCR Pakistan website or UNGM or by email to all invited bidders.

## 2.5 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.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

### **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.

### **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 Proposals" section 2.6) of this RFP.

### 2.4.1 Content of the TECHNICAL OFFER

**Please note that by submitting a bid/response to this RFP you are authorizing UNHCR to verify or reference check the authenticity of the information and documentation you have provided, and this shall be done without any notification or further request for authorization from you.**

### **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.

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.**

- **Company Registration:** The bidder shall have legal status enabling the organization to perform the required services, and shall provide complete company profile, containing copies of registration documents with government authorities like NTN, STRN, Form H, Certificate of Incorporation Company profile, registration certificate and last audit reports.
- **PEC Registration:** The bidder must have PEC registration in minimum C5 category; if the PEC registration is expired, bank deposit for renewal slips will only be accepted if the date of issuance of the deposit slip is before the issue date of this tender.
- **Project Completion time:** UNHCR's preferred project completion time is a maximum of 6 months.
- **Company Experience:** The bidder shall take care of below mentioned:

1. Provide evidence of maximum five (5) construction/rehabilitation completed projects of similar nature of the total value PKR **10** million each or above, in the last 05 years.
  2. No score is applicable for contracts below 10 million.
- For each project, bidders must provide the following:
    - a) Authentic and verifiable purchase order or contract either of which bears the letter head and/or official stamp of the client; and
    - b) Reference letters.
  - **Company Financial Soundness:** Bidders should provide 3 audited reports showing minimum total annual turnover of PKR 100 million or Above in the last 3 consecutive years, covering 2020/2021, 2021/2022 and 2022/2023.
- 2) **Bid Security:** During the bid evaluation process UNHCR **may separately** request bidder(s) to provide bid security of PKR 1,000,000 in the form of a Demand Draft / Pay Order / Call Deposit from a bank with a minimum credit rating of “A”. Bidders are therefore **not required** to submit bid security with their offers. However, bidders must clearly state in “**Annex-B-Technical Offer Form/Bid Data Sheet**” their **acceptance** to provide bid security if requested by UNHCR separately at any later stage of the procurement process.
  - 3) **Understanding of the requirements for services, proposed technical approach, and workplan.**

Proposal should contain the proposed approach/methodology for risk management, Work /Implementation schedule for each building/structure, Gantt chart preferable, critical path analysis for each task in the work plan, deployment plan of resources including staff supervisors, project managers and materials, quality assurance and risk mitigation measures with respect to possible disruptions in achieving required quality and proposed timelines.
  - 4) **Proposed personnel to carry out the assignment.**

This section shall identify the categories of personnel proposed for the assignment and their anticipated roles and responsibilities and time inputs. The proposal should clearly identify whether individuals are staff employees, temporary contract staff or independent/associate consultants.

Proposal includes details of Technical Staff including PEC Registered 1 x Project Manager, 1 x Civil engineer and 1 x Architect supported by valid work contracts and CVs, highest academic qualifications, and valid PEC/PCATP must be registered under the firm.

The score of personnel will be given based on their years of similar construction experience. The proposed personnel dedicated for the project with over 5 years of experience will get the maximum score. Please refer to the technical criteria # 2 in Technical Evaluation table mentioned in Stage 2 in section 2.5.2.1.
  - 5) **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**).
  - 6) **UNHCR General Conditions for Civil Works:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Civil works by signing **Annex-E**.
  - 7) **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier’s code of conduct by signing and stamping **Annex-F**.

#### 2.4.2 CONTENT OF THE FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, in PKR.

Bidders are encouraged to take into consideration the current exchange fluctuation while determining their final prices, as the quoted prices and currency will remain unchanged during the duration of the contract as stated in the requirement section.

The financial offer must cover all the services to be provided (price “all inclusive”). UNHCR will not provide advance payment or open Letter of Credit.

The Financial Offer is to be submitted as per the Financial Offer Forms (Annexes C1, C2 and C3). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. Since UNHCR is undertaking local procurement, therefore, price has to be given without VAT/GST. If requested by the successful bidder, UNHCR shall obtain from authorities GST exemption, upon provision of all required documents by 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.

## **2.5 BID EVALUATION:**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

### **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:

- Company Registration.
- NTN, STRN, Form H
- Company profile.
- PEC license.

### **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:

- Technical: 60%
- Financial: 40%

#### **2.5.2.1 Technical Evaluation**

The Technical proposal will be evaluated in 2 stages:

### Stage 1: Mandatory / Eligibility Criteria

	CRITERIA	Fail/Pass
1	Bidder must be a company registered with Government Authorities (NTN & STRN, Form H, and/or Incorporation Certificate)?	Fail/Pass
2	Bidder is registered with PEC in category C-5 or above. Bidder to provide copy of valid certificate in category C-5 or above	Fail/Pass
3	Site Visit: Bidder must visit the office premises (site) before submitting their offer. Bidder to provide site attendance sheet signed by UNHCR Engineer	Fail/Pass

The Bidders must meet all the above 3 mandatory pre-qualification criteria for their proposal to be considered for further evaluation.

### Stage 2: Technical Evaluation

Percentage distribution of **60%** from the total score has been allocated to Technical Proposal. Maximum scores are listed in the table below. Failure to achieve a minimum score of **40 points** out of the **60 points** will result in technical non-compliance and elimination from further evaluation.

Item	Technical Criteria	Criteria Description	Score	Detailed Scoring Methodology
1	<b>Past Construction Experience</b>	Proposal includes a section that shows company's experience supported by credible documentation such as contracts, POs or and completion certificates, etc. for each contract. <u>Number of similar construction / rehabilitation projects in last 05 years.</u>	<b>20</b>	<ul style="list-style-type: none"> <li>Any 05 <u>completed or on-going</u> contracts of PKR 10 million each and above = 4 marks each</li> </ul>
2	<b>Technical Capacity</b>	Proposal includes details of Technical Staff including <u>PEC Registered dedicated for the project</u> , supported by valid work contracts and CVs, highest academic qualifications, and valid PEC/PCATP registration numbers. The Project Manager/Architect must be PEC/PCATP registered under the firm: <ul style="list-style-type: none"> <li>· 1 x Project Manager (5-Marks)</li> <li>· 1 x Civil Engineer (5- marks)</li> <li>· 1 x Architect (5-Score)</li> </ul>	<b>15</b>	<u>One-Project Manager</u> <ul style="list-style-type: none"> <li>• Experience &gt; 5-Years (5 points).</li> <li>• Experience 2-5 years (3 points).</li> </ul> <u>One Civil Engineer</u> <ul style="list-style-type: none"> <li>• Experience &gt; 5-Years (5 points).</li> <li>• Experience 2-5 years (3 points).</li> </ul> <u>One-Architect</u> <ul style="list-style-type: none"> <li>• Experience &gt; 5-Years (5 points).</li> <li>• Experience 2-5 years (3 points).</li> </ul>

3	<b>Site Visit and Responsiveness of the proposed implementation plan</b>	<p>Proposal should contain the following key areas:</p> <ol style="list-style-type: none"> <li>1. Site visit to understand site conditions. The Proof of visit to <u>site</u> by submitting attendance sheet signed by UNHCR Engineer (4-Score)</li> <li>2. A brief description on how the bidder will ensure Quality assurance, risk mitigation measures, Health hazards and environmental considerations (4-Score)</li> </ol>	8	<ul style="list-style-type: none"> <li>• Signed attendance sheet of site provided, 4 points, not provided 0 marks.</li> <li>• If brief description covering quality assurance, risk mitigation, health hazards and environmental considerations 1 point each, not provided 0 marks each.</li> </ul>
4	<b>Financial soundness</b>	<p>Provision of 3 <u>audited reports for the past 3 years (covering 2020/2021, 2021/2022 and 2022/2023)</u> showing a minimum total annual turnover of at least <b>100 million</b> PKR and above.</p>	9	<p><u>3 marks per each Audited report with annual turnover equal or more than 100 million PKR (Max. 3 x 3= 9 marks)</u></p>
5	<b>Completion Time / Work Plan</b>	<p>Bidder to share (signed and stamped) workplan based on technical documents provided in tender and the estimated number of days/months for completion of all works of project. (UNHCR's expected completion time is 4 months.</p> <ol style="list-style-type: none"> <li>1. Completion time of project (4-Score)</li> <li>2. Gantt chart and critical path analysis for each task - Implementation schedule of the project(4-Score)</li> </ol>	8	<ul style="list-style-type: none"> <li>• Project completion time ≤4 months = 4 marks Project completion time &gt; 4 to 6 months = 2 marks Project implementation of over 6 months= 0 marks</li> <li>• Gantt chart showing detailed relevant work implementation schedule = 4 marks.</li> </ul>
			<b>60</b>	<b>TOTAL SCORE OBTAINED</b>

### 2.5.2.2 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. **[Lowest Price] / [Quoted Price] x 40 = points of other supplier out of the maximum financial component (40 points)**. 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.

The following formula will be used to calculate total scores: -  
**Total Score= 60% of Technical Score + 40% of Financial Score**

***Important Note:***

***Award will be made to the highest overall scorer per lot if applicable. Incomplete bids will not be accepted and in case of any discrepancy like calculation errors, unit rates will be considered.***

### 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.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

## **2.6** SUBMISSION OF PROPOSALS:

### **SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by electronically and uploaded 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 e-TenderBox, registration on the website is required. This registration is exclusively for e-TenderBox 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 e-TenderBox 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 e-TenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes 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.

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 and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

**The offers must bear your official stamp and details, clearly identifying your company title and address and contact numbers etc.**

**TENDER CLOSING DEADLINE: 12<sup>th</sup> December 2023 – 16:00 hrs. PST**



**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.

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you did not find the answer, you were looking for, please send an email to the following helpdesk email address: [rbasupply@unhcr.org](mailto:rbasupply@unhcr.org)

Also, in order to minimize any issues at the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).”

## **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 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.

## **2.8 DEFECT LIABILITY PERIOD**

The defect liability period for this project is six (06) months, which will start from the date of handover of site by Contractor after completion of all works. UNHCR will retain 10% from total payment as retention money which will only be released in full upon satisfactory completion of the defect liability period.

## **2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO)/Contract issued as a result of this RFP will be made in PKR currency. Payment will be made in accordance with the General Conditions of Contracts 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 or its nominated supervision firm in the following sequence (no advance payment will be made): -

First Payment: After completing minimum of 50% of the scope of work, payment of 30% of contract amount. UNHCR’s Consultant/engineer will verify the percentage of actual work executed.

Second Payment: After completing minimum of 80 % of the scope work, payment of 30% of contract amount. UNHCR’s Consultant/engineer will verify the percentage of actual work executed.

Third Payment: After completing 100 % of the work, payment of 30% of contract amount. UNHCR’s Consultant/engineer will verify the percentage of actual work executed.

Last Payment: 10% of the retention amount will be released after the satisfactory completion of the defect liability period (6 months).

Note: **No mobilization advance will be provided by UNHCR.**

## 2.10 GENERAL CONDITIONS OF CONTRACTS FOR CIVIL WORKS

Please note that the General Conditions of Contract for Civil Works (**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.



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Supply Section  
UNHCR Quetta