

TERMS OF REFERENCE FOR SERVICE CONTRACTING

ASSIGNMENT: ENGINEERING DESIGN & SUPERVISION SERVICES- UNICEF REGIONAL OFFICE PREMISES IN AMMAN.

LOCATION: AMMAN

DURATION: 6 MONTHS PROJECT PERIOD + DLP 6 MONTHS

ESTIMATED NUMBER OF WORKING DAYS: 45 WORKING DAYS

REPORTING TO: UNICEF DEPUTY REPRESENTATIVE OPERATIONS/
UNICEF ADMINISTRATIVE SPECIALIST

JUSTIFICATION/BACKGROUND

UNICEF MENA Regional Office is planning a cost-efficient and optimal redesign of its premises (Overall area 2,720 square meters, excluding the service area) to accommodate 250 personnel by 1 January 2026.

The redesign must align with UNICEF's standard office space requirements, including provisions for open and private workspaces, quiet rooms, phone booths, meeting rooms, reception, and other common facilities.

All areas must be accessible to persons with disabilities and designed with environmental sustainability in mind.

Given that the current premises are already equipped with the necessary electromechanical infrastructure and HVAC systems, and considering the tight budget and delivery schedule, **UNICEF aims to implement the minimum necessary modifications to the existing layout.** The focus is on achieving aesthetic, functional and inclusive space optimization with minimal disruption and cost.

Within this context, UNICEF wishes to enter into a contractual agreement for premises "engineering design and supervision" services within a period of 6 months.

SCOPE OF THE WORK/DELIVERABLES

1. Phase I – Design Preparations: Submission of set of design including drawings, technical specification and bills of quantities:
 - Re-design the offices and common facilities layout plans with minimum changes, in coordination with UNICEF construction manager
 - Rendering Design: Conceptual 3D renderings for the reception areas on the first and fifth floors, as well as the open space office areas (1 open space).
 - Prepare complete set of drawings, BOQ & technical specs
 - Prepare the furniture layout plan
 - Prepare the HVAC, electromechanical plans limited to the proposed changes only
 - Design the doors and partitions, including specifications for materials and finishes for the proposed changes only.
 - Interior wood, glass works design: including material specification and details, decorative units, wall cladding for the proposed changes only.
 - Material Specs and Selection: specification of materials including tiles, wood finishes
2. Phase II – Supervision & Inspection: Onsite meetings, Offsite supervision & Regular Onsite Inspection Visits
 - Attend the kick-off meetings with UNICEF contractor, and the construction engineer, provide technical clarifications
 - Review and approve the demolition plan submitted by the contractor
 - Review the contractor's shop drawings submittal prior to execution of the activities
 - Undertake site inspection visits during the execution period, and provide technical inputs

- Review, approve, reject material samples submitted by the contractor.
- Coordinate the activities with UNICEF construction manager

3. Phase III - Project Closing out:

- Participate in the taking over committee
- Identify the snag lists required for the contractor's completion in coordination with the construction manager
- Conduct site visits to assess the nature and impact of reported defects and the proper recertification measures during the defect liability period in coordination with the contractor and construction manager.

REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

The estimated time frame of the project is 6 months

1. First Deliverable: Projects preparations (Design, BOQ & Technical Specifications) & completion of the project preparation phase: to be completed within a period of 1 month
2. Second Deliverable: Supervision and Inspection: within 4 Months
3. Third Deliverable: Project closing out: within 1 Month

PAYMENT PLAN AND PAYMENT TERMS

Payment Plan: Payment will be made upon completion of below deliverables

1. First Payment: Lumpsum, upon completion of the first deliverable/phase I
2. Second Payment: Monthly based on the total number of onsite and offsite completed supervision activities during Phase II of the second deliverable
3. Third Payment: Lumpsum, upon completion of the third deliverable/Phase III

Payment terms: Payment is contingent on approval by UNICEF contract manager and will be made as indicated in the above payment plan.

No Advance payment to be made. Payments will be made against each milestones/deliverables and only upon UNICEF's acceptance of the work performed.

The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be effected by bank transfer in the currency of billing.

Defect Liability Period (DLP) and Bank Guarantee

The design and supervision company shall be liable for any defects resulting from errors, omissions, or deficiencies in the design or supervision services, for a period of 6 months from the date of the final completion certificate, the company shall provide an unconditional and irrevocable bank guarantee in favour of UNICEF, equivalent to 10% of the total awarded consultancy contract value. This guarantee shall remain valid throughout the entire defect liability period and shall be callable upon the company's failure to rectify any defects or fulfil its obligations as required. The bank guarantee must be issued by a licensed financial institution operating in Jordan and in a format acceptable to UNICEF. The guarantee shall be returned upon the successful completion of the DLP, subject to UNICEF's confirmation that no outstanding defects or claims remain.

CONTRACT MANAGEMENT

The service provider will regularly report to the Administrative Specialist, Operations section at UNICEF Jordan Country office who will be responsible for managing the contract details as well as the overall supervision of work.

PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

Overall performance at the end of the contract will be evaluated against the following criteria: timeliness, responsibility, communication, and quality of the service provision as well as professionalism.

PERFORMANCE REVIEWS

The service provider will be evaluated based on the following criteria:

1. Timeliness

- Milestone Adherence: Percentage of design milestones delivered on or before the agreed deadlines.
- Response Time: Average time taken to respond to UNICEF queries or feedback.
- Turnaround Time: spent to revise and resubmit designs following receipt of UNICEF comments.

2. Quality of Deliverables

- Design Consistency: Alignment of all design elements with UNICEF approved concept and brand identity.
- Detailing Quality: Completeness and clarity of layout drawings and specifications.

3. Creativity and Innovation

- Client Satisfaction: with design concepts, creativity, innovation, and aesthetic look.
- Value-Added Suggestions: Number of proactive design improvements or optimizations proposed.

CALL FOR PROPOSALS & EVALUATION CRITERIA

Proposers must provide all required information by clearly and concisely responding to all points set out in the terms of reference. Any Proposal, which does not fully and comprehensively address the requirements, may be rejected.

SITE VISITS

Site visits are mandatory for this project before submission of the technical and financial proposals

Interested bidders are encouraged to schedule their site visits by contacting UNICEF at 079- 791819912

A. Technical Proposal: Total 60 Points (see below table)

The Technical proposal must be sufficiently detailed to determine whether it meets the requirements of the RFP. At a minimum, the Proposal must clearly provide the required documents, statements and certificate.

All Proposals shall contain separate and detachable parts. Each part shall include an executive summary. The proposal must be submitted in the English language. All pages of each part of the proposal shall be appropriately numbered and identified, including the RFP number:

Proposers shall submit the following documents, in the technical proposal, notwithstanding any documentation previously submitted to UN AGENCIES:

| Technical Evaluation criteria | |
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| CATEGORY | |
| Company Legal Authorization (total points 20) | |
| 1 | Trade license & classification from Ministry of Trade and Industry. (10 points) |
| 2 | Number of years of experience providing similar services; (10 points) |
| Technical Experience (Total 20 points) | |
| 1 | List of ongoing and completed services of similar nature, current and in past 7 years inside and outside the country with their references; showing the type of clients such as governments, United Nations, Private Sector (20 points) |
| Company's Resources (total points 20) | |
| 1 | The key experts responsible for this type of work, areas of specialty and their years of experience, availability of a senior interior design is mandatory, including ability to provide competent Electromechanical Engineer, Structural Engineer, (20 points) |

B. Financial Proposal: Total 40 points. (See annex A).

A financial proposal with a breakdown of all costs that are to be charged to UNICEF and based on deliverables. This should include all the consultancy fee, as well as any additional requirements needed to complete project or that might have an impact on cost or delivery of products. The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal.

No financial information should be contained in the Technical Proposal.

REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA:

Submitted proposals will be assessed using Cumulative Analysis Method. All requests for proposal will be weighed according to the technical (60 points) and financial considerations (40 points). Financial proposals will be opened only for those applications that attained 70% (42 out of 60) or above on the technical part. Below are the criteria and points for technical and financial proposals.

Financial Proposal:

- Must be submitted separately from the technical proposal
- Please provide your financial quotation for each deliverable as per the pricing schedule attached (Annex -A)
- All prices should be in JOD currency

The Financial Offer should be submitted separately than the technical proposal. Financial Offer will be opened for only those bidders who only have been accepted according to the above criteria.

UNICEF contract will be awarded to the bidder obtaining the highest combined technical and financial scores. Proposals not complying with the terms and conditions contained in this TOR, including the provision of all required information, may result in the proposal being deemed non-responsive and therefore, not considered further.

CONDITIONS

The selection process for the consultancy firm will strictly follow UNICEF's internal procurement process and procedures. UNICEF will provide assistance where possible including necessary access and permits required for the work.