

DATE: 04 October 2022

**REQUEST FOR PROPOSAL: NO. RFP/HCR/GSO/2022/002**

**FOR THE SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF CCTV AT UNHCR'S PREMISES (OFFICE & TWO GUESTHOUSE) IN GEDAREF TOWN, SUDAN**

**CLOSING DATE AND TIME: Monday 24 October 2022 – 23:59 HRS SUDAN STANDARD TIME.**

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## INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 16,765 people in more than 138 countries continues to help about 34 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. RFP INFORMATION

The office of the United Nations High Commissioner for Refugees (UNHCR) Sudan's operations invites qualified entities to make a firm offer for the supply, delivery, installation, commissioning, and maintenance of CCTV at UNHCR's Premises (Office, & Two Guesthouses) in Gedaref Town, Sudan.

UNHCR may award a one-time contract for the agreed period of the contract. The successful bidder will be requested to maintain their quoted price model for the entire duration of the contract.

Please note that the requirements stated in our terms of reference (Annex A) have been specified in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will fully utilize your services. Duration of service may vary and will depend on the actual requirements and funds available, regulated by issuance of a Purchase Orders against the One-time 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 bidder and could form the basis for a service contract with other UN Agencies.

### IMPORTANT:

When a service contract 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 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services (**July 2018 Version**) 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 herein 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 F).

**Note:** this document is not construed in any way as an offer to contract with your firm.

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## 2. BIDDING INFORMATION

### 2.1 RFP DOCUMENTS

The following annexes form an integral part of this Request for proposal.

Annex A: Terms of Reference (TOR).

Annex B: Technical Evaluation Criteria.

Annex C: Financial Offer Form.

Annex D: Bid Data Sheet.

Annex E: Vendor Registration Form.

Annex F: UNHCR General Conditions of Contracts for the Provision of Goods & Services – (July 2018 version).

Annex G: UNHCR Supplier's Code of Conduct.

### 2.2 ACKNOWLEDGEMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to [SUDGESU@unhcr.org](mailto:SUDGESU@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 [SUDGESU@unhcr.org](mailto:SUDGESU@unhcr.org) with CC: [woart@unhcr.org](mailto:woart@unhcr.org) and [khalils@unhcr.org](mailto:khalils@unhcr.org). **The deadline for receipt of questions is on 18<sup>th</sup> October 2022 23:59 HRS Sudan Standard Time.** Bidders are requested to keep all questions concise.

#### **IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

#### **EMAIL SUBJECT: RFP/HCR/GSO/2022/002 – QUERY**

UNHCR will reply to the questions received as soon as possible to each participating bidder shortly after query deadline **18<sup>th</sup> October 2020 -23:59HRS.**

#### **Site Visit:**

UNHCR Gedaref premises (Office & Two Guesthouses) in Gedaref Town could be visited for site visit any time within UNHCR's official working hours (08:30am to 16:30Pm Sudanese Time) on or before 18 October 2022 after prior arrangements with UNHCR ICT and security focal points Mr. Abdelhalim Hassan Ahmed and Mr. Shvan Hama Rahim. Both can be reached at [ahmedabd@unhcr.org](mailto:ahmedabd@unhcr.org) and [hamarahi@unhcr.org](mailto:hamarahi@unhcr.org) or cell: +24912505640 and +249(0)900907585 respectively.

#### **IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mails address above.

### 2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will **NOT** be taken into consideration for evaluation.

#### **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 for the establishment of a one-time service contract for the supply, delivery, installation, commissioning, and maintenance of CCTV at UNHCR’s Premises (Office, & Two Guesthouses) in Gedaref Town, Sudan as per the terms of reference in Annex A.

The following details shall also be provided in the Technical Offer:

1. **Evidence on previous Similar Experience:** 3-years of previous experience in the provision of similar services.
2. **Technical Qualification and Experience of Staff:** The proposed services provider should have the relevant qualified and experience as demonstrated in the terms of reference (Annex B).
3. **Vendor Registration Form:** Duly completed Vendor Registration Form Annex E.
4. **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for the Provision of Services by signing Annex F.

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

#### 2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in United States Dollars (USD).

Taking into consideration the current economic situation in the country, the financial offer must cover all the services to be provided (price “all inclusive”). If no financial offer is received, the bid shall be automatically disqualified.

The Financial Offer is to be submitted as per the financial offer form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempted 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 a minimum of 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. 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 Service provider’s invoice, delivery and acceptance by UNHCR of the services.

**IMPORTANT:**

UNHCR Primary Bank is the Blue Nile Meshrag Bank and therefore can only facilitate payments through the local banks and not in banks outside of Sudan and therefore the current market condition and Central Bank of Sudan regulations and policies must be factored in before submitting your quote.

**2.5 BID EVALUATION**

References to previous or on-going proposals will not be 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 company (s) will be added to the Vendor Database after investigation of suitability 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;
- Contractor's capacity.

**2.5.2 Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which governs 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:

- Technical Offer will be weighed at 60 points (or 60%)
- Financial Offer will be weighed at 40 points (or 40%)

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score, with a minimum passing score of 36 points.

**IMPORTANT:** Failure to submit a valid registration certificate as legal entity will lead to disqualification.

**The technical offers will be evaluated as follows:**

<b>Evaluation Factors</b>	
<b>Mandatory -Pass and Fail</b>	
Valid Registration Documents / Certificate issued by competent authority	
Company Age Not less than 3 years from the date of registration / incorporation	
Bidder confirms the acceptance of the below in writing and will be required to strictly adhere to; for the purpose of the proposed contract.	
Annex F: General Conditions of Contracts for the provision of and Services -2018	
Annex G: UNHCR Supplier's Code of conduct	
<b>Scoring Criteria</b>	
Legal Accreditation recognized by Government of Sudan (Company Registration = 5, Tax Registration = 5 etc.) (Each year = 1 Point, Max 5 Points, Tax Registration = 5 points)	10
Company Profile (No Profile = 0),	10
Skills and availability of proposed project team members. Provide CV's (Each CV = 1 Point, Max is 5 Points)	5
Past relevant experience, Experience in implementing, operating and maintenance of CCTV projects Provide proof of Signed contracts or Purchase Orders POs or Certificate of Project completion (Each Project = 10 Points, Max is 30 Points)	30
Experience in implementing, operating and maintenance of CCTV projects within the UN agencies or International NGOs Provide proof of Signed contracts or Purchase Orders POs or Certificate of Project completion (Each Project = 10 Points, Max is 20 Points)	20
Detailed Work Plan (Project approach and methodology and strategy) showing understanding scope of work and requirements	25

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(Detailed Work Plan = 15 Points)	
(Understanding Scope of Work & Requirements = 10 points)	
<b>Total Marks (100)</b>	
<b>Passing Marks (60 out of 100)</b>	

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

The cut-off points for submissions to be considered technically compliant will be 60 out of 100 points (60%) and those who will not reach the score will be excluded from further 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.

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 Overall Price Offer (Office + 2 x Guesthouses)**” 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 [US\$ lowest] \ [US\$ other] = points for other supplier’s Price Component.

**2.6 SUBMISSION OF BID**

The offers must bear your official letter head, clearly identifying your company and can be sent to the street address of UNHCR offices or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

**By e-mail:**

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.

The Technical offer should be sent by E-mail ONLY to: [SUDGETO@unhcr.org](mailto:SUDGETO@unhcr.org)

The Financial offer should be sent by E-mail ONLY to: [SUDGEFO@unhcr.org](mailto:SUDGEFO@unhcr.org)

It is your responsibility to verify that all e-mails/documents 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 [8] 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 [Number]

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/HCR/GSO/2022/002 Company ABC (email 1 of 3

**SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:**

Attention:

**THE SECRETARY TO THE GEDAREF SUB COMMITTEE ON CONTRACTS  
INVITATION TO BID NO.: RFP/HCR/GSO/2022/002 FOR THE SUPPLY, DELIVERY, INSTALLATION,  
COMMISSIONING AND MAINTENANCE OF CCTV AT UNHCR’S PREMISES (OFFICE & TWO  
GUESTHOUSE) IN GEDAREF TOWN, SUDAN**

**UNHCR GEDAREF SUB OFFICE, SUDAN-DAM HAMAD, GEDAREF TOWN, SUDAN**

**IMPORTANT TO NOTE:** The submission is based on two envelop system separating the technical and financial offer. The outer envelope should be containing two inner envelopes as described below:

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Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

**IMPORTANT:** The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY**

**Deadline: Monday 24 October 2022 - 23:59 HRS Sudan Standard Time**

**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:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test 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 to allow split or partial awards.

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 Purchase of Goods 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 – July 2018 version

Please note that the General Conditions of Contracts for the provision of Services – July 018 version (**Annex F**) 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 UNHCR staff.

Alexander B. Woart  
Supply Officer  
UNHCR Sub Office Gedaref





**ANNEX C: FINANCIAL PROPOSAL FORM: FOR THE SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF CCTV AT UNHCR'S PREMISES (OFFICE & TWO GUESTHOUSE) IN GEDAREF TOWN, SUDAN**

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

YES  NO

BIDDERS NAME: \_\_\_\_\_

S/N	Description	Quantity				Unit	Unit Cost (USD)	Total Cost (USD)
		New Office	Sikka Hadid/Railway GH	Al Jasir GH	Total Qty			
1	Outdoor, 5MP resolution, day/night, fixed box camera providing forensic WDR and Light finder for demanding light condition	12	10	9	31	Each		
2	Indoor fixed dome cameras 5 MP at 30 fps with WDR.	7	5	1	13	Each		
3	NVR 24 channels	1	1	1	3	Each		
4	Hard Disk 10 TB	1	1	1	3	Each		
5	UPS 3KVA Online UPS	1	1	1	3	Each		
6	LED TVs with Display size: 60-Inch Full HD Equivalent (Samsung/LG)	2	2	2	6	Each		
7	PoE switch, Cat 6 Patch Panel 24 port, Patch Cord 20cm, Rack cable organizer, 6 units metal wall mounted rack with lock, including cabling	1	1	1	3	Each		
8	Installation Charges	1	1	1	3	Lot		
9	Bi-yearly maintenance charges (2 years)	2 Years	2 Years	2 Years	6 Years	Lot		
<b>Grand Total (USD):</b>								

**Delivery Date required by UNHCR:** One month upon signature of Contract / PO.

**Offer Validity Period (days):**

**By Responding to this offer the service provider confirm acceptance of the below:**

- UNHCR General terms of Contract for the provision of Services
- UNHCR Payment terms

**PRICE QUOTED MUST BE EXCLUSIVE OF VAT**

Name of Vendor.....

Address/Telephone No: .....

Email Address.....

Contact Person: .....

Delivery time in days: .....

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Total Amount in Words: .....

Offer Validity Period: .....

Date: .....

Signature: .....

IN THE CAPACITY OF.....

OFFICIAL STAMP:

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