
DATE: 18/05/2022

REQUEST FOR QUOTATION: No. RFQ/LBY/TR/22/026

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF
ELEVATOR, AIR CONDITIONER MAINTENANCE, AND WINDOWS CLEANING
SERVICES**

QUOTATION TO BE RECEIVED BY: 31/05/2022 17:00 Hrs Tunis Local Time

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly¹, requests your price quotation for the establishment of a frame agreement for the provision of elevator, air conditioner maintenance, and windows cleaning services as specified in this Request for Quotation (RFQ).

1. REQUIREMENTS

- **Description:** Elevator, air conditioner maintenance, building windows cleaning services
- **Terms Of Reference:** as indicated in Annex A1, A2 and A3
- **Contract duration:** two (2) years potentially extendible for an additional one (1) year

UNHCR may award Frame Agreement(s) with initial duration of **two (2) year**, with a possibility of extension for an additional period of one (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

UNHCR reserves the right to split contract award for any of the services between any bidders in any combination as it may deem appropriate, and the bidders must be willing to accept partial awards.

The estimated annual requirements of UNHCR are indicated in Annex A1, A2 and A3

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

Please find attached in **Annex A1, A2 and A3** more information about the requirements (Terms of Reference)

¹ For further information on UNHCR, please see <http://www.unhcr.org>

Qualification/Evaluation Criteria:

The technical component of your offer will be evaluated using the **PASS or FAIL** criteria as per below:

No.	Criteria	Assessment
1	Acceptance / Confirmation that the submitted offer cover all the requirements as presented in Annex A1, A2 and A3 (ToRs)	Pass / Fail
2	Registration documents confirming that the company is registered in Tunisia on or before 31/05/2019 with a minimum of 3 year of relevant experience.	Pass / Fail
2	Minimum of 2 References / recommendation letters from previous clients for the same services	Pass / Fail
3	All mandatory documents / certification submitted as requested on Annexes A1,A2, A3 and Annex B-1 of the solicitation document	Pass / Fail

Offers will be considered technically compliant only if meet the above criteria.

Please include the following price information in your “Annex C” Financial Offer Form (without VAT):

- **Currency:** please submit your offer in **TND ONLY**
- **Cost:** as per the structure in annex C
- **Total Cost for items / services** (all inclusive).

Please note that UNHCR has tax and duty exemption status, quotes must be submitted accordingly.

The financial component will be analyzed only for those bidders that pass the technical evaluation and are considered technically compliant.

The contract may then be awarded to the vendor(s) with the lowest priced offers passing the technical evaluation.

2. RFQ Submission

We would appreciate receiving your quotation on or before **31/05/2022 – 17:00 hrs** **by email** in PDF format supply.libya@unhcr.org.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ Reference: No. **RFQ/LBY/TR/22/026**
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods/services and acceptance thereof by UNHCR.

The checklist for the required technical documents can be found in “**Annex B1**”

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR vendor ID. If not, you should complete, sign and submit the **Vendor Registration Form “Annex D”**.

Please find attached in **“Annex E”** the **UNHCR’s General Conditions of Contracts for the Provision of Services**. You must clearly indicate in your quotation if you accept them.

Please find attached in **“Annex F”** the **UN Supplier Code of Conduct**, please note that submitting an offer is deemed as full acceptance of UN Supplier Code of Conduct.

Please find attached in **“Annex G”** the **“Confirmation on Vendor Sanctions”** that you should complete, sign and stamp.

3. BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your quotation. 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 quotation, 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

4. TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFQ will be made in the TDN of the winning offer(s). 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 by UNHCR business owner.

5. Environmental Policy

UNHCR’s policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods form part of UNHCR’s evaluation and selection criteria.

6. Zero Tolerance Policy

Please note that UNHCR strictly follows zero tolerance policy and as such, advises to its bidders not to offer any gifts, favor, hospitality, commission, etc. to UNHCR Staff. Any bidder found to be offering gifts, favor, hospitality, commission, etc. to UNHCR Staff will be placed on United Nations sanctioned list and UNHCR will not do business with them anymore.

MANNER OF SUBMISSION - SUMMARY

Send your email offer to supply.libya@unhcr.org with the following documents:

1. Registration certificate proving that bidding company was established and registered in Tunisia on or before 31/05/2019 (Registre de commerce)
1. Valid Tax Certificate (Patente)
2. Your technical offer submitted on Annex B, duly signed and stamped.
3. Your financial quote submitted on Annex C, duly signed and stamped.
4. Written declaration confirming the commitment to intervene in case of emergency within 1 or 2 hours for the elevator maintenance and within 24 hours for the air conditioner maintenance and windows cleaning services.
5. Duly filled signed and stamped copy of Vendor Registration Form (Annex D) or, if the company is already registered with UNHCR, an empty Vendor Registration Form clearly indicating the UNHCR Vendor ID.
6. Bank statement including the account number, name and currency (TND) (unless the company is registered with UNHCR and the bank details have not changed)
7. Accepted (signed and stamped) Annex E (UNHCR General Terms and Conditions).
8. Accepted (signed and stamped) Annex F (UN Supplier Code of Conduct).
9. Confirmation that bidder is not included in UN/UNGM/EU sanction list: (Annex G) duly filled/signed and stamped.

Thank you for your kind attention.



Motchian Aman
Senior Supply Officer
UNHCR, LIBYA