

DATE: 1 April 2026

REQUEST FOR QUOTATION: No. RFQ/HCR/RCSEE/2026/001
FOR THE ESTABLISHMENT A FRAME AGREEMENT FOR THE PROVISION OF
INTERPRETATION AND TRANSLATION SERVICES IN SERBIA

QUOTATION TO BE RECEIVED BY: 17 April 2026 by 17:00 Hours CET

INTRODUCTION TO UNHCR

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 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.

Over more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 14,000 people in 128 countries continues to help over 121 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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 Representation for Central and South-East Europe invites qualified service providers to make a firm offer for the establishment of Frame Agreement (s) for the provision of interpretation and translation services to the UNHCR office in Serbia (referred to hereinafter as services).

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with an initial duration of two (02) years, potentially extendable for another period of one (01) year. The successful service provider will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated timeframe for the establishment of the frame agreement is provided in (Annex A, ToR).

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 Service 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 Frame 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.

2. BIDDING INFORMATION:

2.1. RFQ DOCUMENTS

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

Annex A:	Terms of Reference (TOR)
Annex B:	Financial Offer Form
Annex C:	Vendor Registration Form
Annex D:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex E:	UN Supplier Code of Conduct
Annex F:	Confidentiality Undertaking

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFQ by return e-mail to hunbusupplyunit@unhcr.org as to:

- Your confirmation of receipt of this Request for a Quotation
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above-requested information may result in the disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFQ by e-mail to the MCO supply unit at hunbusupplyunit@unhcr.org. The deadline for receipt of questions is **17:00 hrs [CET] on [10 April 2026]**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above as this will result in an automatic disqualification.

UNHCR will compile any questions received. [UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. **OR** will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website].

2.4 YOUR OFFER

Your offer shall be prepared in English

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bids directly to the address provided in the "Submission of Bid" section 2.6) of this RFQ.

Your offer shall comprise the following two sets of documents:

- Technical Offer
- Financial Offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all the information required.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in **Annex A**.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. Description of the company and the company's qualifications

A description of your company with the following:

Company profile:

- i. Company profile with relevant experience in translation and interpretation services
- ii. Capacity statement of the company including experience in the sector, experience with online and in – person events.
- iii. Range of services (Translation/Interpretation/) to be provided.
- iv. Home base of the company/interpreter (location for which travel fees are not required)
- v. Indicate their expertise and capacity (maximum size of event) for large scale public events in the proposal.

2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

1. Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:
2. A description of your organization's capacity to provide the service [02 pages]
3. A description of your organization's experience in these services [02 pages]

3. Proposed personnel to carry out the assignment

The composition of the team you propose to provide.

- Curriculum Vitae of 03 core staff (*maximum 3 pages per CV*)

The following documents should also be provided with the bid submission for evaluation;

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex C**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID. (This is not an evaluation criterion, but it is desirable)

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services (Annex D).

VERY IMPORTANT: Please submit **your technical and financial bids separately in one email clearing marking (Technical and Financial offers).**

2.4.2 Technical evaluation:

For the award of this framework agreement, UNHCR has established evaluation criteria that govern the selection of offers received. Evaluation is made based on **Pass/Fail** criteria and the selection is made based on the technically compliant supplier with lowest offer.

No	Technical Assessment Criteria	Pass (If doc is provided)	Fail (If no Doc is provided)
1	The company should provide a brief note / description detailing about the following: <ul style="list-style-type: none"> i. Company profile with relevant experience in translation and interpretation services. ii. Capacity statement of the company including experience in the sector, experience with online and in – person events. iii. Range of services (Translation/Interpretation) to be provided. iv. Indicate their expertise and capacity (maximum size of event) for large scale public events in the proposal. v. A description of your organization's capacity to provide the service [02 pages] 		
2	Curriculum Vitae (CV): 03 core staff (maximum 3 pages per CV)		
3	The company should provide the following: <ul style="list-style-type: none"> a. Registration Certificate b. Tax certificates c. Duly filled/signed/stamped UNHCR Vendor Registration Form 		

REMARKS: All the required documents/information in the table above must be attached with this submission for technical evaluation under **PASS/FAIL** criteria. Should the supplier fail to submit any document or information will result in the disqualification from further evaluation of the financial offers.

Clarifications of Proposals:

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

2.4.3 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, in relevant local currency (RSD) or in [EURO/USD].

The financial offer must cover all the services to be provided (price “all-inclusive”).

The Financial Offer is to be submitted as per the Financial Offer Form (Annex B). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this in regard, the price is to be given without VAT.

You are requested to hold your offer valid for **[90]** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of all relevant documents.

The cost of preparing a bid and of negotiating a contract, including any related travel and site visit, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in the preparation of a contract before an actual contract is signed shall be borne by the Bidder. Advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of the contractor's invoice and delivery of the goods and services to and/or acceptance by UNHCR.

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal in which they wish to participate. References to previous or ongoing proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after an 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.

Failure to provide the abovementioned documentation might lead to disqualification.

2.6 SUBMISSION OF BID:

The offers must bear your official letterhead, clearly identifying your company and UNHCR proposal reference number **RFQ/HCR/RCSEE/2026/001** with its project title.

Bids should be submitted by **e-mail** and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel, Word or other formats, etc.)

The technical and financial offers shall be submitted through two separate messages sent to the email address specified in the solicitation document, where the subject line clearly outlines the reference to the solicitation process and the relevant content (technical or financial offer).

Bids by e-mail must ONLY be sent to: hunbusupplyunit@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so will result in disqualification.

Deadline: [17/04/2026], 17:00 hrs [CET].

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously. 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 supplier.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **20 Mb** so it may be necessary to send more than one e-mail for the whole submission.

IMPORTANT NOTES for online submission of your proposal:

Please indicate in the e-mail subject field:

- Bid **RFQ/HCR/RCSEE/2026/001**
- Name of your firm with the title of the attachment
- Number of e-mails being sent (example: 1/3, 2/3, 3/4)
- Format: Your offer should be sent to the above-mentioned email address in PDF files (Preferred) signed and stamped.
- No document downloading links are accepted. All documents must be attached to the emails.
- 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.
- All files must be free of viruses and not corrupted in case of online submission through email.
- UNHCR reserves the right to accept or reject any offers that are not following the email submission instructions.
- UNHCR may select primary and backup supplier for translation/interpretation services.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

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

Please note that UNHCR is not bound to select any of the firms submitting bids 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 requirements, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation in the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers 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 supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids 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.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFQ will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by the UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex D**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Signature
Name: Fredrick Kariuki
Title: Associate Supply Officer
UNHCR Representation for Central and South-East Europe