REQUEST FOR PROPOSAL: No. UNHCR RFP 3359

REQUEST FOR PROPOSAL FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF FIRE DETECTION AND SUPPRESSION SYSTEMS AT UNHCR OFFICES, STAFF GUEST HOUSES AND WAREHOUSES IN UGANDA.

RFP DOCUMENTS

Annex A: Terms of Reference (ToR)
Annex B: Technical evaluation criteria
Annex C: Financial offer form
Annex D: Vendor Registration Form (to be filled, stamped and signed)
Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services-July 2018
Annex F: UN Supplier Code of Conduct
Annex G: Confirmation on Sanction lists
Annex H: Supplier portal manual

RFP KEY DATES:

RFP Issue Date	20 August 2026
Pre-bid meeting/conference	31 August 2026 at 11: 00 Hrs. on TEAMS
Request for Clarifications Deadline	3 September 2026 by 17:00 Hrs.
Response to Questions/Clarifications	4 September 2026 by 17:00 Hrs.
RFP Submission Deadline	9 September 2026 by 17:00 Hrs. EAT

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 and stateless people and support internally displaced people.

In more than seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,000 people in more than 136 countries continues to help about 122 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see http://www.unhcr.org.

REQUIREMENTS

The Office of United Nations High Commissioner for Refugees (UNHCR) in Uganda intends to establish a frame agreement(s) for a period of **three (03) years** with a possible extension of another **one (01)** year subject to satisfactory performance, availability of funds and requirement of the services for the Supply, installation and maintenance of fire detection and suppression system and training in UNHCR Uganda offices, staff accommodation / guest houses, and warehouses, as described in the terms of reference document.

The supplier will commit to maintaining a fixed rate per requirement throughout the duration of the frame agreement for each location.

This request for the supply, installation and maintenance of fire detection and suppression systems and training in UNHCR Uganda offices, staff accommodation / guest houses, and warehouses will cover the following UNHCR Offices.

1. Branch Office Kampala.
2. Nakasero Urban Office, Kampala.
3. Kansanga Refugee Access Centre.
4. Sub-office Pakelle, Adjumani District (including 18 accommodation blocks and 3 prefabricated structures).
5. Field Office Lamwo, Lamwo District (including prefabricated guest houses).
6. Field Unit Kiryandongo, Kiryandongo District (including guest houses)
7. Supply Hub Warehouse at Kiryandongo, Kiryandongo District
8. Sub-office Yumbe, Yumbe District (including accommodation houses).
9. Warehouse in Yumbe.
10. Sub-Office Mbarara, Mbarara District.
11. Field Office Kyangwali, Kikuube District (including guest houses / accommodation compound, SO Kyangwali).
12. Field Unit Rwamwanja, Kamwenge District (including accommodation houses).
13. Field Unit Kisoro, Kisoro District.

The details of UNHCR office structure setup and requirements per office/location is provided in the ToR for ease of reference. However, this might change during the contract period due to an increase or decrease in the requirement(s), opening new locations, or closing some of the locations.

It is strongly recommended that this Request for Proposal (RFP) and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Subcontracting: Please take careful note of article 5 of the attached General Terms and Conditions **(Annex E).**

Note: This document is not to be construed in any way as an offer to contract your firm.

IMPORTANT: The Terms of Reference (TOR) are detailed in **Annex A** of this document.

Please note that the figures have been stated to enable bidders to have an indication of the projected requirements as detailed in Annex A-Terms of Reference. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods or services. Quantities may vary and will be dependent on the actual requirements and funds available, regulated by issuance of individual purchase order against the frame agreement.

Please note that under this tender, the bidder must ensure they provide all the required documents.

SITE VISIT:

Site Visits (Necessary but not mandatory).

Site visit is not a mandatory requirement. However, bidders interested in site visit may contact Richard at **0772 701 129**

PRE-BID MEETING / CONFERENCE:

UNHCR will organize a supplier pre-bid conference on the **31 August 2026 at 11:00** hrs. **via Microsoft Teams**. In order to participate in the pre-bid conference, bidders are required to express their interest by sending a message using the messaging functionality in the ERP system. A maximum of two representatives per company are allowed. Names and contact details of the company's representatives must be provided in the message.

Participation in the pre-bid conference is strongly recommended given the complexity of the requirements. However, after the supplier conference, a Questions & Answers document will be prepared, shared via the messaging functionality and added to the list of attached documents in this ERP portal

REQUEST FOR CLARIFICATIONS

Bidders are required to submit any request for clarification or question in respect of this RFP by the Cloud ERP portal using messaging functionality before the **3 September 2026 by 17:00 Hrs**. Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by the system. Answering the queries or resolving the technical issue would take time and UNHCR will not be held liable for any delays. UNHCR will respond during official business hours.

IMPORTANT

Please note that proposals are NOT to be sent using the messaging functionality. Proposals sent using the messaging functionality will result in disqualification of the offer.

YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the forms provided under the requirement section. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT

Inclusion of copies of your offer with any correspondence sent directly to the attention of the buyer responsible, or any other UNHCR staff will result in disqualification of the offer.

ENVIRONMENTAL POLICY

UNHCR's policy is to purchase products and services with the least negative impact on the environment. Environmental considerations, including manufacture, transport, packaging, use, and disposal of goods, are integral to UNHCR's evaluation and selection process.

ZERO TOLERANCE POLICY

Note that UNHCR strictly adheres to a zero-tolerance policy, advising its Suppliers not to offer any gifts, favors, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found engaging in such activities may face sanctions from UNHCR and other UN agencies.

SUPPLIER REGISTRATION

If you have never registered before, register a profile using the registration link shared via the procurement notice or follow the instructions provided in guides available on the UNHCR website: How to become a supplier | UNHCR.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Thank you, and we look forward to receiving your quotations.

ELIGIBILITY CHECK

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: https://www.un.org/securitycouncil/#entities, **(Annex G), please fill and sign as part of your offer.**

The qualified supplier(s) will be added to the vendor database after investigation of suitability based on the submitted Vendor Registration Form **(Annex D)** and supporting documents.

Supplier Registration:

The qualified company(s) will be added to the Vendor Database after evaluation of suitability based on the submitted Vendor Registration Form and supporting documents. The evaluation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity;

SUBMISSION OF PROPOSAL

We would appreciate receiving your submission on or before the deadline specified in the Overview Section. **Please note that bidding documents must be submitted directly in the online UNHCR portal**, responding to the questions, and uploading required documents by the date and time indicated in the online portal. It is your full responsibility to ensure that your submission is submitted before the deadline.

Bidding received outside the online portal, for any reason, will not be considered for evaluation unless authorized by UNHCR in writing. Be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of **24 Mb** in each required field, as specified in the Requirements Section. All attachments should be uploaded 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 submitted in the specified sections. Failure to do so may result in disqualification. It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the online portal will be rejected. UNHCR may, at its discretion, extend the proposal's submission deadline, and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Ensure that your bidding remains valid for at least **120 days**. The standard payment terms of UNHCR are net **30 days** upon satisfactory delivery of services and acceptance by UNHCR.

It is strongly recommended that this Request for Proposal document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

IMPORTANT: UNHCR reserves the right to cancel the solicitation at any stage of the procurement process prior to final notice of award of a contract.

UNHCR also reserves the right to request additional information, clarification, and/or any supporting documents that will result in fair evaluation of the offer.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

UNHCR reserves the right, at any time during the tendering process and throughout the duration of any resulting contract, to verify whether a bidder or contractor is included on any applicable United Nations ineligibility or sanctions list.

BID ACCEPTANCE

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not accept a change to the rates submitted. Any such increase or decrease in the contract duration would be notified to the successful bidder as part of the finalization of the Purchase Orders for the 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 of documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

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

Important: Any missing cost for a line in Financial Offer will be considered invalid.

Please note that UNHCR is not bound to select any of the company's submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the frame agreement(s) 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.

Other United Nations agencies **and** programmes **could be entitled to use the services on** the same **prices and terms as those contained in the offers of the successful** bidder(s) **and could form the basis for a Frame Agreement with other UN** agencies.

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). The standard payment terms of UNHCR is net **30 days** upon satisfactory delivery of goods or services and acceptance by UNHCR. 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 the UNHCR business owner.

REQUIREMENTS

Dear Bidder,

Please carefully review the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the requested information may result in disqualification of your offer from further evaluation.

TECHNICAL PROPOSAL

IMPORTANT: No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all the information required.

The technical detail of the required service provider for the **Supply, installation and maintenance of fire detection and suppression system and training at all UNHCR offices, staff accommodation / guest houses, and warehouses in Uganda** as per Terms of Reference **(Annex A)**.

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

1. Mandatory eligibility criteria

-) Brief company profile provided?
-) Certificate of incorporation
-) VAT Registration Certificate
-) Current trading license provided
-) URA Tax Clearance Certificate addressed to UNHCR (Tin 1000211109).
-) Copy of Memorandum & Articles of Association provided?
-) Your technical offer should contain your acknowledgement of the UNHCR Terms of Reference **(Annex A)**

The documents listed below are also required as part of the submission. However, they will not be evaluated as part of the mandatory requirements during the preliminary assessment. If not submitted with the bid, they may be requested from the successful bidder after the evaluation process and prior to contract award.

1. Confirmation that supplier is not on UN Sanction list.
2. If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal, the Vendor Registration Form
3. Acceptance of UNHCR General Conditions of Contract for Provision of Services
4. Acceptance of UN Supplier's Code of Conduct
5. Signed Site visit forms

2. Technical Evaluation Criteria:

The supplier's technical offers will be opened after passing the eligibility criteria and will be evaluated on the basis of **Pass/Fail** and weighted scoring. The total score is **70 points and out of which 49 points is the passing score**. The supplier **scoring 49** and above will be considered qualified and the financial offer will then be opened for evaluation.

The following are the technical evaluation criteria and assigned maximum score for which the supplier has to provide the required documents to qualify for next step. The detailed technical scoring sheet with detailed criteria and assigned score per criteria with maximum score is provided in **(Annex B – Technical Offer Form)**.

3. Financial Evaluation:

The Financial offer will use the following percentage distribution: **30%** of the total score. The financial component will be analyzed only for those suppliers that pass the technical evaluation.

In the **Financial proposal** a maximum score of **30 points** can be reached by the lowest proposal submitted.

The maximum number of **30 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 another supplier's Price Component

The contract will be awarded the most responsive offer i.e., the total technical offer (out of **70 points**) will be combined with the financial score (out of **30 points**), and bidder with the highest combined score will be selected.

4. Supplier Performance Evaluation:

The successful supplier's performance will be evaluated by following the below criteria during the contract running period:

- Quality of work, including attention to detail and thoroughness of **Supply, installation and maintenance of fire detection and suppression system and training in UNHCR Uganda offices, staff accommodation / guest houses, and warehouses.**
- Timeliness of service delivery, including adherence to the agreed schedule.
- Communication and responsiveness to the project manager.
- Overall value for money

5. Payment:

UNHCR shall, on the fulfilment of the delivery terms, unless otherwise provided in the Contract or purchase order, make payment by bank transfer within Thirty **(30) days** of receipt of the Contractor's invoice for the goods/services and copies of any other documentation specified in the Contract. Payment against the invoice referred to above will reflect any discount shown under the payment terms agreed among the parties, provided payment is made within the period required by such payment terms. The prices shown in the **frame agreement**, or the purchase order may not be increased except by express written agreement of UNHCR. Documents are to be sent to the address indicated in the Frame Agreement or purchase order.

The company will have to service the fire equipment on annual basis and shall submit to UNHCR a report which includes the list of detailed services provided during each calendar year with related invoices. The company will be paid only after the certification by UNHCR focal persons. UNHCR will not make upfront payments to a successful supplier.

6. Conclusion:

- The successful supplier will be expected to provide high-quality **Supply, installation and maintenance of fire detection and suppression system and training in UNHCR Uganda offices, staff accommodation / guest houses, and warehouses, i**n a timely and efficient manner. UNHCR Administration focal person (Contract Manager) would always expect regular communication and a high standard of work from the supplier. The supplier should ensure that all **goods and services** are delivered to the satisfaction of UNHCR and should be responsive by phone call and/or e-mail to any issues or concerns that arise during the frame agreement period.

Muntasir SIDDIG,
Snr Supply Officer,
UNHCR Representation in Uganda

REPRESENTATION IN UGANDA
UNHCR
The UN Refugee Agency
KAMPALA