



**UNHCR**

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

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**\*AMENDMENT\***

**DATE: 24/12/2024**

**AMENDED REQUEST FOR QUOTATION: No. RFQ/CYP/2024-016**

**ESTABLISHMENT OF FRAME AGREEMENTS FOR THE PROVISION OF PORTABLE TOILETS AND PORTABLE SHOWER RENTAL SERVICES, INCLUDING INSTALLATION AND MAINTENANCE FOR A PERIOD OF ONE (1) YEAR WITH THE POSSIBILITY OF EXTENSION FOR AN ADDITIONAL YEAR**

**QUOTATION TO BE RECEIVED BY: 16/01/2025 End of day.**

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## **1. BACKGROUND**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of 20,000 personnel are helping more than 120 million people in 135 countries. For more information, please see [www.unhcr.org](http://www.unhcr.org).

The UNHCR Country Office in Nicosia seeks to establish Frame Agreements with qualified suppliers for the provision of portable toilets and shower rental services, including installation, maintenance, and removal (estimate numbers below). The Frame Agreements (FAs) will be in place for a period of one (1) year with the possibility of extension for an additional year (total duration 2 years). To ensure that UNHCR needs in terms of rapid response and stock availability are covered in case of emergency, a primary and a back-up Frame Agreement will be awarded (2 FAs in total) to two (2) successful vendors.

As these Frame Agreements are designed to respond to emergency, the estimated rental period of the mobile toilets and showers, along with maintenance and installation will be three (3) months and it will be initiated once, at any point while the Frame Agreements are active.

## **2. REQUIREMENTS**

By the present Request for Quotation (RFQ), UNHCR Cyprus would like to procure rental and maintenance services of:

- **50 Portable toilets**
- **20 Portable showers**

**Kindly refer to Annex A for the requirements of the required products.**

The rental period will be three (3) months and activated once at any point in the duration of the established Frame Agreement(s).

Please note that UNHCR Cyprus reserves the right to accept all or only part of an offer or to allow split or partial awards.

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 specific quantities.

Quantities may vary and will depend on the actual requirements and funds available, regulated by issuance of individual Purchase Orders.

The successful bidder will be requested to maintain their quoted price model for the duration of the contract period.

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 Frame Agreement with other UN Agencies.

### **3. REQUIREMENTS FOR PARTICIPATION**

#### **3.1. Content of the Technical Offer**

The below documentation should be included in the Technical Offer:

- Company registration certificate and VAT registration certificate
- Company's short profile / presentation, including year of establishment, list of services provided and location.
- Provide details / list of similar projects (include the name of the client, specific geographical areas, types of service provided, evidence of completion such as Purchase Order, Contract Completion letters, reference letters or contact details of clients – phone number or email. similar). At least 2 similar projects are mandatory. UNHCR reserves the right to contact the clients reported during the evaluation process.
- A brochure/document including the photos and exact specifications of the portable toilets you offer to ensure conformity to the specifications outlined in **Annex A**.
- A brochure/document including the photos and exact specifications of the portable showers you offer to ensure conformity to the specifications outlined in **Annex A**.
- Relevant quality certification compliance with EU standards, such as ISO certificate.
- Confirmation on the delivery dates and installation time within 10 days upon request by UNHCR.
- CV of the designated focal point/account manager with experiences and roles covered.
- Annex C, the Vendor Registration Form (only in case your company is not already registered with UNHCR).
- Acknowledgement of UNHCR General Conditions for the provision of goods and services by signing Annex D.

**Important:** Submission of the above is mandatory. Failure to comply might lead your offer to disqualification.

#### **3.2. Content of the Financial Offer**

Please include the following price information in your quote by completing the **Annex B - Financial Offer**:

- Currency: EURO
- Unit price (monthly) for each service
- where applicable please indicate one-off, daily, weekend and monthly fee.
- Total Monthly Cost (SUM) for all services as indicated in ANNEX B

Please quote the services in a single currency, EUR, and without VAT as UNHCR is exempt from all direct taxes and custom duties.

UNHCR prefers to award companies that can cover all goods and services; however, in this specific RFQ, partial bidding is permitted. Bidders are allowed to submit offers for the following 2 categories:

1. The provision of rental services for portable toilets, including installation, maintenance, and removal; or

2. The provision of rental services for portable showers, including installation, maintenance, and removal.

That said, partial bidding within each category is not permitted. For example, if a bidder submits an offer for portable toilets, it must include **all related services covered** in this RFQ such as delivery, installation, maintenance, and eventual removal/uninstallation. Submitting an offer only for the delivery of portable toilets without covering the full scope of services will not be accepted. The same applies to portable showers.

Bidders may also submit offers covering both categories, provided that the requirements for each category are met in full.

Bidders shall clearly indicate in their submission whether they are bidding for both categories or for only one and if so, shall specify which one.

#### 4. BID EVALUATION

For the award of this project, UNHCR has established evaluation criteria which govern the selection among offers received. Evaluation is made on a technical and financial basis.

The technical offer will be evaluated based on the documentation requested under section 2.1 above and on the requirements outlined in Annex A. Evaluation criteria will be pass/fail. Failure to comply with the mandatory criteria might lead to immediate disqualification.

Criteria	Basis for the evaluation (PASS / FAIL)
Company is registered in Cyprus	- Company registration certificate and VAT registration certificate
Quality certification compliance with EU standards of offered products	- Submission of Quality certification compliance with EU standards, such as ISO certificate
A minimum of 3 years of experience in providing similar services in Cyprus	- Company's short profile / presentation, including year of establishment and list of services provided and location.  - Provide details / list of similar projects (include the name of the client, specific geographical areas, types of service provided, evidence of completion such as Purchase Order, Contract Completion letters, reference letters or contact details of clients – phone number or email). At least 2 similar projects are mandatory. UNHCR reserves the right to contact the clients reported during the evaluation process
Portable toilets meeting minimum requirements as set in Annex A	- A brochure/document including the photos and exact specifications of the portable toilets you offer to ensure conformity to the specifications outlined in <b>Annex A</b> .
Portable showers meeting minimum requirements as set in Annex A	- A brochure/document including the photos and exact specifications of the portable showers you offer to ensure conformity to the specifications outlined in <b>Annex A</b> .
Delivery and installation date	- Confirmation on the ability to delivery and install the portable toilets and showers within 10 days
Experience of the designated focal point / account manager	- CV of the designated focal point/account manager with experiences and roles covered.

**Selection will be based on the cheapest technical acceptable offer.**

Please note that in the examination, evaluation, and comparison of the quotations, UNHCR Cyprus may ask the Bidder for clarification about the content of the quotation. The request for clarification and the response shall be in writing and no change in price or substance of the quotation shall be sought, offered, or accepted.

## 5. REQUESTS FOR CLARIFICATIONS

Requests can be sent via email only to UNHCR at [paraskev@unhcr.org](mailto:paraskev@unhcr.org) (CC [kyriacou@unhcr.org](mailto:kyriacou@unhcr.org) and [oikonomi@unhcr.org](mailto:oikonomi@unhcr.org)) and the deadline for receipt of questions is **10 January 2025**. Bidders are requested to keep all questions concise and in English.

UNHCR will compile the questions received and plans to respond to questions via email. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

## 6. SUBMISSION OF DOCUMENTATION

We would appreciate receiving your quotation on or before **16 January 2025 – 23:59 hrs CET** by email to [paraskev@unhcr.org](mailto:paraskev@unhcr.org) copying [kyriacou@unhcr.org](mailto:kyriacou@unhcr.org) and [oikonomi@unhcr.org](mailto:oikonomi@unhcr.org)

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

**It is your responsibility to verify that all e-mails/documents have been received properly before the deadline.**

Please indicate in the e-mail subject field:

- RFQ/CYP/2024-016
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

IMPORTANT NOTES for the submission:

- Offers must be submitted electronically.
- Format: PDF files (Preferred) signed and stamped by the company the financial offer may be also shared in addition to the signed and stamped document in excel format.
- No document downloading links are accepted. All documents must be attached with the emails.
- If the supplier is uploading number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually. Please note that the maximum size of the email is 20Mb, so you might need to send more than one email. In case you send more than one email, please indicate so in the subject of the email (i.e. email 1/2, 2/3, 3/3, etc.)
- All files must be free of viruses and not corrupted.
- UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.
- No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified for this tender.

Your offer should be in two parts:

- Technical offer. Annex A signed and acknowledged along with quality certificate and brochure (as outlined above)
- Financial offer. To be submitted using Annex B form, signed by the Bidder.

**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.

UNHCR may, at its discretion, extend the deadline for the submission of bids sharing with suppliers via email. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative.

You are kindly asked to hold your quotation valid for at least 120 days. The standard payment terms of UNHCR is NET 30 days upon satisfactory delivery of goods/services.

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Please note that UNHCR has tax and duty exemption status.

**General Information on UNHCR's Business Transformation Programme:**

On 18 September 2023, UNHCR successfully switched to the Cloud ERP! The Cloud ERP Project is part of UNHCR's Business Transformation Programme. The Project replaced UNHCR's past Enterprise Resource Planning (ERP) system for finance-budget and supply management. Cloud ERP introduces new functionalities for Suppliers.

Suppliers will now do business with UNHCR in a secure online environment, called the Supplier Portal, where you can create and update your profiles as needed, manage orders/contracts, and submit invoices using the following link: <https://www.unhcr.org/how-become-supplier>

**7. ANNEXES:**

Annex A: Terms of Reference

Annex B: Financial Offer Form

Annex C: Technical Response Form

Annex D: UNHCR General Conditions of Contract for the Provision of Goods and Services-2018

Annex E: UN Supplier Code of Conduct

Annex F: Vendor Registration Form

Thank you for your kind attention.

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UNCHR Cyprus | CO Nicosia.



