

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 16/03/2023****INVITATION TO BID: NO. UKRKI/ITB/2023-02****ESTABLISHMENT OF A FRAME AGREEMENT FOR THE SUPPLY OF  
CHROMEBOOKS****CLOSING DATE AND TIME: 07/04/2023– 23:59 HRS KYIV TIME****IMPORTANT NOTICE ON ETHICAL CONDUCT**

Under no circumstances should a vendor pay UNHCR or a UNHCR Staff Member for the submission of a quotation, bid or proposal or for the fulfilment of a Contract. This includes any gifts, favors, hospitality, etc. to its Staff Members. Please note that UNHCR strictly follows zero tolerance policy and a such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff. Be aware that if such payment or non-gifts or favors are made, it would result in the immediate termination of the vendor agreement or contract and the vendor would be disqualified from further Request for Quotations/Invitation to Bid/Request for Proposals with UNHCR. you are advised to read and understand the UN Supplier's Code of Conduct specifically its articles 18 to 21 on Ethical Conduct.

**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 17,000 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 environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

## **UNHCR ACTIVITIES IN UKRAINE**

Since the start of the recent armed conflict in Ukraine, approximately 8 million Ukrainians have been internally displaced, while the number of refugees fleeing into neighboring countries has reached a staggering 5.2 million.

This tender refers to UNHCR's ongoing humanitarian assistance in support of the conflict affected population who have been displaced in various locations within Ukraine. UNHCR aims to provide to both displaced and non-displaced populations affected by the armed conflict Chromebooks for educational purposes.

### **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Ukraine, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the supply of Chromebooks.

#### **IMPORTANT:**

Exact technical specifications and the quantities of each item are detailed in Annex A of this document.

UNHCR may award a Frame Agreement with a duration of one (1) year for the supply of Chromebooks. The successful bidders will be required to maintain their quoted price model for the duration of the Frame Agreement.

The projected quantity is 1,500 units. Please note that quantities 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 require the totality of the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

**Delivery Location:** UNHCR warehouse located in Lviv, Ukraine.  
Address: 100 Levada street, 81000, Yavoriv, Lviv oblast, Ukraine  
GPS: 49.93984178929154, 23.377679715761207

**Delivery Lead time:** Please mention your best delivery lead time for 1,500 units to Lviv, Ukraine.

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.

#### **IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' 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 a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes should 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 4 of the attached General Terms and Conditions (Annex E).

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

**Organizational Settings:**

Qualified bidders shall provide the name and contact information of a Customer Relations Manager or similar, responsible for the smooth running and execution of orders placed by UNHCR in Ukraine.

**2. BIDDING INFORMATION:**

**2.1 ITB DOCUMENTS**

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

- ANNEX A: Technical Specifications
- ANNEX A1: Spreadsheet
- ANNEX B Technical Offer Form
- ANNEX C Financial Offer Form
- ANNEX D: UNHCR Vendor Registration Form
- ANNEX E: UNHCR General Conditions of Contracts for provision of Goods and Services-Rev: July 2018
- ANNEX F: UN Supplier Code of Conduct
- ANNEX G: Documentation procedures on tax reporting (applicable only for Ukrainian companies).

**2.2 ACKNOWLEDGMENT**

We would appreciate you informing us of the receipt of this ITB by return e-mail to [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org)

- Your confirmation of receipt of this “Invitation to Bid (ITB) UKRKI/ITB/2023-02”;
- Whether or not you will be submitting a bid.

**2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification (whether it is for any additional technical clarity or with regard to tender formality issues) in respect of this ITB by e-mail to [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org)

**The deadline for receipt of questions is 29/03/2023 at 23:59 hrs, Kyiv time**

UNHCR will compile the questions received and plan to respond to the questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question

to all other invited bidders at once.

Please note that the items delivered to UNHCR by the selected supplier will also be inspected at the time of its delivery at UNHCR to confirm the correct receipt of items according to UNHCR's specifications. In case of rejection and non-acceptance of any item due to wrong specifications or bad quality, UNHCR will not be responsible for its return and transportation, or any cost involved.

## 2.4 YOUR OFFER

Your offer shall be prepared in English or in Ukrainian.

**IMPORTANT:**

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final signature of the awarded contract.

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 2.7) of this ITB.

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.

### **Special Instructions:**

- **Transportation**: the cost must be inclusive of transportation to UNHCR warehouse located in Ukraine as stated in the financial offer form.
- **Pre-loading inspection**: the selected supplier must check/inspect all the items before dispatching them to UNHCR warehouse.
- **Rejected items**: all rejected items must be replaced by the supplier at no extra cost to UNHCR.

- **Change in quantity**: the quantity shown may go up as well as come down.

Your offer shall comprise the following two sets of documents:

- Technical offer (Annex B)
- Financial offer (Annex C)

**Bid Reference:** UKRKI/ITB/2023-02

#### **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 products requested by UNHCR can be found in **Annex A**. Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

#### **I. Mandatory Requirements (Pre-conditions): Pass/Fail criteria**

The following **six (6) pre-conditions** must be met by the bidder for your offer to be eligible for competition. The following should be submitted:

1. Company registration certificate. Proof that your company is registered and licensed to do business of the same/similar nature of goods requested by this tender. For bidders bidding in Ukraine, must be VAT registered.
2. Proof that your company was established and has experience in supplying similar goods for three (3) or more years before the date of your offer.
3. Duly completed, signed, stamped, and dated vendor registration form (**Annex D**) unless your Company is already registered with UNHCR in which case you must state your vendor ID number with UNHCR.
4. Submit a written confirmation of acceptance of UNHCR General terms and conditions (**Annex E**) including payment which is within 30 days from the date of receipt of invoices following satisfactory delivery of goods/services.
5. Submit a written confirmation of acceptance of the UN Supplier Code of Conduct (**Annex F**).
6. Acceptance of UN exchange rates for conversion and payment as of PO issuance date (only applicable to companies registered in Ukraine).

#### **II. The following details shall also be provided along with your offer:**

**Technical Offer Form (Annex B):** Bidders are required to fill in, sign, stamp and provide response to each point stated in **Annex B**.

**Country of Origin of the Supplier and place of Manufacture:** The technical offer shall state the country in which the Chromebooks are manufactured, and the country of registration of the bidder.

**Specification documents and data Sheets:** Bidders are required to submit any documents showing that the specifications of quoted goods are in line with requirements stipulated in **Annex A**. **Such documents at a minimum should contain the data sheets of the specific brand/model offered, details on the SoftWare offered, as well as any additional catalogs /brochures/ pictures.**

**Certificate:** If available, the bidder shall submit a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product.

**Past experience:** the bidder is requested to submit minimum one (1) relevant, and successfully completed contract for Chromebooks and in comparable quantity as the present tender requirements. The proof of the previous experience can be submitted as purchase orders/work orders/ any Long-term type of Agreements accompanied by goods receipt notes, any other type of confirmation of receipt of the goods by your client, as well as appreciation/reference letters if available.

**Delivery capacity and lead time:** The bidder must indicate its capacity to deliver the items to the indicated delivery location. The bidders shall submit the information on the delivery capacity and lead time.

**Authorization:** Authorization from Google to sell and deliver the Chromebooks to Ukraine, including the CEU license, as per **Annex A**.

**Documentation procedures on tax reporting (only for companies with VAT payer status in Ukraine):** Your technical offer should contain your acknowledgment of the documentation procedures on tax reporting by signing **Annex G**.

**Written statement to confirmation** that your company accepts the delivery term (delivered at place-DAP) to the UNHCR warehouse as stated in the Technical/Financial Offer Form and will commit to the offered delivery lead time.

**Key financial data:** availability of balance sheets for 2021 and 2022, as well as clearly indicating the turnover of the company.

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

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

If the awarded bidder is registered in Ukraine, irrespective of the currency of the offer, any subsequent purchase order will be issued in UAH and resulting payments will be executed in UAH at United Nations rate of exchange in effect on the date Purchase Order (PO) issuance following the link

<https://treasury.un.org/operationalrates/OperationalRates.php> .

It is to be noted that currently the UN rate of exchange into UAH is lower than the prevailing

market rate, and as such it is incumbent on bidder to be prudent while quoting the rates (prices). If the awarded bidder is not registered in Ukraine, all purchase orders will be issued and resulting payments will be executed in the currency of the winning offer.

**IMPORTANT:**

Please carefully consider and comply with the pricing model applicable to this invitation to bid.

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 financial offer must cover all the goods / services to be provided (price “all inclusive”). Bidders are required to submit a unit price to be maintained throughout the duration of the Frame Agreement.

**Price quoted 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 documents in order.

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

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:**

The evaluation will be conducted in 3 stages as follows (technical and financial):

**2.5.1 Technical Evaluation:**

- a. First Stage (Preliminary): checking and verification of submitted technical offer by UNHCR Technical Evaluation Committee (TEC). UNHCR’s TEC will check the submitted technical offer on the pre-qualification and mark ‘Pass’ or ‘Fail’ against the conditions listed at point no. 2.4.1. (II.) as shown in **Annex B**. Missing documents, if any, will be requested from the vendor(s) through the Supply Unit. Vendor(s) refusing or not being able to provide missing document(s), when requested, will be excluded from further evaluation.
- b. Second Stage: assessment of the technical documents (including product data sheets, catalogs, brochures, pictures, etc.) by the TEC.  
UNHCR nominated TEC will verify the submitted technical documents including all product related information/documents. ONLY offers scoring ‘PASS’ to all verification points, as shown in **Annex B**, will qualify for further evaluation.

UNHCR may conduct a due diligence/supplier verification exercise if the bidders are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past if the

bidders are found to be technically compliant by-passing technical evaluation. Should the findings of the due diligence/supplier verification indicate non-suitability of bidders, the finding of the due diligence/supplier verification report will prevail. UNHCR may not conduct such exercise for those unknown bidders whose offers do not pass the technical evaluation.

The due diligence exercise, when needed, will take place following technical evaluation by the Technical Evaluation Committee (TEC) and before commencement of the evaluation of financial proposals. A representative from the Supply Unit shall join the TEC during due diligence as an observer to ensure procurement rules and procedures are followed.

**The technical component of the submission will be evaluated using the PASS or FAIL criteria (see below) and using the same structure as outlined in Annex B and based on the requirements from Annex A. Offers should meet the following requirements:**

- Submission of registration and other mandatory documents, as well as the duly completed Annex B;
- Similar work list;
- Compliance with the established UNHCR specifications – Annex A;
- Delivery capacity and lead time.

### **2.5.2 Financial Evaluation:**

The financial component will be analyzed only for those bidders that pass the technical evaluation.

All bids from suppliers will be evaluated based on:

- DAP Unit cost, VAT excluded and DAP Total cost, VAT excluded.

The Frame Agreement(s) will be awarded to the lowest-priced pre-qualified (eligible and technically compliant) companies.

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 letterhead, clearly identifying your company.

Bids should be submitted by e-mail and all attachments (Technical Specifications - Annex A, Technical offer form- Annex B, Financial offer form – Annex C, Vendor Registration Form - Annex D, UN General Conditions of Contract - Annex E, UN Supplier Code of Conduct - Annex F, and Documentation on reporting of tax procedures of Ukraine - Annex G). All annexes should be in PDF format, signed, and stamped. (Copies of the PDF format documents may, as an addition, be included in Excel (Annexes B and C) or other formats, etc.



**The Technical and Financial offers shall be clearly separated (sent in separate e-mails), 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** - with all supporting documents **not exceeding 20 Mb** (copies of the PDF format documents may, as an addition, be included in Excel or other formats).

Kindly indicate in the email subject field:

- UKRKI/ITB/2023-02
- Name of your firm with the title of the attachment,
- Number of emails that are sent (example 1/3, 2/3, etc)
- Whether your email is part of your Technical or Financial offer

For example:

UKRKI/ITB/2023-02 Company XXX (Technical offer email 1 of 4)

UKRKI/ITB/2023-02 Company XXX (Financial offer email 2 of 2)

**Please follow the below instructions for submitting the offers via email:**

- a. Format: PDF files (Preferred);
- b. Email size must not exceed 20 MB;
- c. For big attachment over 20MB please split into multiple numbered emails (e.g. 1/3, 2/3 and 3/3);
- d. No document downloading links are accepted. All documents must be attached with the email.
- e. If you are uploading number of small files, please move the files into a “ZIP folder” and send a zip file instead of each file individually.
- f. The Technical offers and financial offers must be submitted in separate emails.
- g. All files must be free of viruses and not corrupted.
- h. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.
- i. No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified.

**Deadline for submission: 07/04/2023, 23:59 hrs Kyiv Time or Earlier.**

**IMPORTANT:**

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

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

**LATE SUBMISSION OF BIDS: Bids received after the deadline for submission of bids and bids transmitted in any other manner than those indicated above will be rejected.**

**Bidders should use extreme vigilance to ensure that their proposal is submitted on time. UNHCR will not be responsible for, and will not take into consideration, any bids that are late due to a server failure or power outage, either locally or globally.**

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 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 contract 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 pre-qualified 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.

UNHCR at its own discretion reserve the rights to accept or cancel the whole tender at any stage.

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, delivery time, 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**

1. In case the awarded bidder is registered in Ukraine: any Purchase Order (PO) issued in response of this ITB will be made in UAH. Resulting payments will be made in UAH. The offered contract rates in US dollar value will be converted into local currency (UAH) as per the UN rate of exchange for that month. Up to date UN exchange rate can be found at

<https://treasury.un.org/operationalrates/OperationalRates.php>.\*

2. In case the awarded bidder is not registered in Ukraine, all purchase orders and subsequent payments will be made in the currency of the winning offer.

**\*The UN exchange rate is lower than the local market rate in Ukraine. Given this situation, the suppliers may require to be prudent in quoting their prices.**

Bidders who cannot or are unwilling to be paid in local currency (UAH) as per the UN exchange rate for that month cannot be considered for this tender (applicable only to companies registered in Ukraine).

UNHCR DOES NOT UNDERTAKE TO PAY ADVANCES, BY LETTERS OF CREDIT OR IN ADVANCE OF DELIVERY OF SERVICE.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND 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 suppliers not to offer any gift, favor, hospitality, etc. to its staff

### **2.11 THE UN GLOBAL COMPACT**

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

**UNHCR'S TENDERS ARE AVAILABLE FREE OF CHARGE.**

Yohannes Hailu Gebre - Mariam  
Senior Supply Officer  
UNHCR Representation in Ukraine

