



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 6 June 2024

**REQUEST FOR QUOTATION: No. RFQ/HCR/SC/HUNBU/2024/008
FOR THE ESTABLISHMENT A FRAMEWORK AGREEMENT FOR CATERING SERVICES**

QUOTATION TO BE RECEIVED BY: 13 June 2024 by 15:00 Hours CET

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 coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has the mandate to help stateless people.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in the Hungary invites qualified service providers to make a firm offer for the establishment of Framework Agreement (s) for the provision of catering services to UNHCR in Hungary (referred to hereinafter as services).

UNHCR may award Framework Agreement with an initial duration of one (01) year, potentially extendable for another period of one (01) year subject to the satisfactory provision of services and needs and availability of the budget. The successful service provider will be requested to maintain their quoted price model for the duration of the Framework Agreement(s).

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Framework Agreement.

Other United Nations Agencies, Funds, and Programme 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 Framework Agreement with other UN Agencies.

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

Sub-Contracting: Please take careful note of article 5 of the attached General Conditions (Annex D).

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

UNHCR Representation office in Hungary needs firm offers from duly registered companies having experience in catering services. The terms of reference is given in annex A below.

Your offer shall be prepared in English. In case of an error in the total price, the UNIT price will be considered for calculation.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration. Your offer should be exclusive of all direct taxes and duties. The company should provide the corporate rates for the whole requirement in Annex B and notify us of the following information in your offer.

Offer Validity: _____

UNHCR Payment Terms: _____

Framework Agreement Period: _____

Please include the following price information in your quote (without VAT):

Currency: HUF

Incoterms: Others

Note: UNHCR has tax and duty exemption status. The cost should be inclusive of transport and delivery to our office address given above in Budapest – Hungary.

NOTE: 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.

The following annexes form an integral part of this Request for Quotation:

Annex A: Terms of reference

Annex B: Price Proposal Sheet

Annex C: Vendor Registration Form (2024version)

Annex D: UNHCR General Terms and Conditions for Purchase of services (July 2018 version)

Annex E: Supplier code of conduct

REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFQ by e-mail to hunbusupplyunit@unhcr.org. The deadline for receipt of questions is 17:00 hrs CET on **10 June 2024**. Bidders are requested to keep all questions concise.

2. RFQ Submission

We would appreciate receiving your quotation on or before **13 June 2024 i.e., Thursday by 15:00 hrs**. The quotations must be accompanied by the below required mandatory documents for evaluation of the service provider.

- 1. Company profile**
- 2. Registration certificate**
- 3. Tax registration Certificate**
- 4. HACCP Certificates**
- 5. ANTSZ Certificate**
- 6. NEBIH Certificate**
- 7. UNHCR filled vendor registration form.**
- 8. Acceptance of UNHCR general condition for services**
- 9. Acceptance of UNHCR code of conduct**

Your offer/quotation along with the above-mentioned mandatory documents must be duly signed and stamped with the date sent via email to hunbusupplyunit@unhcr.org with a subject line **[No. RFQ/HCR/SC/HUNBU/2024/008]** or handed over by hand or sent via courier to the below UNHCR office address on or before the closing date and time.

UNHCR Representation Office,
Felvinci ut. 27, 1022, Budapest, Hungary

IMPORTANT: Quotations that are otherwise addressed and/or copied or sent to other addresses or individuals other than the above-mentioned Supply dedicated email address or unless otherwise advised, will be marked invalid and not considered for evaluation.

QUOTATION TO BE RECEIVED BY: 13 June 2024 i.e. Thursday by 1500 Hrs.

You are kindly asked to hold your quotation valid for at least **60** days.

The standard payment terms of UNHCR are net **30** days upon satisfactory delivery of goods and acceptance thereof by UNHCR.

Please find attached in ANNEX D, the UNHCR's General Conditions of Contracts for the purchase of Services in July 2018. You must clearly indicate in your quotation if you accept them.

IMPORTANT NOTES for online submission of your proposal:

1. Offers can be submitted electronically via email to hunbusupplyunit@unhcr.org. Please indicate in the e-mail subject line:
 - i. RFQ/HCR/SC/HUNBU/2024/008
 - ii. Name of your company
 - iii. Number of e-mails that are sent (example: 1/2, 2/2, 3/3)
2. Format: Your offer should be sent to the above-mentioned email address in PDF files (Preferred) signed and stamped.
3. No document downloading links are accepted. All documents must be attached to the emails.
4. If the supplier is uploading a 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 in case of online submission through email.
6. UNHCR reserves the right to accept or reject any offers that are not following the email submission instructions.
7. UNHCR may award contract to Primary and Backup suppliers.

Thank you for your kind attention.

Syed Shabbir Hussain
Supply Officer
UNHCR Representation for Central Europe

Attachments:

- Annex A: Terms of reference
- Annex B: Price Proposal Sheet
- Annex C: Vendor Registration Form 2024 (for suppliers not yet registered with UNHCR)
- Annex D: UNHCR General Conditions of Contract for the Provision of Services 2018
- Annex E: UN Supplier Code of Conduct

ANNEX A – TERMS OF REFERENCE

**REQUEST FOR QUOTATION: [No. RFQ/HCR/SC/HUNBU/2024/008]
FOR THE ESTABLISHMENT A FRAMEWORK AGREEMENT FOR CATERING SERVICES**

QUOTATION TO BE RECEIVED BY: 13 June 2024 by 1500 Hrs.

1. BACKGROUND AND OBJECTIVE

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation for Central Europe intends to select qualified services provider(s) to make a firm offer for the establishment of a framework agreement for the provision of catering services.

UNHCR may award framework agreement with an initial duration of [two (2) years, potentially extendable for a further period of one (1) year].

This request for catering services will cover the Representation for Central Europe in Budapest, Hungary.

2. THE PROJECT

2.1 PROJECT OBJECTIVE

The project objective is to establish long-term framework agreement with catering companies within strategic locations inside Budapest to allow higher adaptability for the UNHCR Representation for Central Europe when deciding on various events, workshops and trainings based on requirements, reducing the time spent on the selection of events as well as the human resources required of colleagues in arranging catering services. The catering companies also ensure provision of high level of hygienic food and clean utensils for each event.

UNHCR may require a catering service for 30 persons, 50 persons and / or 100 persons and above with an approximate total number of 40 events per year that will include coffee breaks, buffet lunch and/or take away sandwich and snack boxes for some events.

2.2. MANDATORY REQUIREMENTS

Description of requirements
Coffee breaks
Including coffee, tea, mineral water, juice, soft drinks, fresh fruits, biscuits, and snacks.
With nonpork, vegetarian and vegan options, lactose, and gluten-free and plant-based milk options.
Buffet lunch
Menu for a hot and cold buffet lunch, including desserts
With nonpork, vegetarian and vegan options, lactose, and gluten-free and plant-based milk options.
Options for high profile events.
Take away sandwiches and snack boxes
With nonpork, vegetarian and vegan options, lactose, and gluten-free and plant-based milk options.
Options for delivery to UNHCR offices in Budapest – Hungary
Other activities as applicable

3. THE EXPECTED ROLE OF THE SUPPLIER

3.1. PROJECT MANAGEMENT

UNHCR will determine and agree on concrete timelines, event requirements and timelines with selected supplier.

The supplier is expected to provide:

- A focal point to lead the provider resources and activities with close collaboration with the UNHCR project manager.
- Technical support for UNHCR project manager when required.

4. CONTENT OF OFFERS

4.1. TECHNICAL OFFER

Your Technical Offer should clearly state whether the services you offer fully conform to the mandatory requirements specified under Chapter 2.2. In addition, clearly state and disclose any discrepancies with the requirements given.

- a. The offer should include a detailed food menu for the various types of services (coffee/tea breaks, buffet lunch and lunch boxes).
- b. Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provisions of Services and acceptance of ethical code of conduct by signing it.
- c. Your technical offer should also state your previous experience in the provision of similar services.

4.2. FINANCIAL OFFER

Your separate financial offer must contain an overall offer in single currency (HUF), and the currency in reference will be used as a standard for all future quotations requested.

The financial offer must cover all the required services to be provided (price *all inclusive, final prices*).

Your price offer should remain valid for the entire period of the framework agreement without any change.

UNHCR is exempt from all direct taxes and customs duties. In this regard, the price must be given with and without VAT.

4.3. CANCELLATION POLICY

UNHCR shall have the right to cancel the order without penalty under the following conditions. The order can be cancelled without penalty minimum 03 to 05 calendar days before the event.

ANNEX B – PRICE PROPOSAL SHEET

REQUEST FOR QUOTATION: [No. RFQ/HCR/SC/HUNBU/2024/008] FOR THE ESTABLISHMENT A FRAMEWORK AGREEMENT FOR CATERING SERVICES

QUOTATION TO BE RECEIVED BY: 13 June 2024 by 1500 Hrs.

Provision of catering services to the UNHCR office in Budapest – Hungary.

Payment terms: Acceptance of UN payment terms (i.e., 30 days net from receipt of documents) and please click YES or NO

UNHCR may require a catering service for 30 persons, 50 persons and / or 100 persons and above with an approximate number of 40 events per year that will include coffee breaks, buffet lunch and/or take away sandwiches and snack boxes for some events.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Framework Agreement.

No.	Description of Goods	Qty	Unit	U/Price HUF	T/Price HUF
1.	Coffee/Tea breaks per person	1	Each		
2.	Lunch per person	1	Each		
3.	Service/delivery charges (if any)	1	Lumpsum		
Total for					
1.	Take away sandwiches and snack boxes per person	1	Each		
Grand Total:					

Note: Please do share the menu options for coffee/tea breaks, buffet lunch and take away sandwiches and snack boxes as per the requirement given in Annex – A with price allowing to select the option that best fit for UNHCR.

Acknowledgment: I agree to abide by this quote for a period of 60 days from the date fixed for the opening of the quotes in the request for quotation (RFQ) document, and it shall remain binding upon us and may be accepted at any time before the expiration of the period.

The undersigned confirms hereby acceptance of the UNHCR General Terms and Conditions for the provision of Services (June 2018 version), including UNHCR payment terms as specified in this RFQ.

Name of Bidder: _____ Designation: _____

Telephone No _____ Email Address: _____

Company Name: _____

Company Address: _____

Authorized Signature: _____ Company Stamp: _____

Date: _____