



UNHCR

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

DATE: 03/02/2016

REQUEST FOR PROPOSAL: RFP/GRC/2016-001

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF
FACILITIES MANAGEMENT SERVICES FOR UNHCR PREMISES IN ALL GREECE**

CLOSING DATE AND TIME: 20/02/2015 – 18:00 hrs EET

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 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), Athens, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the provision of the **Facilities Management Services** for its new office premises in Athens and for field offices across Greece.

The facilities management services will consist in the following 3 areas divided in lots:

- **LOT 1.** Supply and Installation of security devices and monitoring security response services for UNHCR main Office in Athens and field offices in Greece.
- **LOT 2.** Cleaning Services for UNHCR main Office in Athens.
- **LOT 3.** Maintenance Service for UNHCR office in Athens.

IMPORTANT: Detailed TORs for every LOT can be found annexed to this document

Vendors may submit an offer for part or the totality of the requested services. UNHCR may award Frame Agreement(s) for part of totality of the works, with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

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 Request for proposal:

Annex A: Terms of Reference (LOTS 1, 2, 3)

Annex B: Financial Offer Form

Annex C: Vendor Registration Form

Annex D: UNHCR General Conditions of Contracts for the Provision of Good and Services –
2010

2.2 ACKNOWLEDGMENT

We would appreciate receiving your acknowledgment of this RFP on larrosa@unhcr.org Cc fikari@unhcr.org indicating:

- 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 survey by 6th of February, 2016, which is to be held on 8th of **February, 2016.**

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 might result in disqualification of the offer.

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 Mr. Pablo Verdu Larrosa, Associate Procurement Officer at larrosa@unhcr.org. **The deadline for receipt of questions is 18:00hrs on 15/02/2015.** 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. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

2.4 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 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 might 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.** *Bidders will need to submit their technical proposals and No pricing information should be included in the Technical offer)*
- **Financial Offer within the for on annex**

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 requested facilities management services by UNHCR can be found in attached **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:

1. Description of the company and the company's qualifications (15%)

- 1.1 A description of your company with the following documents: company profile, registration certificate and last 2 audit reports.
- 1.2 Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

2. Description of number of similar and successfully completed projects (15%)

- 2.1 Providing at least 3 references of past projects with similar size and nature of services.

3. Understanding of the requirements for facilities management services focusing on the areas described on the TORs (security, cleaning and maintenance), proposed approach, solutions, methodology and outputs. (30%)

Any comments or suggestions described on the scope, as well as your detailed description of the manner in which your company would respond to the services described on the terms of reference by LOT.

- A description of your organization's capacity to provide the services including an estimated time of delivery to specified location/s.
- Compliance to the requirements described on the TORs

- **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 Goods and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing **Annex D**.

2.4.2 Content of the FINANCIAL OFFER

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

The financial offer must cover all the products and 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 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:

2.5.1 Technical and Financial evaluation:

The qualified service providers will be added to the Vendor Database after examination of suitability based on the submitted Vendor Registration Form and supporting documents. The examination involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

For the award of this contract, 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:

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

Criteria	Percentage
1. Company Qualifications: 2. Description of company profile, registration certificate and <u>last 2 audit reports</u> : 3. General liability/capacity of the company such as substantive reliability, financial and managerial capacity 4. Presence and experience in the Country	15%
1. Proposed services: 2. Comprehensive presented proposal; 3. Clarity interpreting and presenting of the services requested 4. Company past experience with similar projects (at least 3 references of past projects)	15%
1. Understanding of the requirements with solid timeline on the implementation on the services since the works requested are urgent: 2. -Description of your organization’s capacity, 3. -Compliance to the requirements of the TORs	30%
Total:	60%

Remark: The Technical offer score will be calculated according to the percentage distribution described above

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., $[\text{total Price Component}] \times [\text{EUR lowest}] \div [\text{EUR other}] = \text{points for other supplier's Price Component}$.

2.6 SUBMISSION OF BID:

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

Bids should be submitted by e-mail and 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.

Bid must be sent by e-mail ONLY to: GREATRFP@unhcr.org

IMPORTANT:

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

Deadline: 20/02/2016, 18:00 hrs. EET

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.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **5 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid ref. **RFP/GRC/2016-001**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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.

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 EUR. Payment will be made in accordance to 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 of the service 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 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.

Pablo Verdu Larrosa
Associate Procurement Officer
United Nations High Commissioner for Refugees (UNHCR)
Procurement Service