

DATE: 26 October 2022

REQUEST FOR PROPOSAL: No. RFP-HCR-ROK-2022-12

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF REFUGEE ACCOMODATION SERVICES  
INCLUSIVE OF FOOD MEALS FOR UNHCR PERSONS OF CONCERN IN KHARTOUM  
CLOSING DATE AND TIME: 10 November 2022 – 23:59 HRS SUDAN LOCAL TIME

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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 coordinate 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 7,685 people in more than 125 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>.

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### **1. RFP INFORMATION**

The office of the United Nations High Commissioner for refugees (UNHCR) Sudan operations, invites qualified Hotel conference and accommodation service companies to make a firm offer for the establishment of a frame agreement for the provision of **refugee accommodation services inclusive of food meals for UNHCR persons of concern in Khartoum.**

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

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 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 Frame Agreement.

Other United Nations Agencies, Funds and Program 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 19** "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

(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**

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### **2.1 RFP DOCUMENTS**

The following annexes form integral part of this Request for proposal which will be used for all lots.

Annex A: Terms of Reference (TOR)

Annex B: Technical Evaluation Criteria

Annex C: Financial Offer

Annex D: Bid Data Sheet

Annex E: Vendor Registration For

Annex F: UNHCR General Conditions of Contracts for the Provision of Services

– 2018

Annex G: UNHCR Supplier's Code of Conduct

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### **2.2 ACKNOWLEDGEMENT**

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

- Your confirmation of receipt of this invitation to bid
- 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.

**IMPORTANT:**

Please note that Bid Submissions are not to be sent to the e-mail address above.

### **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 [sudkh-su@unhcr.org](mailto:sudkh-su@unhcr.org) and CC to [mahmouid@unhcr.org](mailto:mahmouid@unhcr.org). The deadline for receipt of questions is 23:59 hrs on 03 November 2022. Bidders are requested to keep all questions concise.

**IMPORTANT:**

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 invited bidders.

### **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 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.

The following annexes form 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 Services  
– 2018

Annex G: UNHCR Supplier's Code of Conduct

**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.

The technical detail of the required service provider for the establishment of a frame agreement provision of refugee accommodation services inclusive of food meals for UNHCR persons of concern in Khartoum are specified in the Terms of Reference and Requirements in Annex A.

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 Either **SDG** or **US Dollars**.

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 financial offer form (Annex C) . 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 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 and delivery and acceptance by UNHCR of the services.

**IMPORTANT: UNHCR can only facilitate payments through the local banks and not banks outside Sudan and therefore the current market condition must be factored in before submitting your quote.**

## 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 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;
- Contract capacity;

### 2.5.2 Technical and Financial evaluation:

Main Criteria	Sub Criteria	Points
Vendor Eligibility	<ul style="list-style-type: none"> <li>• Evidence of the registration of the bidder with the local authorities ( valid commercial license)</li> <li>• taxation document</li> </ul>	20
Bidder Capacity	<ul style="list-style-type: none"> <li>• Brief description explaining the bidder's available capacity and experience ( technical) in performing the services as per terms of reference in Annex.A (Bidder to provide a company profile , technical staff and equipment)</li> <li>• Ability to meet maximum of 45 days of delivery time (construction are urgently required)</li> <li>• Proof of after services including capacity to absorb for any additional unforeseen finishing works and acceptance of 10% retention fee for one year upon completion of the work</li> <li>• Detailed work plan including matrix of delivery time frame</li> </ul>	25

Bidder Experience	<ul style="list-style-type: none"> <li>Bidder should be in continuous business for similar services during the last 3 (three) years prior to bid opening.</li> <li>Details of experience and past performance of the bidder on services required. Bidder to provide copies of current and previous contracts/agreements of similar nature.</li> <li>Experience and References (Supply of similar Services to the UN agencies, International organizations, and potential commercial local companies)</li> </ul>	25
financial capability	<ul style="list-style-type: none"> <li>Evidence of the financial capability of the bidder (updated bank statement for the last one year)</li> </ul>	15
Compliance to UNHCR requirement	<ul style="list-style-type: none"> <li>Understanding of the UNHCR requirement</li> <li>Detailed proposal by the bidder base on the TOR attached,</li> </ul>	15
Total Points		100

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 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 36/60 points.

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

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

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 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 [US\$ lowest] \ [US\$ 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

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier 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: [SUDKHTO@unhcr.org](mailto:SUDKHTO@unhcr.org)

The Financial offer should be sent by E-mail ONLY to: [SUDKHFO@unhcr.org](mailto:SUDKHFO@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/2022/012 Company ABC (email 1 of 3

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

#### **Attention:**

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS UNHCR REPRESENTATION OFFICE KHARTOUM-SUDAN.

REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2022/012 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF REFUGEE ACCOMODATION SERVICES INCLUSIVE OF FOOD MEALS FOR UNHCR PERSONS OF CONCERN IN KHARTOUM  
UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

**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:

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: Thursday 10<sup>TH</sup> November 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.

## **2.7 BID ACCEPTANCE**

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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 Goods.

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.

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## **2. 8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

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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.

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## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES - 2018**

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Please note that the General Conditions of Contracts for the provision of Services -2018 (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.

**Ibrahima Drame**

**Supply Officer  
Supply Unit, UNHCR Representation Office**



### **Annex A : Terms of Reference for Accommodation services.**

1. Provide accommodation of quality standards and in good condition, for UNHCR beneficiaries as and when requested by UNHCR Khartoum Office. Quality standards is understood to mean:
2. Families accommodated together in rooms equipped with a bed (whether bunk-bed or single bed), mattress and a sheet for each member of the family. OR
3. Refugees accommodated in gender-segregated dormitories with a bed (whether bunk-bed or single bed), mattress and a sheet per person.
4. Provide gender-segregated sanitary facilities including toilets/latrines, showers and wash basins kept in clean and in proper condition. These facilities should be provided at a ratio of at least one per every 15 people.
5. Provide access to adequate amounts of drinking water in rooms.

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6. Provide meals and beverages, including sufficient amount of drinking water, of proper nutritional value three times a day (breakfast, Lunch & Dinner and tea two times a day) (a clear food Description for the three meals to be added to this TOR) for the period that they are residing within the premises of the contractor and as instructed by UNHCR. Meals should be provided at scheduled times as pre-determined jointly with UNHCR. Three meals of proper nutritional value are understood to mean that:
7. One of the three meals served in any given day should be a cooked meal.
8. Two of the three meals should include fresh vegetables.
9. All three meals combined must include an appropriate balance of vegetables, fruit, grains and protein for the period that they are residing within the premises of the contractor and as instructed by UNHCR.
10. Ensure that all facilities are secure (i.e. in a safe and secure location with security services on ground) and in clean and proper conditions.
11. Provide the above services keeping in mind the gender and cultural practices of the beneficiaries.
12. Provide the above services keeping in mind the special needs of the vulnerable beneficiaries, including but not limited to: elderly, disabled persons, women with special needs and minors.

The services supplied shall conform to the type/description provided, and subject to UNHCR monitoring and supervision.

UNHCR will provide a signed and stamped service request form when such services are required. UNHCR will provide this request to the contractor with as much as possible advance notice, but not later than one (01) week in advance. UNHCR will submit an estimate plan including expected dates and approximate quantity of refugees requiring accommodation for the coming month.

Provide clear communication means (Telephone, mobile phone and email address).



### Annex B: Technical Evaluation Criteria

Main Criteria	Sub Criteria	Points
Vendor Eligibility	<ul style="list-style-type: none"> <li>• Evidence of the registration of the bidder with the local authorities ( valid commercial license)</li> <li>• Taxation document</li> </ul>	20
Bidder Capacity	<ul style="list-style-type: none"> <li>• Brief description explaining the bidder's available capacity and experience ( technical) in performing the services as per terms of reference in Annex A (Bidder to provide a company profile , technical staff and equipment)</li> <li>• Ability to meet maximum of 45 days of delivery time (construction are urgently required)</li> <li>• Proof of after services including capacity to absorb for any additional unforeseen finishing works and acceptance of 10% retention fee for one year upon completion of the work</li> <li>• Detailed work plan including matrix of delivery time frame</li> </ul>	25
Bidder Experience	<ul style="list-style-type: none"> <li>• Bidder should be in continuous business for similar services during the last 3 (three) years prior to bid opening.</li> <li>• Details of experience and past performance of the bidder on services required. Bidder to provide copies of current and previous contracts/agreements of similar nature.</li> <li>• Experience and References (Supply of similar Services to the UN agencies, International organizations, and potential commercial local companies)</li> </ul>	25
financial capability	<ul style="list-style-type: none"> <li>• Evidence of the financial capability of the bidder (updated bank statement for the last one year</li> </ul>	15
Compliance to UNHCR requirement	<ul style="list-style-type: none"> <li>• Understanding of the UNHCR requirement</li> <li>• Detailed proposal by the bidder base on the TOR attached.</li> </ul>	15
<b>Total Points</b>		<b>100</b>

**ANNEX C – FINANCIAL OFFER FORM FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF REFUGEE ACCOMODATION SERVICES INCLUSIVE OF FOOD MEALS FOR UNHCR PERSONS OF CONCERN IN KHARTOUM RFP NO: RFQ/HCR/ROK/2022/012.**

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION  
PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS).

YES  NO

BIDDERS' NAME:

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S.No.	Brief Description of the Services	Unit	Cost per Day (USD/SDG)
1	Accommodation and food for individuals in dormitory-style rooms	Per Person	

Delivery Date required by UNHCR: 24 Hrs. upon request

Proposed Delivery period upon UNHCR request

Validity of the offer:

PRICE QUOTED MUST BE EXCLUSIVE OF VAT

DATE: \_\_\_\_\_

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

SIGNATURE: \_\_\_\_\_

IN THE CAPACITY OF: \_\_\_\_\_

DULY AUTHORIZED TO  
SIGN BID FOR AND ON BEHALF OF: \_\_\_\_\_

OFFICIAL STAMP

**ANNEX D: BID DATA SHEET**

THE FOLLOWING SPECIFIC DATA FOR THE SERVICE TO BE UNDERTAKEN SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	10 March 2022, 23:59 Hrs (Sudan standard Time) BIDS TO BE MARKED:	
SUBMISSION OF BIDS:	SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	<u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u>  ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM REQUEST FOR PROPOSAL NO.: <b>RFP-HCR-ROK-2022-012 PROVISION OF REFUGEE ACCOMODATION SERVICES INCLUSIVE OF FOOD MEALS FOR UNHCR PERSONS OF CONCERN IN KHARTOUM</b>  Clearly Marked: <u>NOT TO BE OPENED BY REGISTRY</u>
LATE SUBMISSION OF OFFERS:	OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME. IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.	
BID VALIDITY PERIOD:	90 DAYS	
PRICE VALIDITY PERIOD:	90 DAYS	
SPECIFICATIONS:	FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR MAINTENANCE & REPAIR SERVICES WITH PROVISION OF GENUINE SPARE PARTS TO UNHCR VEHICLES FOR SUDAN OPERATION AS PER THE TOR.	
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS:	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION & SAMPLES	<b>THE HAND DELIVERY TO BE SUBMITTED TO: UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.</b> <b>EMAIL SUBMISSION TO:</b> THE TECHNICAL OFFER SHOULD BE SENT TO: <a href="mailto:SUDKHTO@UNHCR.ORG">SUDKHTO@UNHCR.ORG</a> THE FINANCIAL OFFER SHOULD BE SENT TO: <a href="mailto:SUDKHFO@UNHCR.ORG">SUDKHFO@UNHCR.ORG</a>	
REQUESTS FOR ADDITIONAL INFORMATION:	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: <a href="mailto:SUDKH-SU@UNHCR.ORG">SUDKH-SU@UNHCR.ORG</a>	