

DATE: 16/07/2024

REQUEST FOR QUOTATION: No. RFQ/GRC/2024/009

Establishment of Frame Agreement(s) for the supply of Hygiene items for UNHCR Greece

DEADLINE QUOTATION TO BE RECEIVED BY: 29 July 2024 at 23:59 hrs local Greek Time

The United Nations High Commissioner for Refugees (UNHCR), invites qualified providers to make a firm offer for the supply of hygiene items for UNHCR in Greece, as specified in this Request for Quotation (RFQ).

1. Requirements

- Description: Supply of hygiene items
- Quantities / Specifications: As described in Annex A – Technical Specifications
- Delivery Location: UNHCR warehouse – Aspropyrgos Region
- Delivery lead time: Up to 3,000 pcs per item within 10 days from the order placement.

Kindly find attached in **Annex A**, additional information about the required goods.

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

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year, for supplying its operations in Greece. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

2. Technical and Financial Offer

2.1 Content of the Technical Offer

The below documentation should be included in the Technical Offer:

- Acknowledgement of Annex A – Technical Specifications. Sign and stamped copy of Annex A, to confirm your acknowledgment/conformity with the Technical Specifications.
- Submission of Annex B - Technical Response Form, duly completed, signed and stamped.

- Description of the offered products in response to the requirements described in Annex A
 - Technical Specifications and photos of the product offered to be provided.
- Expiration date of the products: minimum 18 months after the delivery date
- Tax Certification: Please provide the Tax Registration Certificate from “Taxisnet” (which states that your business is active and includes your tax number and KAD codes that are relevant to the goods requested).
- Declaration of compliance with Public Health Regulations in force in EU and dermatologically tested and anti-allergic.
- Only for Sanitary Napkins: Oeko Tex standard 100 is required.

In case that an alternative product is proposed, the supplier shall clearly indicate the description of the offered item in the technical proposal and provide detailed comparison with the one requested by UNHCR.

The below administrative documentation will be requested from the awarded supplier and will be assessed by the Supply Unit for any award process to be finalized and contract:

- UNHCR General Conditions of Contract for the Provision of Goods: Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Goods (**Annex D**).
- UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct (**Annex E**).
- Vendor Registration Form: Please complete, sign and submit with your technical proposal the UNHCR Vendor Registration Form (**Annex F**)
If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

2.2 Content of the Financial Offer

Please include the following price information in your quote by completing the **Annex C** - Financial Offer:

- Currency: EUR
- Unit Cost: EXW
- Unit Cost: DAP UNHCR warehouse – Aspropyrgos Region

3. Bid Evaluation

For the award of this project, UNHCR has established evaluation criteria which govern the selection among offers received. Evaluation is made on a technical and financial basis.

The technical part will be evaluated based on the evaluation criteria (PASS or FAIL) mentioned above under point 2.1, based on the requirements of Annex A.

Only Financial offers for the Bidders that will pass to all the above criteria will be considered for financial evaluation.

The Financial Evaluation (only for bidders that passed the technical evaluation) will be based on: Total Cost (SUM) for all estimated quantities requested as indicated in Annex C.

4. Requests for Clarifications

Requests can be sent via email only to Supply Unit at GREATPROCURE@unhcr.org and the deadline for receipt of questions is **23 July 2024 at 23:59 hrs local Greek time**. Bidders are requested to keep all questions concise and in English.

UNHCR will compile the questions received and plans to respond to questions via email. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. At the same time a Questions & Answers document will be prepared and posted on the UNHCR website (<https://www.unhcr.org/gr/tenders>).

5. RFQ Submission

We would appreciate receiving your quotation duly signed and stamped on or before **29 July 2024 at 23:59 hrs Local Greek time** in PDF format via e-mail to GREATPROCURE@unhcr.org

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline.

Please indicate in the e-mail subject field:

- RFQ/GRC/2024/009
- Name of your company
- Number of e-mails that are sent (example: 1/2, 2/2, 3/3)

IMPORTANT NOTES for the submission:

1. Offers must be submitted electronically
2. Format: PDF files (Preferred) signed and stamped by the company the financial offer may be also shared in addition to the signed and stamped document in excel format.
3. No document downloading links are accepted. All documents must be attached with the emails.
4. If the supplier is uploading number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually.
5. All files must be free of viruses and not corrupted.
6. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.
7. No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified for this tender.

Your offer should be in two parts:

1. Technical offer. To be submitted using Annex B form, signed by the Bidder.

2. Financial offer. To be submitted using Annex C form, signed by the Bidder.

Both offers should be submitted as separate documents in pdf files.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

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

UNHCR is not obliged to award a contract for the requested goods/services.

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

UNHCR may, at its discretion, extend the deadline for the submission of bids by uploading the relevant documents on UNHCR Site. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative.

You are kindly asked to hold your quotation valid for at least 120 days. The standard payment terms of UNHCR is NET 30 days upon satisfactory delivery of goods/services.

Please note that UNHCR has tax and duty exemption status.

In addition to any other rights and remedies available to it, UNHCR shall have the right, without prior notice to the Contractor (any such notice being waived by the Contractor), upon any amount becoming due and payable hereunder to the Contractor, to set-off any payment, indebtedness or other claim (including, without limitation, exempted VAT, any overpayment made by UNHCR to the Contractor or any claim for loss or damage to UNHCR property) owing by the Contractor to UNHCR hereunder or under any other agreement between the Parties. UNHCR shall promptly notify the Contractor of such set-off and the reasons therefore, provided, however, that the failure to give such notice shall not affect the validity of such set-off. Should the supplier fail to take steps to refund any amounts due to UNHCR (e.g. VAT waived), UNHCR withholds its right to record such a behavior as a performance matter (low performance under the contract) on the Supplier Performance Evaluation Form based on the Key Performance Indicators (KPIs) and would additionally consider such a performance element with added weight in considering any future awards to the same supplier

Article 20 / Article 21¹ of the UNHCR General Conditions for the provision of services/goods (revision July-2018) applies to Tax Exemptions. Additionally, as per local provisions guiding such, upon receipt of the invoice, UNHCR will process it for VAT and tax exemptions according to the applicable regulations. Indicatively (not exhaustively) the currently applicable circulars are “ΠΟΛ” 1268/2011 (ΦΕΚ Β’39/ 20-01-2012) or 1180/2016 (ΦΕΚ 4086 Β’/20-12-2016) and its amendment Decision No. Α. 1094/2022 (ΦΕΚ Β’ 3651/12-07-2022). Upon confirmation of receipt of Goods and/ or Services as per Contract Terms, UNHCR will settle the amounts due. The same process also extends to EU-based suppliers outside Greece.

^[1] Select as applicable: Article 20 of the UNHCR General Conditions for the provision of services (revision July-2018) or Article 21 of the UNHCR General Conditions for the provision of goods and services (revision July-2018).

General Information on UNHCR's Business Transformation Programme:

On 18 September 2023, UNHCR successfully switched to the Cloud ERP! The Cloud ERP Project is part of UNHCR's Business Transformation Programme. The Project replaced UNHCR's past Enterprise Resource Planning (ERP) system for finance-budget and supply management. Cloud ERP introduces new functionalities for Suppliers.

Suppliers will now do business with UNHCR in a secure online environment, called the Supplier Portal, where you can create and update your profiles as needed, manage orders/contracts, and submit invoices using the following link:

<https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

At the same time please be informed that your company may be registered on the United Nations Global Marketplace (UNGM). You may find relevant information using the following link:

<https://www.ungm.org/>

Tender schedule

Activity	Date	Mail
Tender Open date	16/07/2024 at 23:59 local Greek Time	
Deadline to request for clarifications	23/07/2024 at 23:59 local Greek Time	GREATPROCURE@unhcr.org
Deadline to submit offers	29/07/2024 at 23:59 local Greek Time	GREATPROCURE@unhcr.org

Please find attached:

Annex A: Technical Specifications

Annex B: Technical offer form

Annex C: Financial Offer Form

Annex D: UNHCR General Conditions of Contract for the Provision of Goods 2018

Annex E: UN Supplier Code of Conduct

Annex F: Vendor Registration Form (for suppliers not yet registered with UNHCR)

Annex G: Key Performance Indicators

Thank you for your kind attention.

Georgios Saragas
Associate Supply Officer
UNHCR Greece