**REQUEST FOR QUOTATION: No. UKRKI/RFQ/2024-009**

**REQUEST FOR QUOTATION FOR ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF PARCEL DELIVERY SERVICES FOR UNHCR UKRAINE**

ANNEX A – TERMS OF REFERENCE (TOR)

1. **Background:**

The Office of the United Nations High Commissioner for Refugees 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, IDPs and other affected population and resolve their problems worldwide. Its primary purpose is to safeguard the rights and well‐being of refugees. It also has a mandate to help stateless people.

For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. **Statement of Purpose and Scope of Requirements**

The objective of this Request for quotation (RFQ) is to hire the services of a professional and dedicated supplier of parcel delivery services for UNHCR Operation in Ukraine. Any resulting contract (hereinafter called “the Contract”) shall be non-exclusive. The Frame Agreements (FA) are for an initial duration of one (1) year, potentially extendable for the period of one (1) additional year, at the discretion of UNHCR, subject to satisfactory performance of the Contractor and UNHCR requirement for the provision of the Services. The Service Provider shall provide parcel delivery services at the required locations within Ukraine.

1. **Requirements**

The Service provider will be requested to provide the following comprehensive delivery services for documents and parcels:

1. Delivery within the cities of Ukraine.
2. Countrywide Delivery, including delivery to and from rural areas across Ukraine.

These services should be implemented through various delivery modalities, including:

* Post Office to Post Office Deliveries: transfers between post office locations.
* Courier Services:
* Door-to-Door Delivery: Delivery from the sender's location to the recipient's address.
* Door-to-Post Office Delivery: From the sender's address to a designated post office.
* Post Office-to-Door Delivery: From a post office to the recipient's address.

1. **Qualifications of the service provider**

The Service provider is required to meet the following mandatory requirements:

1. Registration certificates: Company registration certificate in Ukraine. Proof that your company is registered and licensed to do business of the same/similar nature of services requested by this tender
2. Company Profile: Attach documents that describe the company's background information; years of experience and organizational structure, and any other relevant information. The company must possess at least five (5) years' experience in the provision of parcel delivery services
3. The company is capable of providing the full range of requested services listed in Annex A (Terms of Reference - TOR), across the country.
4. Provide documentation detailing the company's network, geographical coverage, and the count of branches confirming the presence of offices or sub-contractors in all government-controlled Oblasts of Ukraine.
5. Provide a document describing the company's policy of lost or damaged items.
6. Provide the document describing the online tracking system to monitor the parcels delivery status.
7. Confirm the availability of customer service.
8. Delivery Lead Time
   * 1. Confirm delivery time within the city up to 24 hours
     2. Confirm Post Office-to-Door Delivery between cities up to 48 hours
     3. Confirm Post Office-to-Door Delivery to rural areas up to 72 hours
     4. Confirm possibility to lift oversized parcels onto the floor
     5. Confirm coverage to the door deliveries to all settlements of all regions of Ukraine (controlled by the government)
9. Duly completed, signed, stamped, and dated vendor registration form (Annex D) unless your Company is already registered with UNHCR in which case you must state your vendor ID number with UNHCR.
10. Duly signed, stamped, and dated UNHCR General terms and conditions including payment which is within 30 days from the date of receipt of invoices following satisfactory delivery of goods/services, as confirmation of acceptance.
11. Duly signed, stamped, and dated UN Supplier Code of Conduct (Annex E), as confirmation of acceptance.
12. Documentation procedures on tax reporting (only for companies with VAT payer status in Ukraine): Your technical offer should contain your acknowledgment of the documentation procedures on tax reporting by signing Annex G.
13. **Billing and payment terms**

The service provider shall submit monthly invoices no earlier than the 1st day of each month and no later than the 10th day of each month for the services rendered in the preceding month.  UNHCR processes payments within 30 days of receipt of a correct invoice and approval by the Supply Officer.  UNHCR reserves the right to adjust payments pro rata if the service is not rendered by the conditions of the contract or any other annexes (e.g. List of services).

**Rates for most frequently used deliveries:** Bidders are expected to maintain quoted rates unchanged throughout the duration of the Frame Agreement for the most frequently used delivery destinations, as indicated in the financial offer form (**Annex C**).

**Rates for routes excluded from the financial offer form:** UNHCR shall be entitled to utilize the services of the service provider awarded with the contract across the whole country, between any destinations within Ukraine. Bidders shall confirm to provide services in this regard (between any destinations, excluding routes reflected in Annex C) in accordance with the rates listed in their price list applicable for corporate vendors at the time of deliveries. If a discount is provided to UNHCR against the corporate price list, please indicate. The estimated volume of non-standard route utilization is approx. 20% of the total.