

**DATE: 08/04/2024**

**REQUEST FOR QUOTATION: No. RFQ/GRC/2024/001**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF TRAVEL  
MANAGEMENT SERVICES FOR UNHCR GREECE, FOR FORCIBLY DISPLACED AND  
STATELESS PERSONS**

**QUOTATION TO BE RECEIVED BY: Friday, 19 April 2024, 23:59 hrs time in Greece.**

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The United Nations High Commissioner for Refugees (UNHCR) requests your price quotation for the establishment of Frame Agreement(s), for the provision of travel management services for UNHCR Greece, for forcibly displaced and stateless persons, as specified in this Request for Quotation (RFQ).

## **1. Requirements**

- Description: Travel Management services for UNHCR Greece, for forcibly displaced and stateless persons
- Requirements: as per Annex A – Terms of Reference
- Duration: One (1) year with possibility of extension for one (1) additional year

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

The successful bidders will be requested to maintain their quoted price model for the duration of the contract period.

UNHCR may award one or multiple Frame Agreements with initial duration of one (1) year, potentially extendable for a further period of one (1) year for the scope of this provision.

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 specific quantities. Quantities may vary and will depend on the actual requirements and funds available, regulated by issuance of individual Purchase Orders.

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

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**

- a) Travel Agency License with at least three years' experience.
- b) Proof of IATA Travel Agent Accreditation.

- c) Acknowledgement of Annex A – Terms of Reference. Signed and stamped copy of Annex A, to confirm your acknowledgment of the Terms of Reference.

The below administrative documentation should be also included in the Technical Offer and will be assessed by the Supply Unit for the offer to be complete:

- UNHCR General Conditions of Contract for the Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services (**Annex C**).
- UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct (**Annex D**).
- Vendor Registration Form: Please complete, sign and submit with your technical proposal the UNHCR Vendor Registration Form (**Annex E**). Even if your company is already registered with UNHCR, please complete, sign and submit with your technical offer the latest Vendor Registration Form.
- Tax Certification: Please provide the Tax Registration Certificate from “Taxisnet” (which states that your business is active and includes your tax number and activity codes (KAD) codes that are relevant to the services requested). In case your company is not registered in Greece, kindly provide any relevant certification from your governmental authority that states your company's capacity to undertake the relevant services.

## 2.2 Content of the Financial Offer

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

- Currency: EUR
- Unit Cost of services: all inclusive. **VAT should be indicated separately.**
- Other costs, if any: please specify

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.

## 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 will be based on the following financial scenario:

Reservation and tickets for local flights: 2 tickets  
Reservation and Ticketing Services for Ferry tickets: 60 tickets  
Reservation and Ticketing Services for buses (e.g. KTEL): 50 tickets  
Transfer Services through booking of vehicles: 58 vehicles  
Accommodation: internal UNHCR.

### **Clarifications of Quotations:**

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

### **4. Requests for Clarifications**

Requests can be sent by email only to Supply Unit at [GREATPROCURE@unhcr.org](mailto:GREATPROCURE@unhcr.org) and the deadline for receipt of questions is **11 April 2024 at 23:59 hrs local Greek time**. Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and plans to respond to questions by uploading them to UNHCR Site. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

### **5. RFQ Submission**

We would appreciate receiving your quotation duly signed and stamped on or before **19 April 2024 at 23:59 hrs Local Greek time** in PDF format via e-mail to [GREATPROCURE@unhcr.org](mailto:GREATPROCURE@unhcr.org)

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

Please indicate in the e-mail subject field:

- RFQ/GRC/2024/001
- 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 by the Bidder signed and stamped.
2. Financial offer. To be submitted using Annex C form, signed, and stamped by the Bidder.

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

You are kindly asked to hold your quotation valid for at least 120 days.

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.

**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.

The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods/services and acceptance thereof by UNHCR (more details provided in Annex A). Please note that UNHCR has tax and duty exemption status.

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

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 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.

**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. You may find relevant information using the following link:

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

**Attachments:**

Annex A: Terms of Reference

Annex B: Financial Offer Form

Annex C: UNHCR General Conditions of Contract for the Provision of Services 2018

Annex D: UN Supplier Code of Conduct

Annex E: Vendor Registration Form

**Tender schedule:**

Activity	Date	Mail
Tender Open date and	08/04/2024	
Requests for clarifications	11/04/2024 until 23:59 local Greek time	GREATPROCURE@unhcr.org
Deadline to submit offers	19/04/2024 until 23:59 local Greek time	GREATPROCURE@unhcr.org

Thank you for your kind attention.

Georgios Saragas  
Associate Supply Officer  
UNHCR Greece