



UNHCR

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

DATE: June 19, 2024

REQUEST FOR PROPOSAL: NO. RFP/HCR/SOM/SUP/2024/002

For Establishment of Three Years Frame Agreement for Provision of Fiber Optic Internet connectivity for UNHCR Representation Office in Mogadishu, Somalia

CLOSING DATE AND TIME: 2 July 2024 – 23:59 hrs EAT

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 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) Somalia invites qualified Internet service provider companies legally registered with the Federal Government of Somalia to make a firm offer for Provision of Fiber Optic Internet connectivity for UNHCR Representation Office in Mogadishu, Somalia.

IMPORTANT:

Details of the required works are available in the attached annex A-Terms of Reference

UNHCR may award Frame Agreement with initial duration of one year, potentially extendable for a further period of two years (1+1+1) for provision of Fiber Optic Internet services. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.

Please note that figures have been stated 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 **Service Contract / 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 bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedure 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 integral part of this Request for Proposal:

Annex A:	Terms of Reference (ToR)
Annex B:	Financial Offer Form
Annex C:	Technical Evaluation Form
Annex D:	Vendor Registration Form
Annex E:	UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
<i>Annex F:</i>	<i>UN Supplier Code of Conduct</i>
<i>Annex G:</i>	<i>E-Tender Box Supplier user Manual</i>

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of contracts for the provision of services, and the UN supplier code of conduct.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to **[buyer's sommosup@unhcr.org]** as to:

- Your confirmation of receipt of this RFP
- 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 UNHCR Supply section at sommosup@unhcr.org. **The deadline for receipt of questions is 16:30 hrs EAT on 25 June 2024.** Bidders are requested to keep all questions concise.

All the emails sent requesting clarification **MUST** have the following subject line otherwise UNHCR reserves the right **NOT TO REPLY**.

Email Subject Line to be used for any queries related to this tender:
(RFP/HCR/SOM/SUP/2024/002) – Query

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.

UNHCR will reply to the questions received as soon as possible by means of email to all invited bidders.

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 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 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 (60%)**

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.

Please carefully read the e-tender box user manual attached as Annex G for the submission of your technical and financial proposals- offers submitted by any other manner will be disqualified.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory documents required (PASS/FAIL)

- a) **Company’s valid registration certificates:** valid work permit issued by the relevant Somali authorities (copies of documents required)
- b) **Tax Compliance Certificate:** from the federal government of Somalia or FMS
- c) **List of past and current clients** with similar works form UNHCR and other UN Agencies in Mogadishu with their contact details.
- d) **Financial statements/audit reports** from the past three (3) years.
- e) **Clearance to access AAIA** Mogadishu issued by ATMIS/Somalia Federal Government.
- f) **Vendor Registration Form:** If your company is not already registered with UNHCR, you must complete, sign and submit with your technical proposal the Vendor Registration Form **Annex-D** should your company be registered with UNHCR, however, please indicate your vender ID on top of the blank form and share with UNHCR.
- g) **UNHCR General Conditions of Contract for the Provision of Services:** Your Technical Offer shall contain your acknowledgement by signing **Annex-E**
- h) **UN Supplier Code of Conduct:** Your technical offer shall contain your acknowledgement of the UNHCR-UN Supplier Code of Conduct by signing **Annex-F**
- i) A **mandatory supplier visit** will be required and be part of the score of the technical evaluation according to the requirements as per [Annex B] and provide evidence of site visit (your certificate signed by UNHCR Focal point) to be attached to your technical proposal.

Technical criteria (score 60%)

Company Profile: Description of the company and the company's qualifications: A description of your company with the following. (25%)

- a. Description of the company's activities and specializations. If a multi-location company, specify the location of headquarters.
- b. Description of the company's UNHCR/UN experience in such services.
- c. At least 3 similar projects that were successfully completed.
- d. 3 References from previous or current projects with UNHCR/UN Agencies in Mogadishu.
- e. Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services.

Understanding of the requirements for services, proposed approach, solutions, methodology and outputs. (35%)

- a) Primary Fiber Link connection.
- b) Secondary Wireless connection.
- c) Quality of service Data
- d) Service continuity SLA.
- e) Compliance with the requirements stated on the TOR

2.4.2 Content of the FINANCIAL OFFER (40%)

Your separate **Financial Offer** must contain an overall offer in a single currency, in 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 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 **[180]** 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 contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

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 be not 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 supplier(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.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

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:

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

S/N	Criteria	Percentage
1	Description of the company and the company's qualifications: Provide a detailed description of the company and its activities and specializations. This includes an overall description of the company's experience; the location of headquarters, if a multi-location company; the number of and description of similar projects successfully completed; the number of and description of similar projects currently underway; 3 references from previous or current projects; etc.	25%
2	Understanding of the requirements for services, proposed approach, solutions, methodology and outputs. Provide a detailed proposal showing how the company shall fulfill the requirements as set out in the TOR; experience in providing such services; compliance with the TOR	35%
	Total:	60%

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

The cut-off point for submissions to be considered technically-compliant will **30% out of the 60%.**

UNHCR may draw up a short list of offers from the submissions received and conduct supplier visits after evaluation process is completed.

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.

2.5.3 Financial evaluation:

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.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative

2.6 SUBMISSION OF BID:

The proposals must bear your official letterhead, clearly identifying your company.

Please submit your proposal through an online eTenderBox Tool, which can be accessed at <http://etenderbox.unhcr.org>

To submit a proposal against UNHCR tender, the bidder needs to register in e-Tenderbox system. Please refer to the eTenderbox user manual for bidders (Annex-G).

You are requested to get familiar with this tool and create a login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders.

Bidders can access the specific tender by clicking on the "tender reference number", the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be done.

It is the bidder's responsibility to upload only technical documentation under the "Technical" category and financial documentation under the "Financial" category. Failure to do so will result in disqualification.

Note: The official submission of the selected files for upload is done by clicking the 'Save & Submit' button, therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted before the tender expiration deadline. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff, however it is preferable to upload PDF files. Executable files (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled. The maximum size limit per file is 10MB.

IMPORTANT: DEADLINE TO SUBMIT YOUR BID: 03/July/2023 BY 16:30 HOURS LOCAL TIME: Any bid uploaded after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying through <http://etenderbox.unhcr.org/>

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 necessary for a comprehensive understanding of its proposal by UNHCR.

Important Dates to Note for Bid Submission:

Event	Date
Tender available to venders	19 June 2024
Last Day for Queries	25 June 2024
Q&A upload- if any	27 June 2024
Closing Date for Bid Submission	02 July 2024

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.

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 Provision of Goods and 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**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.

Signature
Name: Didier Ishimwe
Title: Supply Officer
UNHCR Representation for Somalia