



# UNHCR

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

DATE: 21.05.2021

INVITATION TO BID: No. ITB 2021-04

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR WAREHOUSING  
SERVICES IN KYIV CITY

CLOSING DATE AND TIME: 22.06.2021 – 23:59 hrs EET

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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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in more than 135 countries continues to help about 79.5 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>.

Services purchased in the framework of this tender will be used to assist internally displaced persons in Ukraine.

### 1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified companies who provide a complex of warehousing services in Kyiv to make a firm offer for the establishment of a Frame agreement for the warehousing services in Kyiv region.

#### **IMPORTANT:**

Terms of Reference of the services are detailed in **Annex A** of this document.

UNHCR may award a Frame agreement with initial period duration of 1 (one) year with possible extension for another 2 (two) periods of 1 (one) year each. The successful bidders will be requested to maintain their quoted price for the duration of the Frame Agreement(s).

Please note that figures have been stated in Specification to enable bidders have an indication of the projected requirements. **It does not represent a commitment that UNHCR will purchase the above amounts.** Amount of services needed may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement. UNHCR reserves the right to adjust the required amount of services.

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 Contract 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 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of 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: Terms of Reference;
- Annex B: Technical Offer Form (to be submitted in PDF and Excel);
- Annex C: Financial Offer Form (to be submitted in PDF and Excel);
- Annex D: Vendor Registration Form;
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services;
- Annex F: Documentation procedures on tax reporting (for companies having a VAT payer status);
- Annex G: UN Supplier Code of Conduct.

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [UNHCR-UKR-Procurement@unhcr.org](mailto:UNHCR-UKR-Procurement@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, Chamber of Commerce, UNHCR website, UNGM website, printed media etc.)

**IMPORTANT:**

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

**2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to [UNHCR-UKR-Procurement@unhcr.org](mailto:UNHCR-UKR-Procurement@unhcr.org)

**The deadline for receipt of questions is 23:59 hrs EET on 14 June 2021.**

**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. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website (<https://www.unhcr.org/ua>).

## **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 compose **of two segregated sets of documents:**

- Technical offer:  
signed and stamped: duly fulfilled **Annex B**, Technical Offer Form with requested documentation; **Annex D**, Vendor Registration Form.  
signed **Annex E**, UNHCR General Conditions of Contracts for the Provision of Services (rev. 2018); **Annex F**, Documentation procedures on tax reporting; **Annex G**, UN Supplier Code of Conduct;  
and any other relevant 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 services requested by UNHCR can be found in **Annex A** and technical offer form should be submitted as per **Annex B**.

Your technical offer should clearly state whether or not the services you are offering are fully conforming to the specifications given. Clearly state and disclose any discrepancies with the required specifications.

The following details shall also be provided in the Technical Offer.

1. Registration documents
2. Written confirmation of acceptance of all the conditions set out in the Terms of Reference, Annex A
3. Address of storage capacity. The Bidder should indicate the address of storage capacity offered. Once subcontracting is the case, the circumstances should be clearly stated and the confirmation of official permission for sub-lease right granted to the bidder should be provided.
4. Storage Conditions. The Bidder's technical proposal should contain precisely described storage conditions (See Annex A)
5. Warehouse capacity. The Bidder should indicate available storage capacity in number of pallets, and possible types of storage. (See Annex A)

6. Loading-unloading capacity. The Bidder should indicate its ability for loading-unloading works. (See Annex A)
7. Internal procedures. Technical proposal should include information on possibility to process orders remotely, availability of the automated Inventory accounting system. (See Annex A)
8. Inventory verification and access. The technical proposal should describe the terms of ad-hoc inventory check, access for full or selected verification by authorized personnel of the UNHCR on the warehouse area. (See Annex A).
9. The organizational structure or organizational chart
10. Any other documentation deemed by the bidder that will facilitate the evaluation of the company's substantive reliability, financial and managerial capacity to provide the requested services.
11. Vendor Registration Form: Duly completed Vendor Registration Form, **Annex D**.
12. UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for the Provision of Services by signing **Annex F**.
13. UN Supplier's Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier's Code of Conduct by signing **Annex G**.

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial offer** must contain an overall offer **in US Dollars**. In case your company is selected for further cooperation, **calculations and payments will be made in UAH according to UN operational rate of the month of service provision**. UN operational exchange rates can be found following the link: <https://treasury.un.org/operationalrates/OperationalRates.php>.

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.

The following details shall be provided for each service:

**Service costs.** UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT, however, VAT rate has to be clearly indicated on a separate line.

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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. 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 from Bidders will be considered separately and independently. **Bidders shall submit a complete proposal covering all transportation zones and requested services.** 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.

##### **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 evaluation of the supplier's services,
- Ability to respond quickly to UNHCR needs,
- Timely service delivery,
- Reliability of services.

## 2.5.2 Technical and Financial evaluation:

Bidders technical offers will be evaluated using the following technical criteria:

Evaluation Criteria		Pass/Fail
1	Valid Registration documents are provided	
2	The bidder confirmed the ability of provision of all required services set out in the Terms of Reference (Part A)	
3	The warehouse capacity meets the minimal requirements set out in the Terms of Reference (Part B)	
4	The storage conditions meet the requirements set out in the Terms of Reference (Part C)	
5	The supplier's internal procedures meet the requirements set out in the Terms of Reference (Part D)	
6	The bidder accepted the special requirements set out in the Terms of Reference (Part E)	
7	The organizational structure or organizational chart provided	
8	Duly completed, signed and stamped Vendor Registration Form, Annex E is provided	
9	Acknowledgement of the UNHCR General Conditions for the Provision of Services (signed Annex F) is provided	
10	Acknowledgement of the UN Supplier's Code of Conduct (signed Annex H) is provided	

Following technical verification of the offers, technically compliant bids will be compared on the basis of the provided proposals for the cost of services. The cheapest bid(s) substantially conforming to the terms of the ITB will be recommended for the award of the Frame Agreement.

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.

**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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

## 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 and Annex G) 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](mailto:UNHCR-UKR-tendercommittee@unhcr.org)**

**IMPORTANT:**

The technical offer and financial offer are to be sent in **separate** emails. Failure to do so may result in disqualification.

**Deadline: 22 June 2021, 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 22 June 2021 23:59 HRS EET. The automated reply is 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](mailto: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 call the main Reception at +38 (044) 288 9424 or 9710 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 2021-04
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

*For example: ITB 2021-04 Company XXX (email 1 of 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 part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

**2.7 BID ACCEPTANCE:**

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

UNHCR may at its discretion increase or decrease the proposed content when awarding the Frame Agreement and would not expect a significant 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 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 ITB will be made in UAH according to UN exchange rate at the date when the PO is made. Payment will be made in accordance to 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 UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

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.

## **2.10 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advises its supplier not to offer any gift, favor, hospitality, etc. to its staff.

## **2.11 THE UN GLOBAL COMPACT**

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. UNHCR encourage bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>

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UNHCR Representation in Ukraine