



UNHCR

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

DATE: 29 May 2024

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

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT
FOR THE PROVISION OF COURIER AND PARCEL DELIVERY SERVICES**

CLOSING DATE AND TIME: 12.06.2024 at 23:59 hrs Kyiv time

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 co-ordinate 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 a mandate to help stateless people.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,739 people in 135 countries¹ continues to help over 108.4 million persons². To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Ukraine invites qualified suppliers and manufacturers to make a firm offer **for the establishment of frame agreement for the provision of Parcel Delivery Services.**

Please note that UNHCR may award Frame Agreement(s) with a duration of one year (1) extendable with an additional period of one (1) year. The successful bidders will be requested to maintain their quoted prices for the most frequently used routes indicated in Annex C for the entire duration of the Frame Agreement(s).

The description of the requirement is contained in Annex A, while the estimated volume is included in Annex C.

Please note that the quantities have been stated in order to enable bidders to have an indication of the projected requirements. This does not represent a commitment that UNHCR will purchase the quantities stipulated in Annex C. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

More details on the required services are provided in the attached **Terms of Reference (Annex A).**

It is strongly recommended that this Request for Quotation and its annexes be read thoroughly before submitting your offer. Failure to observe the procedure laid out in this document may result in disqualification from the evaluation process.

¹ Sources: <https://www.unhcr.org/history-of-unhcr.html>; <https://www.unhcr.org/figures-at-a-glance.html>

² Source: [Global Report 2021 \(unhcr.org\)](https://www.unhcr.org/global-report-2021)

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

Partial offers will not be accepted.

2. REQUEST FOR CLARIFICATIONS

Requests for clarifications should be submitted in writing (by email) to ukrkipro@unhcr.org

The **deadline for submission of Requests for Clarifications** is on **08 June 2024, 23:59H (Kyiv Time)**.

UNHCR will compile the questions received and will respond to all Bidders participating in the tender competition shortly after the query deadline.

3. PREPARATION OF QUOTATION

Quotations should be prepared based on the guidelines set forth in this Request for Quotation.

Please refer to and use the following Annexes to prepare your offer. Your quotation must include the following:

3.1 Content of the TECHNICAL OFFER

The technical details of the services requested by UNHCR can be found in the **Terms of Reference (Annex A)**. Your technical offer should be concisely presented along the evaluation criteria and information requirement stipulated in the **Technical Offer Form (Annex B.1 and Annex B.2)** and include the following documents

- **Annex B.1:** Technical Offer Form – *please fill-up, sign, and submit*
- **Other requirements:**
 - **Registration certificate:** 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..
 - **Company Profile:** Attach documents that describe the company's background information; years of experience and organizational structure, and any other relevant information
 - **Geographical Coverage:** Provide documents that describe the company's network, including geographic coverage and number of branches.
 - **Insurance and liability coverage details for lost or damaged goods:** Provide a document describing the company's policy of lost or damaged items
 - **Parcel tracking capabilities:** Provide the document describing the online tracking system to monitor the parcels delivery status.
 - **Annex D:** UNHCR General Conditions of Contracts for Services (Rev. July 2018) in English and Ukrainian languages. In case of any conflicts or inconsistencies between the two versions, the English version shall prevail
 - **Annex E:** UN Supplier Code of Conduct - *please read and acknowledge acceptance by signing on the Vendor Registration Form (see Section 7)*
 - **Annex F:** **Companies who are “not yet registered” with UNHCR** must submit (filled-up, signed with company stamp) the Vendor Registration Form.
- **Annex B.2:** Delivery Lead Time– *please fill-up, sign, and submit*
- **Requirements:** Bidders are expected to confirm the lead time between the most frequently

used routes, and confirm the compliance with maximum timeframes as indicated in Annex A point H).

3.2 Content of the FINANCIAL OFFER

Using the provided **Financial Offer Form (Annex C)**, bidders are required to offer an “**all-inclusive price**” in **Ukrainian Hryvna (UAH)**.

- **ANNEX C:** Financial Offer Form - *please fill-up and sign with company stamp*

Notes:

- UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT, however, if the Bidder is a VAT payer, this must be stated in Annex C.

Important: Please note that submitting an offer is deemed as acceptance of the UNHCR's General Conditions of Contracts and the terms and conditions provided in this tender document.

4. PERIOD OF VALIDITY OF QUOTATIONS

Offers shall be valid for a period of **60 calendar days** after the submission deadline as prescribed in **Section 7, “Instructions for Submission of Offers”** of this RFQ. An offer valid for a shorter period may be rejected as non-responsive.

In exceptional circumstances, prior to the expiration of the quotation validity period, UNHCR may request bidders to extend the period of validity of their offers. The request and the responses shall be made in writing. A Bidder may refuse to extend the validity of its offer, in which case the Bidder may withdraw its offer without any penalty. A Bidder agreeing to the request will not be required or permitted to modify its offer. All prices shall be fixed until the bid validity period expires, before which a contract shall be established.

5. AMENDMENT OF RFQ DOCUMENT

At any time prior to the deadline for submission of offers, UNHCR may amend the RFQ Documents by issuing an addendum. Any addendum issued shall be part of the RFQ Documents and shall be communicated in writing to all interested bidders and/or directly invited by UNHCR to participate in the procurement exercise.

6. COST OF PREPARING AND SUBMITTING AN OFFER

The Bidder shall bear all costs associated with the preparation and submission of its Offer, and UNHCR shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7. INSTRUCTIONS FOR SUBMISSION OF OFFERS

Quotations should be prepared based on the guidelines set forth in this Request for Quotation, then sent by email to ukr-rfq-offers@unhcr.org no later than **12 June 2024, 23:59H Kyiv Time (Submission Deadline)**.

Please note the following guidelines for electronic submissions:

- Your quotation must be written in the English or Ukrainian language (preferably in English) and sent in PDF format;
- Your quotations must be sent in PDF format (as an addition, Excel or other formats may also be requested);
- Please be aware of the fact that depending on the email platform being used by the bidder, there is a limit on the size of email attachments that can be sent. So, it may be necessary to send more than one email per group of documents;

- It is your responsibility to verify that all e-mails have been received properly before the deadline;
- Please indicate the following in the e-mail subject field:

UKRKI/RFQ /2024-009_[Name of your firm]_[Number of e-mails that are sent (example: 1/2, 2/2)].

UNHCR may, at its discretion, extend the deadline for the submission of quotations, by notifying all prospective bidder in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective bidder.

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.

By submitting your offer, you acknowledge Annex G: Documentation procedures of tax reporting (For Companies with VAT payer Status)

8. EVALUATION OF QUOTATIONS

Offers shall be evaluated based on the following criteria:

- Compliance with the technical requirements based on the information and documentary evidence provided in accordance to **Section 3.1 “Content of the Technical Offer”**
- All-inclusive price offer based on the information and documentary evidence provided in accordance with **Section 3.2 “Content of the Financial Offer”** Overall estimated offer value to be calculated against the estimated requirement, with each proposed rate averaged per destination / parcel type and multiplied by the estimated quantity.

The frame agreement(s) shall be awarded to the lowest-priced offers on an overall offer value basis while meeting the minimum technical requirements.

9. PAYMENT TERMS

The standard payment terms of UNHCR are **net 30 days** upon satisfactory delivery of THE services, receipt of the invoice (and supporting documents, if any), and acceptance thereof by UNHCR.

All bank charges resulting to payments made to the Supplier by UNHCR shall be shouldered by the Supplier;

Any Purchase Order (PO) issued as a result of this RFQ will be made in Ukrainian currency (UAH) only. Payments shall only be initiated after confirmation of successful completion by UNHCR.

10. UNHCR'S RIGHT TO ACCEPT ANY QUOTATION AND TO REJECT ANY OR ALL QUOTATIONS

UNHCR reserves the right to accept the whole or part of your Offer.

UNHCR reserves the right to accept or reject any offer, and to cancel the process of competition and reject all offers, at any time prior to the award of the Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders on the grounds for UNHCR's decision.

UNHCR reserves the right to approach one or more Bidders in order to establish multiple Frame Agreements having been awarded as a result of this tender and negotiate directly with the Supplier to cater to future requirements of UNHCR or any other UN agencies.

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.

UNHCR is not bound to select any of the firms submitting the offers and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

11. UN GLOBAL COMPACT AND OTHER FACTORS

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

12. UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the UNHCR General Conditions of Contracts (Rev. July 2018) will be strictly adhered to for the purpose of any future contract.

Thank you for your kind attention.

Adam Ali, Senior Procurement Officer,
UNHCR Ukraine