

DATE: 14/07/2020

INVITATION TO BID: No. ITB 2020-02

**FOR THE ESTABLISHMENT
OF FRAME AGREEMENT(S) ON THE PROVISION OF PAYMENT INSTRUMENTS
(CERTIFICATES, VOUCHERS, CARDS ETC.) FOR FOOD/NON-FOOD ITEMS IN THE
NETWORK OF SHOPS IN UKRAINE**

CLOSING DATE AND TIME: 11.08.2020 – 23:59 hrs EET

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 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 11,500 people in more than 128 countries continues to help about 68.5 million persons. 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>.

Goods purchased in the framework of this tender will be used to assist vulnerable individuals and families in Ukraine according to the UNHCR mandate.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified suppliers to make a firm offer for the establishment of a Frame Agreement(s) for the provision of certificates (or vouchers, cards etc.) as payment instrument in shops/supermarkets in Kyiv, Odesa and Kharkiv; other regions of potential interest are Yagotyn, Mukachevo, Bila Tserkva and Lviv cities that will serve as a payment instrument in the proposed network of markets (hereinafter referred to as the "Goods") and, thus, will be an effective tool of assistance to the persons of concern.

IMPORTANT:

Requirements to certificates (or vouchers, cards etc.) as payment instrument are detailed in **Annex A** (Term of Reference), **Annex B** (Technical Offer Form) and **Annex C** (Financial Offer Form) of this document.

UNHCR may award Frame Agreement with initial duration of 2 (two) years potentially extendable for a further period of 1 (one) year, for supplying its operations in Ukraine.

The indicative number of certificates/vouchers/cards to be procured – up to 3000 items per year with each certificate/voucher/card carrying at least of 500 UAH. The indicative specification of such certificates/vouchers/cards is listed in **Annex A** and **Annex B**.

Specifications of basic food and hygienic items are outlined in **Annex C**. The list of items is only for the purpose of evaluation and comparison of the effective market prices of each bidder. It does not represent a commitment that persons of concern acting through UNHCR will purchase only listed goods.

The successful bidders will be requested to maintain their quoted price model for the certificates/cards/vouchers for the duration of the Frame Agreement.

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

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 Contract with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** “settlement of disputes” of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. ITB DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

- Annex A: Term of Reference;
- Annex B: Technical Offer Form;
- Annex C: Financial Offer Form;
- Annex D: Vendor Registration Form;
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services;
- Annex F: UN Supplier Code of Conduct;
- Annex G: Documentation procedures on tax reporting (for companies with VAT payer status)

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to ukrkipro@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, UNHCR Facebook page, UNHCR website, UNGM website etc.)

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above. Failure to comply with this provision may result in disqualification.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Yurii Husakov, Supply Associate at gusakov@unhcr.org

The deadline for receipt of questions is **23:59 hrs CET on 07.08.2020**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above. Failure to comply with this provision may result in disqualification.

UNHCR will compile the 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 **OR** Questions and Answers document will be prepared and posted on the UNHCR website.

IMPORTANT:

Tender cancellation: UNHCR reserves the right to cancel the tender at any stage of the procurement process until the final notification of the framework agreement.

2.4 YOUR OFFER

Your offer shall be prepared in English or in Ukrainian.

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 bid directly to the address provided in the "Submission of Bid" section 2.6 of this ITB.

Your offer shall comprise the following set of documents:

- Technical offer (signed and stamped: duly fulfilled Technical Offer Form, **Annex B, Part 1 and Part 2**; Vendor Registration Form, **Annex D**; UNHCR General Conditions of Contracts for the Provision of goods and services, **Annex E**; Supplier Code of Conduct, **Annex F**; and signed Documentation procedures on tax reporting, **Annex G**; and other requested documentation);

And separately:

- Financial offer (signed and stamped: duly fulfilled Financial Offer Form, **Annex C**).

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 information required.

The technical details of the goods requested by UNHCR can be found in **Annex A** and **Annex B**.

Your technical offer should contain duly fulfilled **Technical Offer Form, Annex B, Part 1 and Part 2** and the documentation concisely and structurally presenting the following information:

Section 1 – Mandatory requirements

Please provide a description of your company with supporting documentation as follows:

- a) Statutory and registration documents: Registration Certificate, VAT / Single tax payer certificate, respective licenses etc.;
- b) The bank certificate confirming the company has a valid bank account in Ukraine capable of receiving funds in currency UAH and/or USD and/or EUR;
- c) Delivery terms of certificates / cards / vouchers (INCOTERMS).

Section 2 - General requirements

Please provide a description of certificate / card / voucher system using in the company's retail network, including the following information:

- a) The specification of the certificate / card / voucher its design, format, carrier etc.;
- b) The list of all shops/supermarkets of the retail network covered by the company's certificate / card / voucher system (with addresses);
- c) Product groups available under the certificate / card / voucher;
- d) Nominals / value range of vouchers the certificate / card / voucher;
- e) Validity terms of the certificate / card / voucher;
- f) Number of the certificates / cards / vouchers that company can provide per one order;
- g) The certificates / cards / vouchers issuance period upon a place an order.

As well as, the following:

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 D**).

UNHCR General Conditions for Provision of Goods: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods by signing **Annex E**.

UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex F**.

Documentation procedures on tax reporting: Your technical offer should contain your acknowledgement of the documentation procedures on tax reporting (content defined in **Annex G**);

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial offer** must contain an overall offer in a single currency, **either in US Dollars or Euros or in the currency of your company's country.**

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

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

The following details shall be provided for each item:

- a) duly fulfilled Financial Offer Form, **Annex C**

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

You are requested to hold your offer valid for 90 calendar 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 calendar days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

Each proposal will be considered separately and independently. Bidders shall submit a complete proposal in order to participate and use all forms and checklists provided. References to previous or on-going proposals will not be 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. Contract(s) will be awarded to the vendor(s) scoring highest on the overall combined technical and financial scores.

2.5.1 Supplier Registration:

The qualified suppliers 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 and activity profile;
- Track record;
- Contract capacity.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's services;
- Ability to respond quickly to Agency's needs,
- Timely and effective work.

2.5.2 Technical and Financial evaluation:

For the award of the contract, UNHCR has established evaluation criteria that governs the selection of offers received. Evaluation is made on a technical and financial basis. Following technical verification of the offer, technically compliant bids will be compared on the basis of the provided unit rates. The cheapest bid(s) substantially conforming to the terms of the ITB will be recommended for the award of the Frame Agreement.

The offer to be considered as technically compliant if the following requirements are met:

A.1	Mandatory requirements for participant
1.1	The company must have at least 3 years of experience in conducting retailing services in Ukraine (registration documents to be provided).
1.2	The company must have a bank account to receive wire transfers in currency UAH and/or USD and/or EUR.
1.3	Delivery terms of certificates / cards / vouchers - Incoterms DAP.
A.2	General requirements for tender
2.1	The certificate / card / voucher must be a physical (plastic or other) means of payment at the checkout of retail shops.
2.2	The certificate / card / voucher must be valid in all shops/supermarkets of the company's retail network.
2.3	The certificate / card / voucher must be valid for the purchase of food and non-food items.
2.4	The value of one certificate / card / voucher must be at least 500 UAH.
2.5	Validity period of each certificate / card / voucher must be at minimum 3 months.
2.6	Company capacity to provide up to 3,000 pcs certificates / cards / vouchers per one order.
2.7	Company ability to issue and deliver certificates / cards / vouchers within 30-day period after order placement.
2.8	Company retail network locations: Kyiv, Odesa and Kharkiv.

If one of the requirements is not met the offer is to be considered as technically noncompliant and rejected for further evaluation.

ONLY technically compliant bids will be financially evaluated.

For the purpose of correct financial evaluation, the proposed price will be compared on the basis of recalculation of weight / pack size to one unit of measurement (1 kg; 500 ml; roll; etc.).

Example: *Sugar – one pack – 850 g. – price 20.00 UAH;*
Recalculation to 1 kg: $1000 \cdot 20 / 850 = 23.53$ UAH.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

Clarification of proposals:

To assist in the consideration, evaluation and comparison of proposals, UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the answer must be in writing and their provision should not affect the price or the essence of the offer.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments (**Annex B, Annex C, Annex D, Annex E, Annex G and Annex F**) should be in **PDF format**, signed and stamped. (Copies of the PDF format documents may, as an addition, be included in Excel (**Annex B, Annex C**) or other formats etc.).

The Technical and Financial offers shall be clearly separated and no financial information shall be mentioned in the Technical offer.

Bid must be sent by e-mail ONLY to: UNHCR-UKR-tendercommittee@unhcr.org

Or, paper-based offers may be hand-delivered and contained in an outer envelope clearly indicating the project title, project number and address below:

THE BID OPENING COMMITTEE
ITB / 2020-02
UNHCR Representation for Ukraine
16, Lavrska St. Kyiv

The outer envelope should be containing two inner envelopes as described below.

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Offer" and contain the full technical component of your offer. The second envelope shall be marked "Financial Offer".

In case of submission of paper-copies, the Financial Offer in Excel format must be signed and stamped.

The paper-based offers must be placed in the "Tender Box" placed in the Reception area of UNHCR at 16 Lavrska St.

Paper-based offers submitted in any other manner will not be accepted.

IMPORTANT:
The technical offer and financial offer are to be sent in separate attachments or as separate e-mails. Failure to do so may result in disqualification.

Deadline: 11/08/2020, 23:59 hrs EET.

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.

Receipt of your bid submission will be acknowledged through an automated reply. Your automated reply must be dated before the deadline of 11/08/2020 12:00 HRS EET. The automated reply is a confirmation of receipt of your email in relation to the procurement notice, it does not imply your offer has been accepted. On the other hand, only offers with an automated reply from UNHCR-UKR-tendercommittee@unhcr.org mailbox dated on or before the deadline date/time will be considered for evaluation. In case your submission by email did not generate an automated reply, please immediately write an e-mail: ukrkipro@unhcr.org. It is your responsibility to verify that all e-mails have been received properly before the deadline. UNHCR does not assume any responsibility for any delays engendered by network problems, etc.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [10] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid ITB 2020-02

- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

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.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical offer has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE:

UNHCR may at its discretion increase or decrease the proposed content when awarding the Frame Agreement and would not expect a variation of 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 Goods.

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 ITB will be made in either the currency of the winning offer(s) or local currency. Payment will be made in accordance to the General Conditions for the Purchase of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS

Please note that the General Conditions of Contracts (**Annex E**) 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.



Yurii Husakov, Supply Associate
UNHCR Representation in Ukraine