

**DATE: 28 June 2024**

**REQUEST FOR QUOTATION No.: UKRKI/RFQ/2024-010**

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT(S)  
FOR THE PROVISION OF OFFICE MAINTENANCE SERVICES IN UNHCR KYIV COUNTRY  
OFFICE**

**CLOSING DATE AND TIME: 19 July 2024, 23:59H Kyiv time**

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## **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 18,879 people in 137 countries<sup>1</sup> continues to help over 94.7 million persons<sup>2</sup>. 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 agreements on the Provision of Office Maintenance Services in UNHCR KYIV Country Office.**

Please note that UNHCR may award Frame Agreement(s) with a duration of one (1) year, extendable with a further period of one (1) year at the sole discretion of UNHCR. The successful bidders will be requested to maintain their quoted prices for the entire duration of the Frame Agreement(s).

The estimated requirements of UNHCR are contained 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 the issuance of individual Purchase Orders against the Frame Agreement.

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

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

More details on the required goods and/or 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.

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. SITE VISIT**

A site visit will be arranged on 11 July 2024 at 11:00 hrs at the following address: "UNHCR Kyiv Office, 75 Zhylianska St., Kyiv, 01032, BC "Eurasia"

A maximum of two representatives per company are allowed. Names and contact details of the company's representatives must be provided in writing latest by **09 July 2024 13:00 Ukraine time by e-mail to: [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org)**. Changes in participating staff need to be shared in advance, otherwise, they will not be able to participate.

**Participation in the site visit shall be at the bidders' own expenses. There will be no reimbursement from UNHCR, nor bidders can incorporate the cost of the site visit in their financial offer in response to this tender.**

Participation in the site visit is **Mandatory** given the complexity of the requirements. Bidders that did not attend the site visit will not be considered for evaluation.

## **3. REQUEST FOR CLARIFICATIONS**

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

The **deadline for submission of Requests for Clarifications is on 12 July 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.

## **4. 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:

### **4.1 Content of the ELIGIBILITY REQUIREMENTS**

- **Registration certificate:** Copy of the certificate of registration with the Government of Ukraine, with foundation year min 3 years before the tender deadline
- **VAT Registration Certificate:** Document(s) of the company registration status with the tax services in Ukraine (i.e. general tax conditions, unified tax payer, VAT).
- **Annex D:** Vendor Registration Form - *please fill-up and sign with company stamp (refer to the instructions below)*

- **Annex E:** UNHCR General Conditions of Contracts for Goods and 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 F:** UN Supplier Code of Conduct - *please read and acknowledge acceptance by signing on the Vendor Registration Form (see Section 7)*
- **Annex G:** Documentation procedures on tax reporting (for companies with VAT payer status) - *please read and acknowledge acceptance by signing on the document with company's stamp*
- **Annex H:** UNHCR Guideline OHS Requirements for Contractors

**Companies who are “not yet registered” and are interested in doing business with UNHCR Ukraine** must submit (filled-up, signed with company stamp) the Vendor Registration Form annexed to this document and submit all required documentation. The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

**For companies who are “already registered” with UNHCR Ukraine**, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID (signed with company stamp). Vendors must ensure that the information and documentation (e.g. bank details, financial statements; government certificates, licenses and permits; office address; contact details- name, telephone number, email address, etc.) provided in connection with their registration are up to date. Please verify and ensure that your company is registered under its full legal name. To update your profile, kindly fill up the appropriate section of the Vendor Registration Form which you are updating.

**IMPORTANT:**

Any false information or incomplete information on the Vendor Registration Form may result in the rejection of the application or cancellation of an already existing registration.

#### **4.2 Content of the TECHNICAL OFFER**

The technical details of the goods and/or services requested by UNHCR can be found in the Terms of Reference (**Annex A**). Your technical offer should be concisely presented using the **Technical Offer Form (Annex B)** and including the required supporting documents, also listed below:

- **Annex B:** Technical Offer Form – *please fill-up, sign, and submit including the following confirmations:*
  - **Company Profile:** Attach documents that describe the company's background information; years of experience and organizational structure, and any other relevant information.
  - **Compliance with the requirements:** Bidders are requested to confirm that the company is capable of providing the full range of services listed in ToR, in full compliance with the requirements stipulated in the TOR.
  - **CVs of proposed project personnel:** Curriculum Vitae(s) of the proposed Technical Supervision Engineer to be provided, to include as a minimum, the academic and professional background of following listed staff. Proposed staff to be expected to have min. five (5) years of experience in the respective field.
  - **Proven relevant past experience:** Bidders should submit documentary evidence regarding executed similar-sized, relevant contracts signed with companies or organizations and/or their outcome within the last three (3) years supported with copies of purchase orders/contracts or letters of references or work completion certificates. Minimum two similar contracts in a consolidated value of USD 20,000 or above.

- **Compliance with Safety requirements:** Bidders are requested to confirm the adherence to DBN A.3.2-2-2009 "Occupational Safety and Industrial Safety in Construction. Basic Provisions", adherence to Order No. 441 MINISTRY OF HEALTH OF UKRAINE dtd 09.03.2022 "On the approval of procedures for providing first aid to individuals in emergency situations".
- **Participation on Site Visit:** Bidders are requested to submit the formal confirmation letter from UNHCR verifying the site visit.

#### **4.3 Content of the FINANCIAL OFFER**

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

**IMPORTANT: Your financial offer shall contain quotation in a single currency, UAH. The rates quoted by the awarded bidder(s) can be indexed with the official inflation rate (YOY in% as published by the National Bank of Ukraine), for the second contract year. Any adjustments to the rates are subject to prior written confirmation from UNHCR.**

- **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.

#### **5. PERIOD OF VALIDITY OF QUOTATIONS**

Offers shall be valid for a period of **90 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.

#### **6. 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.

#### **7. 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.

## **8. 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 [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org) no later than **19 July 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/2024-010**\_[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.

## **9. EVALUATION OF QUOTATIONS**

Offers shall be evaluated based on the following criteria:

- Qualifications and eligibility based on the information and documentary evidence provided in accordance to **Section 3.1 “Content of the Eligibility Requirements”**
- Compliance with the technical requirements based on the information and documentary evidence (and samples, if applicable) provided in accordance to **Section 3.2 “Content of the Technical Offer”**
- All-inclusive price offer based on the information and documentary evidence provided in accordance with **Section 3.3 “Content of the Financial Offer”**

**The frame agreement(s) shall be awarded to the qualified bidder(s) with the lowest-priced offers (for the entire estimated requirement scope) while meeting the minimum technical requirements.**

## **10. PAYMENT TERMS**

The standard payment terms of UNHCR are **net 30 days** upon satisfactory delivery of goods and/or 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.

## **11. LIQUIDATED DAMAGES**

Should the Contractor be in delay, without prejudice to UNHCR's other rights and remedies, UNHCR may, at its sole option, demand liquidated damages for such delay, in an amount equal to 0.1% for each day of delay beyond the date upon which the Goods and Services were due to be delivered. The claimed liquidated damages may not exceed 5% of the total value of the relating purchase order.

## **12. INSPECTION**

Independent third party inspection of Goods and Services may be applicable and will be advised at the time of purchase. The inspection will be arranged and paid for by UNHCR. Please note that inspection charges resulting from the supplier's default will be charged directly to the supplier. Place of Inspection: Shall be notified by UNHCR at the time of contracting (Purchase order).

## **13. 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.

## **14. POST QUALIFICATION**

UNHCR reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction, the validity of the information provided by the Bidder. Such post-qualification shall be fully documented and, among those that may be listed in this RFQ, may include, but need not be limited to, all or any combination of the following:

- Verification of accuracy, correctness and authenticity of information provided by the Bidder on the legal, technical and financial documents submitted;
- Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or any other entity that may have done business with the Bidder;
- Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
- Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;
- Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of the Purchaser, where available; and

## **15. 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.

**16. UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS**

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