



# UNHCR

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

**Date: 08 May 2026**

**Request for Quotation: UKR - UNHCR RFQ 2814**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR  
THE PROVISION OF INTERNET CONNECTIVITY SERVICES FOR UNHCR IN UKRAINE**

**Closing date and time for submission of offers: 25 May 2026, 17:00 HRS Kyiv time**

## **1. 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 20,305 people in 136 countries. We have helped more than 50 million refugees to successfully restart their lives and continue to protect and provide support for the 122.6 million people who are currently displaced.

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>.

## **2. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Ukraine invites qualified suppliers to make a firm offer for the establishment of a frame agreement for the provision of Internet Connectivity Services for UNHCR in Ukraine. UNHCR may award Frame Agreement(s) with an initial duration of one (1) year, with an option to extend for one (1) additional period of one (1) year subject to satisfactory performance of the contractor, UNHCR's available funds, and UNHCR's operational requirements. The successful bidder(s) will be requested to maintain their price offers for the entire duration of the Frame Agreement.

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

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 indicated quantities. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

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 company.

## **3. TENDER DOCUMENTS**

Annex A: Terms of Reference

Annex B: Technical Offer Form

Annex C: Financial Offer Form

Annex D: Vendor Registration Form

Annex E: UNHCR General Conditions of Contract for the Provision of Services (Rev. 2018)

Annex F: UN Supplier Code of Conduct (Rev. 2017)

Annex G: Documentation procedures on tax reporting (for companies with VAT payer status)

Annex H: UNHCR Model Contract for Provision of Services

**4. KEY DATES**

Tender Issuance Date	08 May 2026
Questions submission deadline	12:00H, 15 May 2026
Offer Submission deadline	17:00H, 25 May 2026

**5. NOTE TO BIDDERS**

If you are interested in submitting an offer in response to this tender, please [log in to the Supplier Portal](#), then search for the negotiation using the reference number "UKR - UNHCR RFQ 2814" (see Annex I: Supplier Portal Guidelines, page 43) and prepare your bid in accordance with the requirements and procedures as set out in this RFQ and submit it by the deadline for submission of proposals set out in this document and via the supplier portal.

In case you have never registered before, you can register a profile using this registration link [Supplier Registration](#) or see Annex I (Supplier Portal Guidelines, page 12), and follow the instructions in the guidance available in the UNHCR website: [How to become a supplier | UNHCR](#) and in the Annex I (Supplier Portal Guidelines).

**Do not create a new profile if you already have one** (if you had any business transactions with UNHCR previously). Use the forgotten password feature in case you do not remember your password or username from previous registration (see Annex I: Supplier Portal Guidelines, page 39). Should you require further clarification, kindly communicate using the messaging functionality in the system. If you experience issues accessing the Cloud ERP, please contact the UNHCR Procurement Unit at [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org). We strongly recommend submitting your offer in advance to avoid any potential technical issues that could prevent submission on the final day.

**6. REQUEST FOR CLARIFICATIONS**

Bidders may submit any requests for clarification or questions in respect of this RFQ by using the messaging functionality in the Cloud ERP system (preferably) or by e-mail to [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org) with the subject heading: "Inquiry: RFQ No. UKR – UNHCR RFQ 2814" on or before 12:00H Kyiv time on 15 May 2026.

UNHCR will compile all questions received and will distribute a Question-and-Answer Sheet via messages/email to all prospective Bidders.

**7. PERIOD OF VALIDITY OF QUOTATIONS**

Offers shall be valid for a period of 90 calendar days. 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 through the ERP portal. 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.

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.

**8. AMENDMENT OF RFQ DOCUMENT**

At any time prior to the deadline for submission of offers, UNHCR may amend the RFQ documents by issuing a corrigendum. Any corrigendum 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.

**9. 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.

## **10. INSTRUCTIONS FOR SUBMISSION OF OFFERS**

Quotations should be prepared based on the guidelines set forth in this Request for Quotation and submitted via the UNHCR Cloud ERP Supplier Portal no later than 25 May 2025, 17:00H Kyiv Time (Submission Deadline). Please refer to Annex I (Supplier Portal Guidelines, pages 42-62) for the instructions how to search for a negotiation (tender) and submit an offer (create response).

Please note the following guidelines for electronic submissions:

- Your quotation must be written in the English or Ukrainian language (preferably in English);
- Your quotation must be sent in PDF format (as an addition, Excel or other formats may also be requested).

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.

## **11. 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 Orders and payments will be made in Hryvnia (UAH) currency following the United Nations Operational Rate of Exchange ([UNORE](#)) in effect on the date the Purchase Order was issued by UNHCR.

By participating in this bidding exercise, Bidders understand and accept that it is their sole responsibility to ensure that the Bank Account of the company is able to receive payments in Ukrainian Hryvnia (UAH). Failure to provide proof of bank details may result in disqualification from further evaluation.

## **12. 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. Other United Nations Agencies, Funds and Programs 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.

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.

### **13. 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.

### **14. ZERO TOLERANCE POLICY**

Note that UNHCR strictly adhered to a zero-tolerance policy, advising its Suppliers not to offer any gifts, favors, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found engaging in such activities may face sanctions from UNHCR and other UN agencies.

### **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 SERVICES (Rev. 2018)**

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

Thank you and we look forward to receiving your quotations.

**Supply Unit**

UNHCR Representation in Ukraine