

DATE: 20/05/2019

INVITATION TO BID No. CS-2019-04 FOR THE ESTABLISHMENT
OF FRAME AGREEMENT FOR THE PROVISION OF CLEANING
SERVICES AND MATERIALS

CLOSING DATE AND TIME: 14/06/2019 – 23:59 hrs CET

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 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. REQUIREMENTS

The Regional Office for Southern Europe of the United Nations High Commissioner for Refugees (UNHCR) in Rome (Italy), invites qualified service providers/contractors to make firm proposal for the establishment of an agreement for the provision of cleaning services and materials (referred to hereinafter as services) for its office premises in Rome.

The length of the contract will be a validity from 1st July 2019 to 30rd of June 2020 (with possibility of renewal).

1.1 Description of duties/services

- The Service provider represent that it is qualified, ready, able and willing, and possesses the necessary expertise, qualified personnel, facilities, equipment, tools, insurance and other mean, to provide the cleaning services required.
- The Service provider will be fully responsible for all work and services performed by its staff.
- The Service will be provided by 2 resources
- Services will be provided from Monday to Friday from 6:30am and 10:30pm (20 hours per week per each resource), except on UNHCR holidays. However, note that certain special services may be arranged during the afternoons or the weekends.
- Execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training

levels, and any other relevant regulations, including, but not necessarily limited to:

- i. The provision of all the Service Providers qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the cleaning contract.
 - ii. The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
 - iii. All areas of the office to be kept clean at all times and in all areas.
- Service provider will always promptly replace any personnel whatever reason determine at the given time. A replacement personnel shall fulfil the qualification criteria established in this ToR and shall commence work not later 6.30am on the commencement date.
 - Courtesy and conduct of company staff should be acceptable by UNHCR Office.

Please refer to Annex A for the details regarding duties and services required, subject of this BID.

2. BIDDING INFORMATION:

2.1. ITB DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

- Annex A: Description of service
- Annex B: Financial offer
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Cond. of Contracts for the Provision of Services

2.2. ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this ITB by return e-mail to itaroadm@unhcr.org as to:

- Your confirmation of receipt of this Invitation to Bid
- Whether or not you will be submitting a bid

2.3. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB by e-mail to itaroadm@unhcr.org.

The deadline for receipt of questions is 23:59 hrs CET on 07/06/2019.

Bidders are requested to keep all questions concise.

IMPORTANT:

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

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once **OR** will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website.

2.4 YOUR OFFER

Please submit your offer using the Annexe 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 ITB.

Your offer should be concisely presented and **MUST** include:

- Annex A: Description of service
- Annex B: Financial offer
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Cond. of Contracts for the Provision of Services
- Presentation of the company
- A listing of organizations where similar service is being/ has been offered
- DURC
- Inscription to C.C.I.A.A
- Financial Statement (latest *BILANCIO*)

Please note that:

UNHCR is exempt from all direct taxes and customs duties for amount above Euro 300. With this regards, price has to be given without VAT.

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.

2.5 BID EVALUATION:

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:

- DURC
- Inscription to C.C.I.A.A

2.5.2 Evaluation:

UNHCR will take in consideration only offers provided by suitable cleaning companies (as per the above criteria).

The contract will be awarded, among the suitable potential contractors, to the company that will provide, the best economical offer.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

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.).

IMPORTANT:

Please be sure to submit the Technical and Financial proposal in **TWO** separate emails, failing which will result in disqualification of the offer.

Bid must be sent by e-mail ONLY to: **ITAROITB@UNHCR.ORG**

Deadline: 14/06/2019, 23:59 hrs CET.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected.

It is your responsibility to verify that all e-mails 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 **15 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- ITB/2019/04 (CLEANING SERVICES)
- Name of your firm
- Email Number (example: 1/1, or 1/3, 2/3, etc.).

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 SITE VISIT:

In case bidders would like to have a site visit to the building, please confirm by email to: ITAROADM@UNHCR.ORG by 29th of MAY 2019 by COB.

The site visit will be held on the 31st of MAY 2019

2.8 BID ACCEPTANCE:

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

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.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order issued as a result of this ITB will be made in Euros. Payment will be made in accordance to the General Conditions for the Purchase of Services. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner. UNHCR will not be responsible for any bank service charges.

Admin/Finance Office
UNHCR Regional Office for Southern Europe