



# UNHCR

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

DATE: 18/07/2024

**Addendum I- DATE 29/07/2024**

**REQUEST FOR PROPOSAL: No. RFP/GRC/2024/004**

**FOR THE ESTABLISHMENT**

**OF A FRAME AGREEMENT FOR THE PROVISION OF**

**CLEANING AND WASTE MANAGEMENT SERVICES**

**AT THE UNHCR OFFICE IN ATHENS, GREECE**

**CLOSING DATE AND TIME: 05/09/2024 – 23:59 hrs local time in Greece**

---

## **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, UNHCR now has more than 16,765 personnel in more than 138 countries and has helped more than 50million refugees to successfully restart their lives. 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), Athens in Greece, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of cleaning and waste management services for UNHCR main office located at 91, Michalakopoulou Str. (first and second floor), in Athens (referred to hereinafter as services).

<b>IMPORTANT:</b>
-------------------

Terms of Reference (ToR) are detailed in <b>Annex A</b> of this document.
---

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

Bidders are invited to bid for the services specified in **Annex A** – Terms of Reference.

Please note that information provided is only indicative, 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 Frame Agreement with other UN Agencies.

If for any reason beyond the supplier's control (i.e a change in the applicable minimum wage legislation) the supplier does not have the capacity to maintain the prices of the services offered stable, the contractor shall timely initiate a price review process by submitting to UNHCR a report ("Price Review Report"), reviewing the fees for services under the Contract. The Price Review cannot relate to goods.

The Price Review Report shall contain the following information:

- (a) a general overview of the price assessment and market conditions,
- (b) a proposal to modify any of these Fees, including a comparative price analysis
- (c) supporting documents (legislation or other as applicable)

Any request for modification will be subject to exceptional examination by UNHCR and only if accepted there will be a medication in the submitted rate card.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' 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.

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 A: Terms of Reference (ToRs)
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex E: UN Supplier Code of Conduct
- Annex F: eTenderBox Registration Guide
- Annex G: eTenderBox Supplier User Manual

### **2.2 Acknowledgment**

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

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a bid

- Whether you are interested in taking part in the site visit by **26/07/2024 which is to be held on 07/08/2024**

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

## **2.3 Requests for Clarification & Site Visit**

### **2.3.1 Requests for Clarification**

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to [GREATPROCURE@unhcr.org](mailto:GREATPROCURE@unhcr.org) . **The deadline for receipt of questions is on 08 August 2024 at 23:59 hrs local Time in Greece.** ~~13:00 hrs local time in Greece.~~

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. Failure to comply with this provision may result in disqualification.

UNHCR will compile the questions received as soon as possible by means of publication on its website.

### **2.3.2 Site Visit**

~~A site visit will be organized on 07/08/2024 among bidders that submit their interest to participate in the site visit. by [GREATPROCURE@unhcr.org](mailto:GREATPROCURE@unhcr.org) no later than 26/07/2024 at 14.00 hrs local time.~~

A maximum of 2 (two) representatives per company is allowed. Names, contact details and ID number of the company's representatives must be provided, prior to the Site Visit.

Participation to the site visit shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

The site visit will be organized and communicated in advance ONLY to the companies that submitted their interest by email and within the established deadline.

Participation in the site visit is not mandatory but bidders are encouraged to participate in order to have a good understanding of the requirements.

## **2.4 Your OFFER**

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided.

Certificates, Tax and Insurance clearance and any other document issued by the Greek - Authorities can be submitted in Greek (no need to translate it in English). Documents issued in any other language shall be accompanied with a translation in English.

The rest of the proposal and the offer must be prepared and submitted in English as per the tender document.

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 submission e-mail address 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, to be submitted by the bidder (**stamped and signed**)
- Financial offer, in provided Excel file (**Annex B**) and as **stamped and signed PDF**

**NOTE: The Technical and Financial Offers should be submitted as separate documents.**

#### **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 (ToR) 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:

##### **A) Company Profile and registration documents (10%)**

1. Description of the qualifications of Facilities Management/Cleaning Services company and company's profile;
2. Year of establishment, HQs base, branches/multilocation,
3. Registration documents: Copy of business registration, company profile, contact information, including a valid phone number and email address, General Terms and Conditions for Provision of Services, UNHCR Vendor Registration Form completeness, Tax registration certificate, Taxisnet print-out of business activity codes, any other document deemed necessary according to local legislation and the type of
4. Financial soundness (two last year's audit reports or other documents demonstrating financial stability)

##### **B) Company's experience in cleaning services (10%)**

1. Letters of reference of good performance from comparable international organizations or corporate clients. At least 3 (three) references of satisfactory completion of past projects with similar size and nature of services. Contact details of referees should be included.
2. Number of years of company's experience in facilities management/cleaning services in similar settings (international organizations or corporate clients) with comparable requests. At least 3 years.
3. Provision of facilities management/cleaning services to comparable clients (international organizations or corporate clients) and list of current major clients.

##### **C) Proposed personnel to carry out the assignment (10%)**

1. A description of your organization's structure
2. The composition of the team you propose to provide: Curriculum Vitae or short description of qualifications of core staff of the company, number of employees and cleaners pool capacity (if any);

3. Years of relevant experience of cleaning staff in comparable settings (at least 2 years).
4. Description of qualifications/certificates/evidence of English for Account Manager and back-up. Years of experience of managing comparable clients (at least 3 years).

**D) Understanding of the requirements for services, compliance to the terms of reference / Specifications of the proposed service (as per Annex A) (30%):**

Any comments or suggestions on the ToR, as well as your detailed description of the manner in which your company would respond to the services described in the TOR should be included in your comprehensive presented proposal:

1. Please describe the proposed approach and sequence of activities in line with UNHCR's requirements (Annex A)
2. Please describe the process of communication and response times to UNHCR's requests as per the requirements of the ToR ( e.g e-mails acknowledged within 24 hours, phone calls returned within 2 hours, approach on resolving problems)
3. Please describe relevant quality control mechanisms, workflow related to facilities management/cleaning services.
4. Please description of designated focal person (and back-up) for UNHCR contract, receiving complaints and proposing remedial action
5. Please provide a list and description of the specifications of the Proposed cleaning and hygiene materials (basic ingredients, approvals/certifications, biodegradability, content of bleach/alcohol)
6. Please describe the disposal process to municipal bins. (organic wastes and recycling)
7. Please provide detailed description of the proposed shifts and number of personnel required to perform the services in a quality manner.
8. Description of invoicing procedure and proof of evidence of compliance with invoicing requirements. Compliance with invoicing requirements and payment terms per ToR.

**The below administrative documentation should be also included in the Technical Proposal** and will be assessed by the Supply Unit for all potential or existing suppliers.

- **Vendor Registration Form:** Even if your company is already registered with UNHCR, you should complete, sign and submit with your technical proposal the latest Vendor Registration Form (**Annex C**).
- **UNHCR General Conditions for Provision of Services (revision July 2018):** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.**

A supplier visit may be required to complement the narrative of the technical evaluation.

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer **in Euros**.

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 regards, 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, participating in site visit 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 Supplier Registration**

If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**), with all the following supporting documents:

- Tax Registration.
- Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder
- Status of the company;
- Bank account details (bank account number and beneficiary);
- Any other document attesting commercial capacities and sound management (last audit report and audited financial statements for companies with transactions more than \$150,000), if applicable
- Certificate of Registration of the business in the relevant Chamber
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country;
- Trade name registration papers, if applicable;

The vendor registration form (**Annex C**) should be signed by the legal representative of the company, as indicated in the statute of the company document.

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

### **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 below.

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score:

Criteria Component	Points Obtainable
Company Profile and registration documents	10%
Company's experience in cleaning services	10%
Proposed personnel to carry out the assignment	10%
Understanding of the requirements for services, compliance to the terms of reference / Specifications of the proposed service (as per Annex A).	30%
<b>Total:</b>	<b>60%</b>

**Remark:** The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The **Minimum Score** to be considered **technically compliant 40 points** out of max. 60 technical points. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

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

In order to be able to complete the financial evaluation based on the **monthly cost NET (cleaning services and materials for one cleaner)**.

The maximum number of points (40%) 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.,  $[\text{total Price Component}] \times [\text{EUR€ lowest}] \div [\text{EUR€ other}] = \text{points for other supplier's Price Component}$ .

**The final outcome of the evaluation will be a combined scoring between the technical and the final average financial evaluation.**

**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.

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. For further guidance related to e-tenderbox, please refer to Annexes F and G.

All attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

**The Technical and Financial offers shall be clearly separated.**

**IMPORTANT:**

The technical offer and financial offer are to be uploaded as separate documents. Failure to do so may result in disqualification.

**Deadline: 05/09/2024 – 23:59 hrs Local Greek time**

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:**

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.

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 it deems would enhance the comprehension of its offer.

**IMPORTANT NOTES for the submission:**

- Offers must be submitted electronically via e-tender box (guidance Annexes F and G);
- No document downloading links are accepted. All documents must be attached on the submission;
- The Technical and financial offers must be submitted in separate attachments;
- No pricing information must be included in the technical offer;
- 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;
- In case of technical issues/query regarding the eTenderBox and your submission, please send an email to the following email address: **greatbid@unhcr.org**;
- The maximum size limit per attachment to the eTenderBox is **10 MB**.

**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.

**2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.

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 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 the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Provision 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.

UNHCR payments are processed through UNHCR Headquarters accounts, and as such, will be received by the Contractor's designated local bank account as an international incoming transfer. UNHCR is not liable/responsible for any commission charges, depending upon the agreement the Contractor has with its bank. This should be taken into consideration and be included in the financial quote of each bidder.

In addition to any other rights and remedies available to it, UNHCR shall have the right, without prior notice to the Contractor (any such notice being waived by the Contractor), upon any amount becoming due and payable hereunder to the Contractor, to set-off any payment, indebtedness or other claim (including, without limitation, exempted VAT, any overpayment made by UNHCR to the Contractor or any claim for loss or damage to UNHCR property) owing by the Contractor to UNHCR hereunder or under any other agreement between the Parties. UNHCR shall promptly notify the Contractor of such set-off and the reasons therefore, provided, however, that the failure to give such notice shall not affect the validity of such set-off. Should the supplier fail to take steps to refund any amounts due to UNHCR (e.g. VAT waived), UNHCR withholds its right to record such a behavior as a performance matter (low performance under the contract) on the Supplier Performance Evaluation Form based on the Key Performance Indicators (KPIs) and would additionally consider such a performance element with added weight in considering any future awards to the same supplier.

Article 20 of the UNHCR General Conditions for the provision of services/goods (revision July-2018) applies to Tax Exemptions. Additionally, as per local provisions guiding such, upon receipt of the invoice, UNHCR will process it for VAT and tax exemptions according to the applicable regulations. Indicatively (not exhaustively) the currently applicable circulars are "ΠΟΛ" 1268/2011 (ΦΕΚ Β'39/ 20-01-2012) or 1180/2016 (ΦΕΚ 4086 Β'/20-12-2016) and its amendment Decision No. Α. 1094/2022 (ΦΕΚ Β' 3651/12-07-2022). Upon confirmation of receipt of Goods and/ or Services as per Contract Terms, UNHCR will settle the amounts due. The same process also extends to EU-based suppliers outside Greece.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF 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.

## **2.10 ZERO Tolerance Policy**

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff.

## 2.11 The UN Global Compact

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption.

UNHCR encourages bidders to sign up to this initiative at <https://www.unglobalcompact.org/>

## 2.12 Procurement Debriefs

Bidders may check the relevant site for information on the process on debriefing process. <https://www.unhcr.org/procurement-debriefs-protests.html>

## 2.13 General Information om 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. You may find relevant information using the following link:

<https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

## 2.14 ACTIVITIES CALENDAR

Activity	Date	Mail/Link
Tender Open date	17/07/2024	NA
Expression of interest to participate in office visit	26/07/2024 until 14:00 hrs local time in Greece	GREATPROCURE@unhcr.org
Site visit	07/08/2024 time to be announced	NA
Clarifications requests	08/08/2024 at 23:59 local time in Greece	GREATPROCURE@unhcr.org
Deadline to submit offers	05/09/2024 at 23:59 local time in Greece	<a href="http://etenderbox.unhcr.org">http://etenderbox.unhcr.org</a>

Georgios Saragas  
Associate Supply Officer  
UNHCR Greece