

REQUEST FOR PROPOSAL

UNHCR RFP No. 3610

FOR THE DESIGN, SUPPLY AND CONSTRUCTION OF 50 ECO-FRIENDLY, SOLAR-POWERED MOBILE AGENT KIOSKS IN REFUGEE CAMPS IN THE AFAR AND SOMALI REGIONS OF ETHIOPIA

SECTION 1: LETTER OF INVITATION

The Office of the United Nations High Commissioner for Refugees, hereinafter referred to as "UNHCR," invites qualified prospective bidders to submit proposals for the design, supply and construction of 50 eco-friendly, solar-powered mobile agent kiosks in refugee camps in the Afar and Somali Regions of Ethiopia.

Bidders shall prepare and submit their proposals in accordance with the requirements, terms and conditions set out in this Request for Proposal and its annexes.

RFP DOCUMENTS

This RFP consists of the following documents:

- Annex A: Terms of Reference
- Annex B: Technical Evaluation Criteria
- Annex C: Financial Offer Form
- Annex D: UNHCR General Conditions of Contract for the Provision of Goods and Services
- Annex E: UN Supplier Code of Conduct
- Annex F: UNHCR General Conditions of Contract for Civil Works
- Annex G: Template Construction Services Contract

UNHCR may issue clarifications, amendments or additional information concerning this RFP before the proposal submission deadline. Any amendment issued by UNHCR shall form an integral part of this RFP.

Bidders are responsible for reviewing all clarifications and amendments issued through the

Cloud ERP Supplier Portal and ensuring that their proposals take them into account.

SECTION 2: TENDER TIMELINE

Activity	Date and time
RFP issue date	21 September 2026
Deadline for submission of questions	1 October 2026
Deadline for submission of proposals	5 October 2026 at 00:59 hours, Ethiopia time (UTC+3)

SECTION 3: INSTRUCTIONS TO BIDDERS

Bidders requiring clarification concerning this RFP shall submit their questions through the messaging functionality of the Cloud ERP Supplier Portal no later than 1 October 2026.

Bidders intending to submit proposals are encouraged to create and save draft responses in the Cloud ERP Supplier Portal without submitting them. This will enable the system to send notifications concerning clarifications, amendments or other changes to the tender requirements.

Proposals must be submitted electronically through UNHCR's Cloud ERP Supplier Portal by the deadline specified in Section 2.

Suppliers that have not previously registered with UNHCR shall create supplier profiles using the following Supplier Registration Link:

[Supplier Registration Link.](#)

<https://fa-esrv-saasfaprod1.fa.ocs.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification>

Suppliers that have already registered shall access the tender through the following UNHCR

Supplier Portal:

Supplier Portal. [Supplier Portal](#)

<https://idcs-018af3e9a3c54ba3855cca5b1cad90.identity.oraclecloud.com/ui/v1/signin>

Bidders are responsible for ensuring that their proposals are complete and successfully submitted through the Cloud ERP Supplier Portal before the submission deadline.

Supply Unit

UNHCR Representation Office in Ethiopia

Addis Ababa, Ethiopia

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Table of Contents

1 Overview.....5

 1.1 General Information.....5

 1.2 Schedule.....

 1.3 Negotiation Controls.....11

 1.4 Terms.....11

 1.5 Attachments.....12

2 Requirements.....12

 2.1 Section 1. Preliminary examination.....16

 2.2 Section 2. Technical Proposal.....19

 2.3 Section 3. Financial Proposal.....31

3 Lines.....34

 3.1 Line Information.....34

 3.2 Line Details.....35

 3.2.1 Line 1.....35

 3.2.2 Line 2.....35

 3.2.3 Line 3.....35

 3.2.4 Line 4.....36

 3.2.5 Line 5.....36

 3.2.6 Line 6.....36

1 Overview

1.1 General Information

Title	ETH – UNHCR RFP 3610 – 50 Solar-Powered Mobile Agent Kiosks
Synopsis	ETH - UNHCR RFP 3610 - Design, Supply and Construction of 50 Eco-Friendly, Solar-Powered Mobile Agent Kiosks in Ethiopia

Introduction

ETH - UNHCR RFP 3610 - Design, Supply and Construction of 50 Eco-Friendly, Solar-Powered Mobile Agent Kiosks in Ethiopia

INTRODUCTION

UNHCR, the United Nations Refugee Agency, is a global organization mandated to protect refugees, forcibly displaced communities and stateless people. UNHCR provides life-saving assistance, safeguards fundamental rights and supports sustainable solutions for people forced to flee their homes because of conflict and persecution.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees, UNHCR Representation Office in Ethiopia, invites qualified contractors to submit firm proposals for the design, supply and construction of 50 eco-friendly, solar-powered mobile agent kiosks in refugee camps in the Afar and Somali Regions of Ethiopia.

The requirement is divided into the following two lots:

- Lot 1: Design, supply and construction of 20 kiosks in Aysaita Refugee Camp, Afar Region.
- Lot 2: Design, supply and construction of 30 kiosks in Sheder, Aw-barre and Kebribeyah refugee camps, Somali Region.

Bidders may submit proposals for one or both lots. UNHCR may award the lots separately to different contractors.

Bidders are strongly advised to read this RFP and all its annexes thoroughly. Failure to follow the prescribed submission procedures or provide the required information and documents may result in rejection or disqualification of the proposal.

SUBCONTRACTING

Bidders shall carefully review the subcontracting provisions contained in the applicable UNHCR General Conditions of Contract. Any proposed subcontracting arrangement must be clearly disclosed in the technical proposal and shall remain subject to UNHCR's written approval.

Approval of a subcontractor shall not relieve the successful contractor of any obligation or responsibility under the resulting contract.

NOTE

This RFP does not constitute an offer or commitment by UNHCR to enter into a contract with any bidder. UNHCR is not responsible for any costs incurred in preparing or submitting a proposal.

INTENTION TO BID

Bidders intending to participate in this tender are requested to create and save a draft response in the Cloud ERP Supplier Portal.

Creating a draft response will enable the system to notify prospective bidders of clarifications, amendments or other changes made to the tender requirements.

REQUESTS FOR CLARIFICATION

Bidders shall submit all requests for clarification and questions concerning this RFP through the messaging functionality of the Cloud ERP Supplier Portal.

The deadline for submitting questions is 1 October 2026.

Bidders shall keep their questions clear, concise and directly related to the requirements of this RFP.

UNHCR will respond to the questions received through the messaging functionality of the Cloud ERP Supplier Portal and may publish a consolidated Questions and Answers document through the same portal.

IMPORTANT

Proposals must not be submitted through the messaging functionality of the Cloud ERP Supplier Portal. A proposal submitted through the messaging functionality will not be treated as a valid tender submission.

PREPARATION OF THE PROPOSAL

The proposal and all supporting documents shall be prepared in English.

Bidders shall use the forms provided with this RFP. Proposals that do not follow the prescribed formats or that omit required information may not be considered.

The technical and financial proposals must be prepared and uploaded separately in the designated sections of the Cloud ERP Supplier Portal.

The technical proposal must not contain prices or other financial information.

Bidders shall submit the information and supporting documents required under Annex A, Terms of Reference, and Annex B, Technical Evaluation Criteria.

The financial proposal shall be completed using Annex C, Financial Offer Form.

IMPORTANT

Bidders must not send copies of their proposals directly to the responsible buyer or any other UNHCR staff member. Direct submission of the proposal or any part of it outside the designated tender-submission sections of the Cloud ERP Supplier Portal may result in disqualification.

SUBMISSION OF PROPOSALS

Proposals must be submitted electronically through the Cloud ERP Supplier Portal.

The deadline for submission of proposals is 5 October 2026 at 00:59 hours, Ethiopia time (UTC+3).

The technical and financial proposals shall be uploaded separately in the sections designated for each submission. Failure to separate the technical and financial proposals may result in disqualification.

Attachments shall be uploaded in PDF format. Where a form is provided in Excel format, bidders should also submit the completed form in its original Excel format.

Proposals received after the submission deadline or submitted outside the Cloud ERP Supplier Portal will not be considered unless UNHCR has expressly authorized an alternative submission method in writing.

UNHCR may extend the submission deadline at its discretion. Any extension, clarification or amendment will be communicated to prospective bidders through the Cloud ERP Supplier Portal.

Bidders are responsible for confirming that their proposals and all supporting documents have been successfully uploaded and submitted before the deadline.

The Cloud ERP Supplier Portal limits the size of each attachment to 24 MB. Bidders shall organize and compress their documents as necessary while ensuring that all submitted documents remain complete and legible.

UNHCR will evaluate only the information clearly identified and included in the submitted proposal. Bidders shall provide all descriptions, drawings, specifications, data sheets, certificates, references and supporting evidence necessary for UNHCR to understand and evaluate their proposals.

PROPOSAL VALIDITY

Proposals shall remain valid for 90 days from the proposal submission deadline.

ACCEPTANCE AND AWARD OF PROPOSALS

UNHCR reserves the right to:

- accept or reject any proposal, in whole or in part;
- award one or both lots;
- award the two lots to different contractors;
- cancel the procurement process at any stage before contract award; and
- request clarifications concerning a submitted proposal, where permitted under the applicable procurement procedures.

UNHCR is not bound to select any bidder submitting a proposal or to award the contract to the bidder offering the lowest price.

Only bidders that meet all mandatory requirements and obtain a minimum technical score of 45 points out of 70 will proceed to the financial evaluation.

The final evaluation will apply a weighting of 70 percent for the technical proposal and 30 percent for the financial proposal.

The contract will be awarded based on the evaluation methodology stated in this RFP, responsiveness to the requirements, economy, efficiency and best value for money.

UNITED NATIONS SANCTIONS AND INELIGIBILITY

UNHCR reserves the right, at any stage of the tender process and throughout the duration of any resulting contract, to verify whether a bidder, contractor or associated entity appears on an applicable United Nations sanctions or ineligibility list.

UNHCR will not enter into or continue a contractual relationship with an entity determined to be sanctioned or ineligible under an applicable list. If a successful contractor is subsequently found to be sanctioned or ineligible, UNHCR reserves the right to suspend or terminate the contract in accordance with the applicable contractual provisions.

CURRENCY AND PRICING

Bidders shall submit their financial proposals in United States dollars.

Prices shall be quoted separately for each lot using Annex C, Financial Offer Form.

The quoted prices shall include all costs required for the complete design, manufacture, supply, transportation, site preparation, construction, installation, testing, commissioning and handover of the kiosks, together with all applicable taxes and other costs identified in the RFP documents.

The contract and related purchase order will be issued in United States dollars.

PAYMENT TERMS

Payment will be made in Ethiopian Birr, converted using the applicable United Nations Operational Rate of Exchange in effect on the invoice date.

Payments will be made separately for each awarded lot against the following milestones:

1. Consolidated design and prototype approval: 20 percent.
2. Full manufacturing and fit-out completion: 40 percent.
3. Completion, installation and handover: 30 percent.
4. Release of retention following the 12-month defects-liability period: 10 percent.

Each payment shall be subject to satisfactory completion and written acceptance of the applicable milestone, submission of the required supporting documents and receipt of a valid invoice.

Unless otherwise stated in the resulting contract, UNHCR's standard payment period is 30 days following receipt and acceptance of the required invoice and supporting documentation.

IMPLEMENTATION PERIOD

The successful contractor shall complete the required works within 80 calendar days.

Full completion is required by December 2026. Bidders shall submit realistic implementation schedules demonstrating their capacity to meet the required completion period.

Supply Unit
UNHCR Representation Office in Ethiopia
Addis Ababa, Ethiopia

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date		Open Date	9/21/26 3:15 PM
Close Date	10/5/26 12:59 AM	Award Date	
Time Zone	Moscow Standard Time		

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Multiattribute scoring**

1.4 Terms

Instructions

- **Terms**
 - Proposal validity: 90 days
 - Completion period: 80 calendar days
 - Contract and PO currency: USD
 - Payment currency: ETB at the applicable UNORE on the invoice date
 - Payment period: 30 days following acceptance of each milestone and receipt of the required invoice and supporting documents
 - Defects-liability period: 12 months
 - Applicable conditions: UNHCR General Conditions of Contract and RFP annexes
- All freight, transportation, loading, unloading, handling, delivery, and related logistics costs to the designated installation sites in the Afar and Somali Regions shall be borne by the contractor and included in the quoted price. No separate freight charges will be paid by UNHCR.

Payment Terms **HCR Net 30**

Freight Terms **DELIVERED AT PLACE
UNLOADED**

Shipping Method
Negotiation Currency **USD (US Dollar)**

FOB **None**
☐ **Buyer managed transportation**
Price Precision **2**

1.5 Attachments

File Name or URL	Type	Description
Annex A – Terms of Reference (	File	
Annex B – Technical Evaluation	File	
Annex C – Financial Offer Form	File	
Annex D – General Conditions o	File	
Annex E – UN Supplier Code of	File	
Annex F – General Conditions o	File	
Annex G – Template Constructio	File	

2 Requirements

**Response is required*

Dear Supplier,

Please review the requirements and questions in this section carefully. Provide all requested responses and upload the required supporting documents. Failure to submit the requested information or documents may result in the rejection or disqualification of your proposal.

Full acceptance of the applicable UNHCR General Conditions of Contract and the UN Supplier Code of Conduct is mandatory. Bidders shall submit signed and stamped copies of the UNHCR General Conditions of Contract for Civil Works and the UN Supplier Code of Conduct. Non-acceptance may result in rejection of the proposal.

TECHNICAL AND FINANCIAL EVALUATION

Each proposal will be evaluated separately and independently. Bidders shall submit a complete proposal for each lot for which they wish to be considered. References to documents submitted under previous or ongoing solicitations will not be accepted as a substitute for the documents required under this RFP.

The award of a previous contract by UNHCR does not provide any preference or guarantee of an award under this RFP.

UNHCR will evaluate proposals in three stages:

1. Preliminary evaluation of mandatory requirements.
2. Technical evaluation.
3. Financial evaluation of technically qualified proposals.

PRELIMINARY EVALUATION

The preliminary evaluation will be conducted on a Pass/Fail basis. Bidders shall submit the following mandatory documents and confirmations:

- Valid company registration certificate.
- Valid Grade 4 or above General Contractor licence, or Grade 3 or above Building Contractor licence, together with a valid certificate of competency.
- Tax Identification Number certificate.
- VAT registration certificate.
- Audited financial statements for the last three financial years.
- Bid security in the amount of ETB 500,000 in the form of a bank guarantee or Certified Payment Order, enclosed in the financial proposal.
- A signed declaration in the technical proposal confirming that the original bid security is enclosed in the financial proposal.
- Confirmation that the proposed kiosk design and material specifications have been submitted.

- Confirmation of the bidder's willingness and availability to present its conceptual design and material proposal to the Evaluation Committee, if requested.
- Signed and stamped acceptance of the UNHCR General Conditions of Contract for Civil Works.
- Signed and stamped acceptance of the UN Supplier Code of Conduct.

Only proposals that pass the preliminary evaluation will proceed to the detailed technical evaluation.

TECHNICAL EVALUATION

The technical proposal represents 70 percent of the total combined score.

Technical evaluation criterion	Maximum score
Conceptual design and material proposal	25 points
Relevant experience	10 points
Methodology and work plan	15 points
Key personnel	15 points
Quality assurance, health, safety and environmental management	5 points
Total technical score	70 points

The detailed scoring methodology and supporting-document requirements are provided in Annex B, Technical Evaluation Criteria.

The minimum qualifying technical score is 45 points out of 70.

Only bidders that meet all mandatory requirements and obtain at least 45 technical points will proceed to the financial evaluation.

CLARIFICATION OF PROPOSALS

To assist in the examination, evaluation and comparison of proposals, UNHCR may request written clarification from a bidder concerning its proposal.

A request for clarification and the bidder's response shall be made in writing. No change to the price or material substance of the submitted proposal shall be requested, offered or accepted through the clarification process.

FINANCIAL EVALUATION

The financial proposal represents 30 percent of the total combined score.

Financial proposals will be opened and evaluated only for bidders that pass the preliminary evaluation and obtain the minimum qualifying technical score.

Financial proposals will be evaluated separately for each lot.

The technically qualified proposal with the lowest evaluated price for the applicable lot will receive the maximum financial score of 30 points. Other technically qualified proposals will receive financial scores calculated as follows:

Financial Score = Lowest Evaluated Price ÷ Bidder's Evaluated Price × 30

COMBINED SCORE

The final combined score will be calculated as follows:

Combined Score = Technical Score + Financial Score

The maximum combined score is 100 points:

- Technical proposal: 70 points.
- Financial proposal: 30 points.

Subject to the requirements and rights stated in this RFP, the bidder achieving the highest combined score for the applicable lot will be considered for contract award.

CURRENCY FOR EVALUATION

Financial proposals shall be submitted in United States dollars. Therefore, no currency conversion should be necessary for the financial evaluation.

IMPORTANT

Bidders shall upload their financial proposals only in the designated Financial Evaluation or Commercial section of the

Cloud ERP Supplier Portal.

The technical proposal must not contain any prices, financial schedules or other financial information. If financial information is disclosed in any part of the technical proposal, the proposal may be disqualified

2.1 Section 1. Preliminary examination (Technical)

*1.

Valid Company Registration Certificate

Please upload a copy of your company's valid registration certificate. Failure to submit this document may result in disqualification.

Hint: Upload a clear and valid company registration certificate showing the bidder's legal name and current registration status.

Select one of the following:-

- ☐ a. Yes: Valid company registration certificate uploaded. *(Response attachments are required)*
☐ b. No: Valid company registration certificate not provided.

Comments:

*2. Eligibility and Commercial/ Supplier Registration Check:

As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors.

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:

- Core business;
- Track record;
- Contract capacity.

Select one of the following:-

- ☐ a. No, not listed in ineligibility list *(Response attachments are optional)*
☐ b. Yes *(Response attachments are optional)*

Comments:

*3.

Tax Identification Number Certificate

Do you confirm that your company holds a valid Tax Identification Number certificate? Please upload a copy of the certificate.

Hint: Upload a clear and valid TIN certificate showing the bidder's registered company name and Tax Identification Number.

Select one of the following:-

- ☐ a. Yes (Response attachments are required)
☐ b. No

Comments:

*4.

VAT Registration Certificate

Do you confirm that your company holds a valid VAT registration certificate? Please upload a copy of the certificate.

Hint: Upload a clear and valid VAT registration certificate showing the bidder's registered company name and VAT registration number.

Select one of the following:-

- ☐ a. Yes: Valid VAT registration certificate uploaded. (Response attachments are required)
☐ b. No: Valid VAT registration certificate not provided.

Comments:

*5.

Audited Financial Statements for the Last Three Financial Years

Do you confirm that your company has audited financial statements covering the last three financial years? Please upload complete copies of the statements.

Hint: Upload complete, legible and independently audited financial statements for each of the last three financial years.

Select one of the following:-

- ☐ a. Yes: Audited financial statements for all three financial years uploaded. (Response attachments are required)
☐ b. No: Audited financial statements for all three financial years not provided.

Comments:

*6.

Bid Security

Do you confirm that you have provided a Bid Security in the amount of ETB 500,000 in the form of either a Bank Guarantee or Certified Payment Order (CPO)?

The original Bid Security must be enclosed in the Financial Proposal. The Technical Proposal must include a signed declaration confirming that the original Bid Security has been included in the Financial Proposal.

Failure to comply may result in disqualification.

Hint: Upload only the signed declaration in the Technical Proposal. Include the original Bid Security in the Financial Proposal.

Select one of the following:-

- ☐ a. Yes: The required Bid Security is included in the Financial Proposal, and the signed declaration is included in the Technical Proposal. *(Response attachments are required)*
- ☐ b. No: The required Bid Security and/or signed declaration has not been provided.

Comments:

*7.

Proposed Kiosk Design and Presentation Availability

Do you confirm that:

- your technical proposal includes the proposed kiosk design and detailed material specifications; and
- you are willing and available to present the conceptual design and material proposal to the UNHCR Evaluation Committee, if requested, after passing the mandatory evaluation stage?

Hint: Upload the proposed kiosk design, including drawings, layout, dimensions and material specifications, as part of the Technical Proposal. Do not include financial information.

Select one of the following:-

- ☐ a. Yes: The proposed design and material specifications are submitted, and the bidder confirms its willingness and availability to present them if requested. *(Response attachments are required)*
- ☐ b. No: The required design or material specifications have not been submitted, or the bidder is unavailable to present them if requested. *(Response attachments are optional)*

*8.

Acceptance of UNHCR Contractual and Payment Terms

Do you confirm your full acceptance of the following?

1. UNHCR General Conditions of Contract for Civil Works.
2. UN Supplier Code of Conduct.
3. Contract and payment terms specified in this RFP and its annexes.

Please upload complete, signed and stamped copies of the two documents listed above.

Attachments:

File Name or URL	Type	Description
Annex E – UN Supplier Code of	File	
Annex F – General Conditions o	File	

Hint: Upload complete, signed and stamped copies of the UNHCR General Conditions of Contract for Civil Works and the UN Supplier Code of Conduct. Selecting "Yes" also confirms your acceptance of the contract and payment terms stated in the RFP and its annexes. Failure to accept the terms or submit both documents may result in rejection of the proposal.

Select one of the following:-

- ☐ a. Yes: All contractual and payment terms are accepted, and both signed and stamped documents have been uploaded.
(Response attachments are required)
- ☐ b. No: One or more terms have not been accepted, or one or both required documents have not been uploaded.

2.2 Section 2. Technical Proposal (Technical)

*3.

Technical Scoring Criterion 3: Methodology and Work Plan, 15 Points

The bidder shall submit a clear, coherent, and project-specific methodology and work plan demonstrating its understanding of the turnkey design-and-build assignment and its capacity to complete the required works within the specified contract period.

Points will be awarded based on the information and supporting evidence included in the technical proposal.

3.1 Understanding of the Scope and Implementation Methodology, 8 Points

The Evaluation Committee will assess whether the proposed methodology adequately addresses:

- Turnkey design-and-build responsibilities.
- Inception, mobilization, and confirmation of user requirements.
- Site verification, measurements, and geotagged baseline documentation.
- Preparation and coordination of detailed architectural, structural, electrical, and solar designs.
- Design review, revision, and approval processes.
- Preparation, installation, and testing of one prototype for each awarded lot.
- Incorporation of UNHCR's comments before commencing serial production.
- Manufacturing, fabrication, and scaled-production arrangements.
- Transportation, site preparation, foundations, installation, and fit-out.
- Solar and electrical installation, testing, and integration.
- Testing, commissioning, correction of identified defects, and site reinstatement.
- Operator training.
- Submission of as-built records, warranties, and handover documentation.

8 points - The bidder provides a comprehensive, coherent, project-specific, and technically sound methodology

covering all major stages of the assignment. The methodology demonstrates a clear understanding of the turnkey design-and-build responsibilities, the interfaces between the different technical disciplines, and the arrangements required to implement, test, commission, and hand over the kiosks successfully.

6 points - The bidder provides an adequate and generally coherent methodology covering most major stages of the assignment. The methodology demonstrates a satisfactory understanding of the turnkey responsibilities but contains minor gaps that do not materially affect the feasibility or successful implementation of the assignment.

4 points - The bidder provides a generally acceptable methodology, but some important stages, technical interfaces, responsibilities, or implementation arrangements are insufficiently addressed. The identified gaps could affect effective coordination or implementation but do not demonstrate a complete misunderstanding of the assignment.

1 point - The bidder provides only a basic methodology with significant gaps, unclear sequencing, weak coordination between activities, or limited understanding of the turnkey design-and-build responsibilities.

0 points - The bidder does not provide a relevant methodology, or the submitted methodology demonstrates an inadequate understanding of the assignment.

3.2 Work Plan, Sequencing, and Delivery Schedule, 4 Points

The Evaluation Committee will assess whether the proposed work plan includes:

- An activity-based implementation schedule covering the entire contract period.
- A clear sequence and duration for each stage.
- Key milestones and deliverables.
- Design-submission, review, revision, and approval periods.
- A prototype hold point and adequate time for required corrections.
- Commencement of scaled production only after UNHCR's written acceptance of the prototype.
- Production, transportation, and installation schedules for each lot or site.
- Dependencies, critical activities, and realistic overlapping of activities.
- Allocation of personnel, equipment, and other resources to each activity.
- Progress-monitoring and reporting arrangements.
- Demonstrated capacity to complete the assignment within the required contract period.

4 points - The bidder submits a detailed, realistic, and fully coordinated work plan covering all major activities, milestones, deliverables, dependencies, resources, and monitoring arrangements. The proposed schedule demonstrates a clear and credible ability to complete the assignment within the required contract period.

2 points - The bidder submits an adequate work plan covering the main activities and milestones. However, the schedule contains minor gaps in activity details, sequencing, dependencies, monitoring arrangements, or resource

allocation that do not materially affect the proposed completion period.

1 point - The bidder submits a basic work plan, but the sequencing, activity duration, milestones, dependencies, monitoring arrangements, or allocation of resources is insufficiently developed. The schedule provides limited assurance that the assignment will be completed within the required contract period.

0 points - The bidder does not submit a credible work plan, or the proposed schedule is inconsistent with the required contract period.

3.3 Quality Assurance, Risk Management, and Coordination, 3 Points

The Evaluation Committee will assess whether the bidder's proposed approach adequately addresses:

- Quality-assurance and quality-control procedures for design, materials, fabrication, and installation.
- Inspection and testing arrangements at the workshop and installation sites.
- Management of defects, non-conforming work, and corrective actions.
- Identification and mitigation of design, approval, procurement, production, transportation, weather, and site-related risks.
- Health, safety, and environmental management measures.
- Identification of environmental impacts and the corresponding mitigation measures.
- Coordination with UNHCR, relevant authorities, users, and other stakeholders.
- Document control, progress reporting, and change-management arrangements.

3 points - The bidder provides a clear, comprehensive, and project-specific approach to quality assurance, quality control, risk management, health and safety, environmental management, stakeholder coordination, document control, reporting, and change management. The proposed control and mitigation measures are practical and suitable for the assignment.

2 points - The bidder provides an adequate approach covering the principal quality, risk, safety, environmental, and coordination requirements. However, some measures are generic, insufficiently detailed, or not fully adapted to the assignment.

1 point - The bidder provides limited quality-assurance, risk-management, health and safety, environmental, or coordination measures. Significant aspects are insufficiently addressed or lack practical control and mitigation arrangements.

0 points - The bidder does not provide relevant quality-assurance, risk-management, safety, environmental, or coordination arrangements.

Maximum score: 15 points

Select all that apply:-

- ☐ a. Documents fully uploaded(*Response attachments are optional*)
- ☐ b. Documents partially uploaded(*Response attachments are optional*)
- ☐ c. No documents uploaded(*Response attachments are optional*)

Comments:

*1.

Technical Scoring Criterion 1: Conceptual Design and Material Proposal, 25 Points

The bidder shall submit a complete conceptual design and material proposal demonstrating compliance with the Terms of Reference.

Points will be awarded solely based on the information and verifiable supporting evidence included in the technical proposal. The submission shall include relevant drawings, dimensions, material specifications, technical data sheets, certificates, test reports, and other supporting evidence.

UNHCR may invite the bidder to present and clarify its conceptual design and proposed materials during the technical evaluation. The presentation shall be limited to clarifying information already included in the technical proposal. It shall not introduce new substantive information or replace missing documentation.

Failure to meet any mandatory minimum spatial or safety requirement may result in the proposal being considered technically non-responsive, regardless of the points obtained under this criterion.

1.1 Compliance with Spatial Requirements, 10 Points

The Evaluation Committee will assess whether the proposed conceptual design demonstrates:

- A minimum clear enclosed internal floor area of 5.5 m², excluding walls, access ramps, and external service areas.
- A minimum covered customer-service or veranda area of 2.5 m².
- Compliance with the specified minimum clear internal height.
- Clear dimensions on the submitted plans, elevations, and sections.

- An efficient internal layout and adequate circulation space.
- Accessible and safe entry and exit arrangements.
- Appropriate positioning of the service opening, doors, storage facilities, equipment, and furniture.
- A practical relationship between the enclosed working space and the customer-service area.

10 points - The proposed design fully complies with all mandatory spatial requirements, including: (i) a minimum 5.5 m² clear enclosed internal floor area, (ii) a minimum 2.5 m² covered customer-service or veranda area, and (iii) the specified minimum clear internal height. Floor plans, elevations, sections, or other drawings clearly show all relevant dimensions and allow full verification of compliance. The proposed arrangement provides an efficient, accessible, safe, and functional layout for staff and customers.

8 points - The proposed design complies with all mandatory minimum area and height requirements. However, the layout contains minor functional limitations, or some non-critical dimensional details are not clearly presented. The information provided remains sufficient to verify compliance with the mandatory spatial requirements.

6 points - The proposed design generally addresses the required spatial arrangement but contains minor dimensional or functional discrepancies that could be corrected without fundamentally redesigning the kiosk. This score remains subject to confirmation that all mandatory minimum spatial and safety requirements have been met.

2 points - The bidder submits a conceptual layout, but the drawings or supporting information do not provide sufficient dimensions or details to verify compliance with one or more mandatory spatial requirements. Where compliance with a mandatory minimum requirement cannot be confirmed, the proposal may be considered technically non-responsive.

0 points - The proposed design does not meet one or more mandatory minimum spatial requirements, or the bidder does not submit a conceptual layout. The proposal may be considered technically non-responsive, regardless of the points obtained under other technical criteria.

1.2 Eco-Friendly Materials and Supporting Evidence, 8 Points

The Evaluation Committee will assess the proposed materials based on:

- Affordability and local availability.
- Use of renewable, recycled, or recyclable materials, where appropriate.
- Responsible and legally compliant sourcing.
- Low embodied energy and reduced environmental impact.
- Durability and suitability for the intended service life.
- Low maintenance requirements.
- Ease of repair or replacement.
- Reduction of construction waste.

- Potential for reuse or recycling.
- Avoidance of hazardous or environmentally harmful materials.
- Availability of verifiable supporting evidence, including material specifications, manufacturers' data sheets, certifications, and test reports.

8 points - The bidder proposes appropriate, affordable, durable, and low-maintenance materials with clear environmental benefits. The proposal adequately addresses local availability, responsible sourcing, environmental impact, durability, maintenance, repair, replacement, waste reduction, reuse or recycling, and avoidance of hazardous materials. Clear specifications and verifiable evidence support the stated environmental and technical characteristics of the proposed materials.

6 points - The bidder proposes suitable, durable, and environmentally responsible materials that generally meet the project requirements. The proposal includes adequate material specifications, but the supporting evidence concerning sourcing, environmental performance, recycled or local content, durability, or other sustainability attributes is limited.

4 points - The bidder refers to eco-friendly materials, but the proposal provides insufficient technical specifications, justification, or verifiable supporting evidence. The environmental benefits, durability, maintenance requirements, source, or suitability of the proposed materials are not adequately demonstrated.

0 points - The bidder does not submit a credible eco-friendly material proposal, or the proposed materials are not supported by relevant specifications, technical documentation, or other verifiable evidence.

1.3 Climate-Responsive Structure and Design, 7 Points

The Evaluation Committee will assess whether the proposed design adequately addresses:

- Building orientation and reduction of direct solar heat gain.
- Roof overhangs, canopies, or other shading measures.
- Natural ventilation and internal air circulation.
- Roofing, wall, and insulation solutions that improve thermal comfort.
- Protection against rainfall and water ingress.
- Site drainage and safe disposal of roof and surface runoff.
- Structural stability and resistance to local wind conditions.
- Protection against dust and other relevant environmental conditions.
- Corrosion, moisture, and ultraviolet resistance of exposed materials.
- Suitability for the climatic conditions of the proposed installation locations.

7 points - The proposed design provides a comprehensive and coherent climate-responsive solution suitable for the proposed installation locations. It adequately addresses solar heat gain, shading, natural ventilation, thermal comfort,

rain protection, drainage, wind resistance, dust control, and the corrosion, moisture, and ultraviolet resistance of exposed materials.

5 points - The proposed design provides a generally suitable climate-responsive solution and adequately addresses at least four of the identified considerations. However, some measures are insufficiently developed, coordinated, or supported by technical details.

3 points - The proposed design includes limited climate-responsive measures and adequately addresses only two or three of the identified considerations. The proposal does not demonstrate a sufficiently integrated response to the climatic conditions of the proposed installation locations.

0 points - The proposed design does not demonstrate meaningful climate-responsive measures or provide sufficient information to assess its suitability for the climatic conditions of the proposed installation locations.

Maximum score: 25 points

Important: Mandatory minimum spatial and safety requirements take precedence over the point-based assessment. A proposal that fails any mandatory minimum requirement may be considered technically non-responsive, regardless of the points earned under other parts of this criterion.

Attachments:

File Name or URL	Type	Description
Annex B – Technical Evaluation	File	
Annex A – Terms of Reference (	File	

Hint: Please upload all required documents

Select one of the following:-

- ☐ a. Documents fully uploaded(*Response attachments are optional*)
- ☐ b. Documents partially uploaded(*Response attachments are optional*)
- ☐ c. No documents uploaded(*Response attachments are optional*)

Comments:

*4.

Technical Scoring Criterion 4: Key Personnel, 15 Points

The bidder shall propose a dedicated project team with the qualifications and relevant professional experience required to implement the assignment.

The bidder shall submit the following supporting documents for each proposed key personnel:

- A detailed and signed curriculum vitae.
- Copies of relevant academic diplomas.
- Copies of relevant professional certificates, where applicable.
- Evidence demonstrating the nature and duration of the stated relevant experience.

Points will be awarded solely based on the qualifications, experience, and supporting documents included in the technical proposal. Personnel who do not meet the stated minimum experience requirement will receive 0 points for the applicable position.

4.1 Project Manager, 4 Points

The proposed Project Manager shall be an engineer, architect, or construction-management professional with at least 10 years of relevant experience. The experience should include managing multidisciplinary design-and-build assignments involving design coordination, approvals, fabrication, construction, installation, and handover.

4 points - The proposed Project Manager possesses the required professional background and at least 15 years of relevant experience managing multidisciplinary design-and-build assignments.

3 points - The proposed Project Manager possesses the required professional background and between 10 and 14 years of relevant experience managing multidisciplinary design-and-build assignments.

0 points - The proposed Project Manager has less than 10 years of relevant experience, does not possess the required professional background, or the bidder does not submit sufficient supporting documentation.

4.2 Electrical and Solar Engineer, 3 Points

The proposed Electrical and Solar Engineer shall be an electrical, electromechanical, or renewable-energy engineer with at least five years of relevant experience in solar photovoltaic system design, electrical installations, protection systems, testing, and commissioning.

3 points - The proposed Electrical and Solar Engineer possesses the required professional background and at least five years of relevant experience in the specified technical areas.

0 points - The proposed Electrical and Solar Engineer has less than five years of relevant experience, does not possess the required professional background, or the bidder does not submit sufficient supporting documentation.

4.3 Civil or Structural Engineer, 3 Points

The proposed Civil or Structural Engineer shall be a civil or structural engineer with at least five years of relevant experience in structural design, foundations, anchoring, site preparation, drainage, and installation of modular or lightweight structures.

3 points - The proposed Civil or Structural Engineer possesses the required professional background and at least 10 years of relevant experience in the specified technical areas.

2 points - The proposed Civil or Structural Engineer possesses the required professional background and between five and nine years of relevant experience in the specified technical areas.

0 points - The proposed Civil or Structural Engineer has less than five years of relevant experience, does not possess the required professional background, or the bidder does not submit sufficient supporting documentation.

4.4 Architect or Design Coordinator, 3 Points

The proposed Architect or Design Coordinator shall be an architect or architectural engineer with at least five years of relevant experience in functional building design, modular or prefabricated structures, accessible design, and climate-responsive design.

3 points - The proposed Architect or Design Coordinator possesses the required professional background and at least 10 years of relevant experience in the specified technical areas.

1.5 points - The proposed Architect or Design Coordinator possesses the required professional background and between five and nine years of relevant experience in the specified technical areas.

0 points - The proposed Architect or Design Coordinator has less than five years of relevant experience, does not possess the required professional background, or the bidder does not submit sufficient supporting documentation.

4.5 Health, Safety and Environmental Officer, 2 Points

The proposed Health, Safety and Environmental Officer shall be professionally qualified in occupational health and safety, environmental science, engineering, or a related field and shall have at least five years of relevant experience in construction or installation works. Relevant HSE certification is desirable.

2 points - The proposed Health, Safety and Environmental Officer possesses the required professional background and at least 10 years of relevant experience in construction or installation works.

1.5 points - The proposed Health, Safety and Environmental Officer possesses the required professional background and between five and nine years of relevant experience in construction or installation works.

0 points - The proposed Health, Safety and Environmental Officer has less than five years of relevant experience, does not possess the required professional background, or the bidder does not submit sufficient supporting documentation.

Maximum score: 15 points

Consistency correction: The source assigns 3 points to the Electrical and Solar Engineer for five to nine years of experience but does not specify a score for 10 years or more. To avoid penalizing more experienced personnel, the revised wording awards 3 points for five years or more. This also preserves the stated total of 15 points.

Select one of the following:-

- ☐ a. Documents fully uploaded(*Response attachments are optional*)
- ☐ b. Documents partially uploaded(*Response attachments are optional*)
- ☐ c. No documents uploaded(*Response attachments are optional*)

*2.

Technical Scoring Criterion 2: Relevant Experience, 10 Points

The bidder shall demonstrate successful completion of similar turnkey, multidisciplinary projects involving design, construction, installation, and solar-system design and installation within the last 10 years.

For each project submitted as evidence, the bidder shall provide:

- A copy of the relevant contract or purchase order.
- A corresponding reference letter or work-completion certificate.

Only projects supported by the required documentary evidence will be considered for scoring. A bidder that fails to submit reference letters or work-completion certificates shall receive **0 points** under this criterion.

10 points - The bidder demonstrates successful completion of five or more similar turnkey, multidisciplinary projects within the last 10 years. Each project is supported by a contract or purchase order and a corresponding reference letter or work-completion certificate.

8 points - The bidder demonstrates successful completion of four similar turnkey, multidisciplinary projects within the last 10 years. Each project is supported by the required documentary evidence.

6 points - The bidder demonstrates successful completion of three similar turnkey, multidisciplinary projects within the

last 10 years. Each project is supported by the required documentary evidence.

4 points - The bidder demonstrates successful completion of two similar turnkey, multidisciplinary projects within the last 10 years. Each project is supported by the required documentary evidence.

2 points - The bidder demonstrates successful completion of one similar turnkey, multidisciplinary project within the last 10 years. The project is supported by the required documentary evidence.

0 points - The bidder does not demonstrate any relevant experience, or fails to submit the required reference letters or work-completion certificates.

Maximum score: 10 points

Select all that apply:-

- ☐ a. Documents fully uploaded (*Response attachments are optional*)
- ☐ b. Documents partially uploaded (*Response attachments are optional*)
- ☐ c. No documents uploaded(*Response attachments are optional*)

*5.

Technical Scoring Criterion 5: Quality Assurance, Health, Safety and Environment, 5 Points

The bidder shall submit project-specific quality-assurance, quality-control, health, safety, and environmental management documentation covering all stages of the assignment.

Points will be awarded solely based on the completeness, relevance, and project-specific nature of the information included in the technical proposal.

5.1 Quality Assurance and Quality Control, 3 Points

The bidder shall submit:

- A project-specific Quality Plan.
- An Inspection and Test Plan.
- A material-approval procedure.

The submitted documentation shall cover:

- Design review.
- Prototype inspection, testing, and acceptance.
- Material submission, review, approval, and control.
- Quality control during batch production.
- Inspection of installation works.
- Solar and electrical inspection and testing.
- Identification and correction of defects and non-conforming work.
- Testing and commissioning.
- Final inspection and handover.

3 points - The bidder submits a comprehensive, coherent, and project-specific Quality Plan, Inspection and Test Plan, and material-approval procedure. The documentation clearly addresses all relevant stages, from design review and prototype acceptance through production, installation, testing, commissioning, defect correction, and final handover.

2 points - The bidder submits generally adequate and project-relevant quality-assurance and quality-control documentation. The submission addresses most required stages but contains minor gaps that do not materially undermine the proposed quality-control arrangements.

1 point - The bidder submits generic or incomplete quality-assurance and quality-control documentation. Significant requirements are insufficiently addressed, or the proposed procedures are not adequately adapted to the assignment.

0 points - The bidder does not submit a credible Quality Plan, Inspection and Test Plan, or material-approval procedure.

5.2 Health, Safety and Environmental Management, 2 Points

The bidder shall submit a project-specific health, safety, and environmental management approach covering:

- Fabrication activities.
- Lifting operations.
- Transportation.
- Site installation.
- Electrical and solar works.
- Hazard identification and assessment.
- Provision and use of personal protective equipment.
- Traffic-control measures.
- Emergency preparedness and response.
- Incident reporting.
- Toolbox talks.
- Waste management.

- Site reinstatement.

2 points - The bidder submits a comprehensive and project-specific health, safety, and environmental management approach covering all major activities, hazards, preventive measures, emergency arrangements, reporting requirements, waste-management measures, and site-reinstatement requirements.

1 point - The bidder submits an adequate health, safety, and environmental management approach, but the submission contains minor gaps or does not fully address some of the identified activities or control measures.

0 points - The bidder does not submit a credible health, safety, and environmental management approach.

Maximum score: 5 points

Consistency issue requiring correction: This criterion overlaps with Criterion 3.3, which also awards points for quality assurance, risk management, health, safety, and environmental measures. To prevent double-scoring, Criterion 3.3 should focus on risk management, stakeholder coordination, document control, reporting, and change management. Criterion 5 should remain responsible for evaluating the detailed Quality Plan, Inspection and Test Plan, material-approval procedure, and HSE approach.

Select one of the following:-

- ☐ a. Documents fully uploaded(*Response attachments are optional*)
- ☐ b. Documents partially uploaded(*Response attachments are optional*)
- ☐ c. No documents uploaded(*Response attachments are optional*)

2.3 Section 3. Financial Proposal (Commercial)

*1.

Financial Proposal

The bidder shall complete and submit Annex C, Financial Offer Form, in accordance with the instructions provided.

The bidder shall:

- Quote prices separately for each lot for which it submits a proposal.
- Enter the total financial proposal amount in the designated field of the Cloud ERP Supplier Portal.
- Ensure that the total amount entered in the portal matches the total stated in Annex C and the applicable "Lines" section.
- Submit the financial proposal in United States dollars.
- Provide a clear and complete cost breakdown using the prescribed Financial Offer Form.
- Include all costs required for the complete performance of the contract.

The bidder's prices shall cover all goods, works, and services required for the complete design, manufacture, supply, transportation, site preparation, construction, installation, fit-out, testing, commissioning, training, documentation, and handover of the kiosks.

The financial proposal shall also include all other costs required to perform the contract, including labour, materials, equipment, tools, insurance, permits, overheads, and other expenses identified in the RFP and its annexes. UNHCR will not accept additional costs arising from items that the bidder should reasonably have included in its financial proposal.

Proposals using a price structure different from the prescribed Financial Offer Form may not be accepted.

Currency

The bidder shall submit its financial proposal in United States dollars.

The resulting contract and purchase order will be issued in United States dollars. Payment will be made in Ethiopian Birr, converted using the applicable United Nations Operational Rate of Exchange in effect on the invoice date.

Proposal Validity

The financial proposal shall remain valid for 90 days from the proposal-submission deadline.

Payment Schedule

Payments will be made separately for each awarded lot against the following milestones:

1. Consolidated design and prototype approval: 20 percent.
2. Full manufacturing and fit-out completion: 40 percent.
3. Completion, installation, and handover: 30 percent.
4. Release of retention following the 12-month defects-liability period: 10 percent.

Each payment will be subject to:

- Satisfactory completion of the applicable milestone.
- Written acceptance by UNHCR.
- Submission of the required supporting documentation.
- Receipt and acceptance of a valid invoice.

UNHCR's standard payment period is 30 days following receipt and acceptance of the required invoice and supporting documentation.

UNHCR will not provide advance payments or payments through letters of credit.

Bid Security

The bidder shall provide bid security in the amount of ETB 500,000 in the form of a bank guarantee or Certified Payment Order. The bid security shall be enclosed in the Financial Proposal.

The Technical Proposal shall contain only a signed declaration confirming that the original bid security has been enclosed in the Financial Proposal.

Proposal-Preparation Costs

All costs associated with preparing and submitting the proposal and negotiating the resulting contract, including any related travel expenses, shall be borne by the bidder. Such costs shall not be included as a separate reimbursable cost in the financial proposal.

Any activity undertaken or expense incurred before the contract is signed shall remain the bidder's responsibility. A notice of intended award or other award information does not constitute a contract.

Important Submission Requirement

The Financial Proposal shall be uploaded only in the designated financial section of the Cloud ERP Supplier Portal. If

any price or financial information appears in the Technical Proposal, the proposal will be disqualified.

Tax Consistency Issue

The source text states that prices must exclude VAT because UNHCR is exempt from direct taxes and customs duties. However, the current RFP wording requires quoted prices to include all applicable taxes. These two instructions conflict.

Before publication, Annex C and the main RFP must clearly establish one consistent pricing basis:

- Prices exclusive of VAT, or
- Prices inclusive of applicable taxes, with VAT shown separately.

The same basis must apply to the portal lines, Annex C, financial evaluation, and resulting contract.

Attachments:

File Name or URL	Type	Description
Annex C – Financial Offer Form	File	

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

- ☐ a. Offer form Submitted(*Response attachments are required*)
- ☐ b. Offer form not submitted

Comments:



3 Lines

Instructions	<div><div>Financial Proposal Total</div><div>Please enter your total financial offer in the applicable line below. The amount entered in the Cloud ERP Supplier Portal must exactly match the total amount stated in Annex C, Financial Offer Form, and the financial proposal uploaded in the designated financial section.</div><div>All prices entered in the Cloud ERP Supplier Portal shall be exclusive of 15% VAT. VAT-registered bidders shall show the applicable VAT amount separately in Annex C, Financial Offer Form. Financial evaluation will be based on prices exclusive of VAT.</div></div>
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3.1 Line Information

Line	Target Quantity	UOM	Response Quantity	Response Price	Line Amount	Promised Date
1-Lot 1 - Preliminaries and general requirements						
2-Lot 1 (Aysiata) - Complete kiosk units	20	Set				
3-Preliminaries and general requirements						
4-Lot 2 (Sheder) - Complete kiosk unit	10	Set				
5-Lot 2 (Aw-barre) - Complete kiosk unit	10	Set				
6-Lot 2 (Kebribeyah) - Complete kiosk unit	10	Set				

3.2 Line Details

3.2.1 Line 1 Lot 1 - Preliminaries and general requirements

Category Name **IST Asset installation services - ancillary costs**
 Allow Alternate Lines **No**
 Requested Date
 Location **n/a**
n/a
n/a
AYSAITA AFAR
 Start Price (USD)

3.2.2 Line 2 Lot 1 (Aysiata) - Complete kiosk units

Category Name **Prefabricated**
 Item
 Allow Alternate Lines **No**
 Requested Date
 Revision
 Location **n/a**
n/a
n/a
AYSAITA AFAR
 Start Price (USD)

3.2.3 Line 3 Preliminaries and general requirements

Category Name **IST Asset installation services - ancillary costs**
 Allow Alternate Lines **No**
 Requested Date
 Location **n/a**

n/a
n/a
SHEDDER SOMALI

Start Price (USD)

3.2.4 Line 4 Lot 2 (Sheder) - Complete kiosk unit

Category Name **Prefabricated**
Item
Allow Alternate Lines **No**
Requested Date

Revision

Location **n/a**
n/a
n/a
SHEDDER SOMALI

Start Price (USD)

Attachments

File Name or URL	Type	Description
Annex C – Financial Offer Form	File	

3.2.5 Line 5 Lot 2 (Aw-barre) - Complete kiosk unit

Category Name **Prefabricated**
Item
Allow Alternate Lines **No**
Requested Date

Revision

Location **n/a**
n/a
n/a
AW BARRE
SOMALI

Start Price (USD)

3.2.6 Line 6 Lot 2 (Kebribeyah) - Complete kiosk unit

Category Name **Prefabricated**
Item
Allow Alternate Lines **No**
Requested Date

Revision

Location **n/a**
n/a
n/a
KEBRIBEYAH
SOMALI

Start Price (USD)