

DATE: 25th March 2021
REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2021/008
FOR THE PROVISION OF WATER QUALITY TESTING SERVICES INCLUDING MATERIAL AND TRAINING OF
PERSONEL IN KASAALA

CLOSING DATE AND TIME: SUN 25th April 2021 – 23:59 HRS SUDAN STANDARD TIME.

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 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>.

1. RFP INFORMATION

The Office of the United Nations High Commissioner for Refugees (UNHCR) Sudan operations invites qualified company to make a firm offer *for the provision of Water quality testing services including material and training of personnel in Kassala.*

The successful bidders will be requested to maintain their quoted price model for the duration of the Service 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 services. Duration 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 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 E).

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 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 Services – 2018.

Annex G: UNHCR Supplier's Code of Conduct.

Annex H: How to Join Microsoft Teams without an Account.

2.2 ACKNOWLEDGEMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to sudkh-su@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 SUDKH-SU@unhcr.org with CC: mahmouid@unhcr.org. **The deadline for receipt of questions is on 15 April 2021 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/ROK/2021/008 – QUERY

UNHCR will reply to the questions received as soon as possible to each participating bidder shortly after query deadline **18th April 2021 -23:59HRS.**

IMPORTANT:

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

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 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.

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Annex F: UNHCR General Conditions of Contracts for the Provision of Services – 2018.
Annex G: UNHCR Supplier's Code of Conduct.
Annex H: How to Join Microsoft Teams without an Account.

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 services for the provision of Water quality testing services including material and training of personnel in Kassala is as per attached ToR in Annex A..

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

1. **Evidence on previous Similar Experience:** 3-years of experience in provision of similar services.
2. **Technical Qualification and Experience of Staff:** The proposed service provider should have relevant technical qualification and experience as demonstrated in the terms of reference [\(Annex A\)](#).
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 Sudanese Pounds or US Dollars.

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 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 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

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:

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:

Evaluation Factors
Mandatory -Pass and Fail
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: Supplier's Code of conduct
Scoring Criteria
Responsiveness to RFP (0-30) marks
Bidder Eligibility, Including Compliance to UNHCR Requirement (0-20) marks
Company qualifications (0-15) marks
Proposed Services (0-20) marks
Sample (0-15) marks
Total Marks (100)
Passing Marks (60 out of 100)

ABW

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.

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: SUDKHTO@unhcr.org

The Financial offer should be sent by E-mail ONLY to: 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/HCR/ROK/2021/008 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/2020/ FOR THE PROVISION OF WTAER QUALITY TESTING SERVICNES INCLUDING MATERILA AND TRAINING OF PERSONEL IN KASAALA

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission is based on a two envelopes system, separating the technical and financial offers;

The outer envelope should contain 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: Sunday 25 April 2021 - 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 - 2018

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


Alexander B. Woart
Supply Officer

UNHCR Representation Office in Sudan



ANNEX A : TERMS OF REFERENCE (TOR)

Procurement of water quality testing kits and associated consumables

Introduction

Access to Water is not just about the quantities but also the quality of the water. UNHCR together with partners strive to provide water of acceptable quality and quantity to ensure health and well-being of the Persons of Concern. Diarrhoea, often the product of the consumption of poor-quality water, is one of the main causes of morbidity that results in malnutrition.

Water quality surveillance is central to adequate water provision through regular testing and monitoring of water sources and also at point of use, in the homes through various methods. The testing should look at the physical parameters, chemical and bacteriological composition of the water. Consistent and accurate water quality analysis is required to determine whether water is safe to drink. However, testing kits and expertise is required to do basic water quality analysis through use of simple field-based testing equipment.

Provision of the necessary water quality testing kits and capacity building is one of the key priorities for UNHCR to be able to provide effective WASH service delivery. It is against this background that UNHCR wishes to engage the services of a registered vendor for the procurement of customised water quality testing kits. Training of government and WASH partners will be mandatory and complimentary to provision of the water quality testing kits.

Objectives

To procure water quality testing kits and associated consumables and train WASH partners and government on use of the kits.

Scope of Work

- The vendor to provide 5 customized UNHCR logo branded (engraved or sticker) portable field water quality testing kits with at least consumable supplies to carry out 200 samples (minimum)
- The vendor to provide 1000 H2S bottles for carrying out the bacteriological examination of drinking water for the presence of faecal coliform.
- In addition to provision of water quality testing kits, provide hands on training to a selected group of participants.
- Provide training report with key recommendations. (This document shall be in English language).

Proposed delivery location (s): Kassala

Participants to be trained on use and maintenance of kits

Approximately 25-30 participants drawn from government and WASH partners in the selected locations.

Presentation of Offer

- **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs.

Annex B : Detailed Technical Evaluation Criteria

Technical Evaluation Matrix		
Evaluation Factors	Max Scores Allocated	
Mandatory		
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL	
Company's Age Not less than 3 years from the date of registration / incorporation	<i>(failing to meet a single mandatory criterion will result in disqualification of the Service provider from further technical evaluation)</i>	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed contract.		
Bidder confirms the acceptance of the following 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: Supplier's Code of conduct		
Scoring Criteria		
Criteria	Description	Total Points
Bidder Eligibility, Including Compliance to UNHCR Requirement	Valid Commercial Licenses - Evidence of the registration of the bidder with the local authorities. Acceptance of UNHCR General Conditions of Contracts for the Provision of Services	20 marks
Soundness of the proposal	<ul style="list-style-type: none"> · Offer shall demonstrate an understanding of the general nature of the work to be done. Brief description of why the vendor considers themselves as the most suitable for the assignment, and a methodology on how they will approach and complete the assignment. · Statement of relevant experience in executing similar assignments in the last five years · Provide a training outline, including number of days and topics to be covered 	30 marks
Bidder Experience and References	Previous experiences in similar assignments in Sudan (with supporting documents and references)	20 marks

	Experience in leading similar workshops (working with NGOs, UN, Government etc.)	
Company profile and proposed skilled professionals	Updated curriculum vitae of at least two professionals who will undertake the training	5 marks
Sample	<p>Field water quality testing portable kit with all associated testing kits and consumables to be submitted for technical evaluation. The kit should have the capacity to test key parameters such as: Chemical tests: ammonia, free chlorine, fluoride, nitrate and nitrite, Physical tests: turbidity, pH, conductivity, TDS and temperature and Bacteriological/Microbiological tests: thermotolerant/faecal coliforms and total coliforms (Parameters to be tested are physical, chemical and bacteriological)</p> <p>H2S Kits: With a shelf life of at least 24 months (technical team to verify the shelf life and quality of the sample). Sample to be either Glass or Plastic material.</p> <p><i>Inspection to be done for final orders to ensure all the above are met.</i></p>	15 marks
Timeline/work schedule	Detailed execution of the proposed work, including time frame	10 marks
Total		100 marks

ANNEX C: FINANCIAL PROPOSAL FORM: FOR THE PROVISION OF WATER QUALITY TESTING SERVICES INCLUDING MATERIALS AND TRAINING FOR PERSONNEL IN KASSALA

QUANTITIES FOR PROCUREMENT OF WATER QUALITY TESTING KITS AND ASSOCIATED CONSUMABLES, KASSALA

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

YES NO

BIDDERS NAME:

Item No.	Description	Unit	Quantity	Unit Price (USD)	Total Price (USD)	Addition information
1	<i>Water Quality Testing Kits</i>					
1.1	Customized Portable Water Quality Testing kit and associated consumables	piece	1			
1.2	H2S Kit- bottle (100ML)	ml	1			
2	<i>Capacity Building</i>					
2.1	Users theoretical and practical training for 25-30 personnel	personnel	1			

Delivery Date required by UNHCR:

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

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	25 TH April 2021, 2359 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.: RFP/HCR/ROK/2021/008, FOR THE PROVISION OF WTAER QUALITY TESTING SERVIONCES INCLUDING MATERILA AND TRAINING OF PERSONEL IN KASAALA <u>Clearly Marked: 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:	REQUEST FOR PROPOSAL NO.: RFP/HCR/ROK/2021/008, FOR THE PROVISION OF WTAER QUALITY TESTING SERVIONCES INCLUDING MATERILA AND TRAINING OF PERSONEL IN KASAALA	
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS:	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION & SAMPLES	<u>THE HAND DELIVERY TO BE SUBMITTED TO:</u> UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM. <u>EMAIL SUBMISSION TO:</u> THE TECHNICAL OFFER SHOULD BE SENT TO: SUDKHTO@UNHCR.ORG THE FINANCIAL OFFER SHOULD BE SENT TO: SUDKHFO@UNHCR.ORG	
REQUESTS FOR ADDITIONAL INFORMATION:	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@UNHCR.ORG ON OR BEFORE MONDAY 15 th April 2021 AT 2359 HRS (CUT-OFF DATE FOR QUERIES). UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	