

DATE: 30/05/2023

REQUEST FOR PROPOSAL: No. 2023_RFP_013

**FOR THE ESTABLISHMENT
OF A SERVICE CONTRACT FOR THE PROVISION OF
Renovation Services**

CLOSING DATE AND TIME: 24 July 2023 – 23:59 hrs CEST

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 60 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) invites qualified service providers to make a firm offer for the establishment of Service Contract for the provision of Renovation Services in Geneva MBT Building. The required renovation services are divided into 3 LOTs, namely:

- Lot 1: Renovation of basement Meeting Room - MTB 04 Lot 2: Woodwork (basement Meeting Room - MTB 04)
- Lot 3: Metallic work (basement Meeting Room - MTB 04)

Companies may apply for any combination of the three lots in the RFP: Lot1, Lot2, and Lot3. They may choose to apply for all three lots or only one of them. If companies apply for more than one lot, they should submit separate financial and technical offers by lot.

IMPORTANT:

The Bill of Quantity (BoQ) are detailed in Annex A of this document.

UNHCR may award Service Contract until completion of services in line with contract duration to be specified in the Service Contract. The successful bidders will be requested to maintain their quoted price model for the duration of Service Contract.

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 goods / services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Service Contract.

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 Service Contract with other UN Agencies.

IMPORTANT: When a Construction Services Contract is awarded, either party can terminate the Construction Services Contract in accordance with the UNHCR General Conditions for Civil Works (Annex D).”

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 7 of the attached General Conditions for Civil Works (Annex D).

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

- Annex A: Terms of Reference / Bill of Quantities
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: General Conditions of Contract for Civil Works (October 2000 version)
- Annex E: Technical Proposal Structure Sheet, English;

IMPORTANT:

- a) Please note that that the Annex A: Terms of References / Bill of Quantities, which is a critical component of the RFP, is available for download upon request. If you are interested in submitting a bid, please send an email requesting access to the Annex A to nurmanbe@unhcr.org. We will provide you with access to the shared drive where the file is located. Please note that due to the large size of the file, access can only be granted to those who express an interest in the RFP.
- b) Please note that Annex B - Financial Offer Form has been uploaded separately for each LOT as below:
 - Annex B – Financial Offer Form, LOT 1, Civil work BOQ
 - Annex B – Financial Offer Form, LOT 1, Electrical BOQ
 - Annex B – Financial Offer Form, LOT 1, HVAC BOQ
 - Annex B – Financial Offer Form, LOT 2, Wood BOQ
 - Annex B – Financial Offer Form, LOT 3, Metal Work BOQ.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Nurkyz Nurmanbetova, Procurement Associate nurmanbe@unhcr.org as to:

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

IMPORTANT:

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

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 Nurkyz Nurmanbetova, Procurement Associate at nurmanbe@unhcr.org c.c. Majid Nawaz, head of HQ Procurement Unit, nawazm@unhcr.org

The deadline for receipt of questions is 23:59 hrs CEST on 21 June 2023. Bidders are requested to keep all questions concise.

Upon the confirmation of participation in the RFP, UNHCR will organize an on-site visits, on 12th and 13th June 2023 at **10:30 – 12:30**. Bidder can choose their convenient date. An email invitation will be sent closer to the date with the details of the venue address.

Participation to this on-site visit is **strongly** recommended **given the particular nature of the requirements**. After the on-site visits, any follow up questions should be sent to nurmanbe@unhcr.org until **21 June 2023**. Questions & Answers document will be prepared and posted on the UNHCR website and distributed by email to all invited bidders.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by email to all bidders who have confirmed their intention to submit in line with the provision outlined in paragraph 2.2 above.

Correspondence with any other UNHCR staff member or contractor in respect of this RFP is not permitted and may constitute grounds for disqualification. Bidders are requested to keep all questions concise.

Performance securities. A performance Security equivalent to 10% of the Contract Price should be submitted by successful bidder in the form of bank guarantee after contract award is notified.

Payments. Please note that UNHCR will release payments only based on agreed measured works, confirmed by UNHCR project architect/manager. The Gantt chart shall be the basis of those milestones. No advance payment requests shall be accepted by UNHCR.

Liquidated damages (delay damaged for works). A sum equivalent to 0.2% of the Contract Price, will be charged for each calendar day of delay for the uncompleted work that is delayed, up to a maximum of 10% of Contract Price. UNHCR will have the right to terminate the contract. This should go together with a program/schedule (Gantt chart) the contractor prepares. The program/schedule shall include the identification of the critical path to help us manage delays during the works, and not after, should they arise.

Site restrictions. Access to work site will be restricted during the working day from 7 AM to 7 PM and noisy work is acceptable between 7 AM to 9 AM Monday to Friday.

2.4 **YOUR OFFER**

IMPORTANT:

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

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
- 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.

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. **Description of the company and the company's qualifications**

The documents should be submitted as requested in the table in paragraph 2.5.2 to establish compliance with the criteria.

Please submit any other information that will facilitate our evaluation of your company's substantive reliability and financial and managerial capacity to provide the services. The bidders should demonstrate an in-depth understanding of the requirements from operational and strategic point of view.

b. **Proposed services**

During the technical evaluation, in this section, the panel will score your company's capacity to perform the required services under table in paragraph 2.5.2:

- Your proposal is to be tailored as per requirements and information requested under each point outlined in the table under paragraph 2.5.2 to ease the evaluation process.
- Please submit confirmation of adhering to the products specified in the BOQs. Please clearly mention any alternate products offered with justification to prove equivalence with the required products. No pricing details should be enclosed in this part of the technical offer. Please consult Annex A and Annex E for information.
- A general company profile will not be accepted.

c. **Personnel's qualifications and experiences**

The documents should be submitted as requested in the table in paragraph 2.5.2 to establish compliance with the criteria.

- d. **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 C**). If selected, the vendor(s) will be requested to formally register through UNHCR Supplier Portal.

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- e. **UNHCR General Conditions of Contract for Civil Works:** Your technical offer should contain your acknowledgement of the General Conditions of Contract for Civil Works by signing **Annex D**.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of Contract for Civil Works.

2.4.2 Content of the Financial Offer

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

Bidders must submit a financial offer that covers all services listed in the Bill of Quantities (BoQ) for each chosen LOT. It's important to note that there are three LOTs, and bidders are expected to bid for all items in their chosen LOT(s). The financial offer must be 'all inclusive' and encompass all costs related to the services provided.

The Financial Offer is to be submitted as per the Financial Offer (**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 **180** 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. 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.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

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 be not 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 following documents are required for registration:

1. Fully completed Vendor Registration Form duly signed and stamped
Important: on the vendor registration form please provide your bank account confirming to the currency in which your financial offer is submitted.
2. Company Registration Certificate
3. Bank statement or letter of confirmation from the bank or any other official document demonstrating ownership of the bank account declared.

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 technical and financial basis. The percentage assigned to each component is determined in advance as described below.

Technical proposals will be evaluated based on their responsiveness to the service requirements and in accordance with the following pass/fail and weighted technical evaluation criteria:

Pass/Fail Criteria (compliance/non-compliance system) - Bidders not meeting the following criteria will not be evaluated further:

1. Bidders submitted confirmation that the company itself or the company associated with the bidder's company has the authorization to work in Switzerland. A copy of the authorization for working in Switzerland should be provided.
2. Bidders submitted confirmation that they have agreed with "Covention collective de travail" in all professions they are exercising.
3. Financial stability of the bidder has been reviewed and verified over the past three-year period – through financial statements / ratios.
4. Bidder submitted confirmation that they are not listed in any of the banned/suspended suppliers lists. Bidder must also confirm that they are not under bankruptcy procedure.

5. Bidders may submit offers for any or all of the 3 LOTs of this RFP. However, please note that offers cannot be submitted for individual items within LOTs. Bidders must submit offers for the entire LOT as listed.

The Technical Offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (on a 100 points scale, i.e. max 70 points obtainable for the technical offer). Please find below the detailed scoring breakdown:

Title	Description	Scores
1. Qualifications and capacity of the company	<i>Company profile, expertise and professional capabilities, including but not limited to the ability to provide the services and products specified in the RFP package.</i>	10
2. Experience of the company in similar projects	<i>Company's previous experience on similar projects and with the same type of requirements. The company must provide at least 3 similar examples of execution for the same type of work.</i>	10
3. References from previous clients.	<i>The bidder is requested to provide the names of at least three (3) clients to whom it has provided the same type of services. UN agencies reserve the right to contact these references without informing the bidder.</i>	5
4. Understanding of the specifications and the work to be performed.	<i>The bidder should describe and highlight its understanding of the project and the work to be performed. The bidder must also explain his thoughts concerning the main difficulties linked to the execution of the works and the way he intends to solve them or to apprehend them (e.g. prefabrication, modularity, organization of deliveries, organization of the works to reduce nuisances, site safety, ...).</i>	10
5. Understanding of the problems encountered.	<i>The modalities of intervention, the means to minimize nuisances, as well as the measures to respect the principles of sustainable development, will have to be particularly developed.</i>	10
6. Methodology and planning	Presentation of the construction project management methodology and the occupied site. Description of the execution processes during construction: (a) Provision of a detailed and clear schedule with duration adapted to the needs of the site. (b) Consideration of order delays and site access difficulties in the schedule. (c) PHS (Health and Safety Plan) according to the work.	10
7. Qualifications and experience of proposed staff.	(a) Experience and curriculum vitae of the project manager. (b) Experience and curriculum vitae of the person in charge of the work (foreman).	15

The Technical Offer score will be calculated according to the percentage distribution for the technical and financial offers.

Price quotes will be evaluated only for bidders whose technical proposals achieve a **minimum score of 42 points out of 70** (i.e. 70% of the maximum possible points) in the technical evaluation.

Financial Evaluation:

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 42 points out of 70 (i.e. 70% of the maximum possible points) in the technical evaluation.

Potential Suppliers are allowed to submit an offer for all the lots and/or any of the three lots for renovations services/works as per Annex B: Financial Offer with details for each LOT.

The maximum number of points for the Financial Bid is 30. This maximum number of points will be allocated to the lowest quoted price. Financial scores for other offers will be calculated in inverse proportion to the quoted price.

Please note that UNHCR is exempt from paying taxes. Therefore, quoted rates must be exclusive of all taxes.

The **Financial evaluation** will use the following percentage distribution: 30% from the total score.

Total score:

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

Total score = 70% Technical score + 30% Financial score

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company and the offers must be identified by an offer reference number.

Your proposal shall comprise the following documents:

- a) Technical Offer
- b) Financial Offer , using the provided forms, submitted both in excel and pdf format.

Please include your offer reference number, date and signature on both offers. The offer reference number is to be provided by the bidder for the document identification purposes.

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: <https://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 registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one 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. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

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

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is **20MB**.

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 has to 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:

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.

IMPORTANT:

The Financial Offer will only be opened for evaluation if the supplier's technical evaluation and has been accepted by UNHCR as meeting the technical specifications.

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.

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 PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACT FOR CIVIL WORKS

Please note that the General Conditions of Contracts for Civil Works (**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, by signing them off and including them in their technical offer.

Deadline: 24 July 2023, 23:59 hrs CET.

Yours sincerely,

Fabrizio Bertora
Chief of Section, HQ Procurement
Supply Management Services
UNHCR