



**UNHCR**

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

DATE: 12/05/2022

REQUEST FOR PROPOSAL: No. RFP/HCR/AA/2022/004

**FOR THE ESTABLISHMENT  
OF FRAME AGREEMENT(S) FOR THE PROVISION OF CLEANING AND  
GARDENING SERVICES OF UNHCR OFFICES, GUEST HOUSES, COMPOUNDS  
AND OTHER FACILITIES, IN ETHIOPIA**

CLOSING DATE AND TIME: 09/06/2022 – 23:59hrs EAT

(STRICTLY FOR THE LOCAL BIDDERS)

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**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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 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), Addis Ababa, invites locally qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of **Cleaning and Gardening services** (referred to hereinafter as services).

Bidders can submit their bids partially for one UNHCR office only, or for all requested offices. In your offer, please indicate clearly which office(s) your offer refer to.

**IMPORTANT:**

Terms of Reference (TOR) is detailed in Annex A of this document. The selected company will be required to absorb/engage the current personnel. If different company is selected, subject to the consent of the personnel.

UNHCR may award Frame Agreement(s) with initial duration of 3 (three) years, potentially extendable for a further period of 2 (1+1) years. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is listed in Annex B.

Please note that figures have been stated 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.

**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 Goods and 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 of Contracts for the Provision of Services 2018 (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 Request for Proposal:

- Annex A: Terms of Reference (TOR)
- 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: e-Tendering Supplier Manual
- Annex G: e-Tendering Supplier Registration Manual

### **2.2 ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this Request for Proposal
- 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 [ETHADSMS@unhcr.org](mailto:ETHADSMS@unhcr.org). **The deadline for receipt of questions is 23:59hrs EAT on 26/05/2022.** 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 as this will result in automatic disqualification.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once and/or posted on the UNGM and UNHCR website.

## **2.4 YOUR 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.

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 site 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.

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 and a score to be awarded during the technical evaluation has been allocated to each.

#### **A. Mandatory Requirements (Non- Material)**

**Legal Authorization:**

- Evidence of permission to operate in the country/region(s) from the government/ regional authority(s)
- Tax and VAT registration ID including latest audit and tax clearance evidence Valid Commercial License
- Signed UNHCR General Conditions for the Provision of Services - 2018

## **B. Technical Scoring Evaluation**

### **1. Company Profile:**

- Provide a detailed description of the company and its activities and specializations. This includes an overall description of the company's experience; the location of headquarters, if a multi-location company; the number of and description of similar projects successfully completed; the number of and description of similar projects currently underway; references from previous or current projects; etc.
  - *Description of the company's activities and specializations. If a multi-location company, specify the location of headquarters At least one vehicle per operation.*
  - *Description of the company's experience in these services*
  - *Number of similar project successfully completed and/or currently ongoing/ similar project currently underway*
  - *Experiences in similar project dedicated exclusively to the provision of these Services*
  - *References from previous or current projects*
  - *Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services*

### **2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:**

- Provide a detailed proposal showing how the company shall fulfill the requirements as set out in the TOR; experience in the supply of these goods/services; compliance with the TOR.
  - *Give detailed information about the proposal for the services; description of your organization's capacity to provide the goods/services.*
  - *Description of your organization's experience in the supply of these goods/services*
  - *Compliance with the requirements stated on the TOR*

### **3. Proposed personnel to carry out the assignment:**

- *Curriculum Vitae of core staff*
- *Entitlement of the personnel, social security, liability, insurance, health schemes and human resources management*

**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**).

**UNHCR General Conditions for Provision of Services:** 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 AND UNHCR payment terms.**

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

Your separate **Financial Offer (Annex B)** must contain an overall offer in Ethiopian Birr (ETB)

The financial offer must cover all the services to be provided (price "all inclusive").

**Incomplete offers would be disqualified**

The price must remain unchanged for the duration of the Contract (2+1 years).

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 regard, prices offered must be without VAT.

The Company is required to provide information about insurance coverage of the employees (life and medical plan) as well as any other relevant allowances payable in accordance with the Ethiopian Labour Laws. Administrative/Overhead charge is recommended to be indicated as a percentage to the overall monthly payable sum.

UNHCR is an international organization with a core mandate to assist refugees. Therefore, it may reserve the right to request a successful Bidder to include certain quota of refugees to be absorbed as employees under the Contract. It is also expected that employment of personnel under the Contract will be coordinated and cleared by UNHCR.

You are required to hold your offer valid for at least 120 days or four months 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 (conducting of due diligence) 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.

### **2.5.2 Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria that govern the selection of offers received. Evaluation is on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60 %** of the total score, as follows (Refer to **2.4.1** for the detailed content of each evaluation criteria):

Criteria	Description	Pass/Fail
Mandatory Criteria	a. Evidence of permission to operate in the country/region(s) from the government/ regional authority(s)	Pass/Fail
	b. Tax and VAT registration ID including latest audit and tax clearance evidence	Pass/Fail
	c. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	Pass/Fail

For the bidder's proposal to be technically evaluated the above mandatory criteria must be a Pass.

Company Qualifications	<ul style="list-style-type: none"> <li>General company qualifications experience including evidence of authorization by competent authority(s) to provide cleaning services and updated valid tax clearance/renewal certificates.</li> </ul>	2.5
	<ul style="list-style-type: none"> <li>Work experience in provisioning cleaning, including facility services to clients including reference letters, contracts, contacts</li> </ul>	5
Proposed Services	<ul style="list-style-type: none"> <li>Compliance with the requirements stated in the TOR</li> </ul>	15
	<ul style="list-style-type: none"> <li>Proposed approach to the required services</li> </ul>	12.5
Personnel Qualifications	<ul style="list-style-type: none"> <li>Experience of proposed team</li> </ul>	10
	<ul style="list-style-type: none"> <li>Entitlement of the personnel, social security, liability, insurance, health schemes and human resources management</li> </ul>	15
Total		60

The technical criteria will be subject to **minimum passing weighted score of 36 out of 60**; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

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

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

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

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., [total Price Component] x [ETB lowest] \ [ETB other] = points for other supplier's Price Component.

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.

## **2.6 SUBMISSION OF BID:**

**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>

**IMPORTANT: Guidance on how to access/register and use UNHCR e-Tendering platform is attached to this tender document as Annex H and I.**

**IMPORTANT: *Bids that are otherwise submitted, addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation. Incomplete bids that do not comply with our Request for Proposal – RFP/HCR/AA/2022/004 will not be considered.***

**The proposal must be received by UNHCR at the above through the e-Tendering system on or before 09 June 2022 at 23:59 hrs EAT.** UNHCR may at its discretion, extend the deadline for the submission of bids by notifying all prospective bidders simultaneously.

It is your responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. In order to ensure safe submission of the full and final offer, it is recommended to have all files uploaded and submitted well before the tender deadline.

**LATE SUBMISSION OF BIDS:** Bids received after the deadline for submission of bids and bids transmitted in any other manner than the one indicated above will not be considered.

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.

## **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 because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Purchase 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.

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

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.

## **2.10 ZERO TOLERANCE POLICY**

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

Yours sincerely



Isaac Mohammed  
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12/05/2022