

DATE: 13 June 2023

REQUEST FOR PROPOSAL: No. UKRKI/RFP/2023-009

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT(S) FOR WAREHOUSE SERVICES IN KYIV, DNIPRO, LVIV, VINNYTSIA, CHERNIVTSI, YAVORIV AND UZHGOROD/CHOP (in total 9 LOTS)

CLOSING DATE AND TIME: 05 July 2023– 23:59 HRS Kyiv time

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 environment, 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 armed conflict in Ukraine, approximately 7.1 million Ukrainians have been internally displaced, while the number of refugees fleeing into neighboring countries has reached a staggering 5.2 million. UNHCR intends to provide core relief and other non-food items to its beneficiaries, which items require Warehouse Service.

Thus, 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.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified service providers which are registered with the Government of Ukraine to make a firm proposal for the provision of Warehouse Service in six (6) locations segregated into nine (9) LOTS in Kyiv, Dnipro, Lviv, Vinnytsia, Chernivtsi, Yavoriv and Uzhgorod/Chop (hereinafter referred to as "Warehouse Services").

UNHCR will conduct an evaluation on a per LOT basis as listed below:

- Lot 1: Kyiv
- Lot 2: Kyiv
- Lot 3: Kyiv

- Lot 4: Dnipro
- Lot 5: Lviv
- Lot 6: Vinnytsia
- Lot 7: Chernivtsi
- Lot 8: Yavoriv
- Lot 9: Uzhhorod & Chop

Interested Bidders may bid for any single LOT or any combination of LOT(s) or for all nine (9) LOTs. Please note that an incomplete offer for any LOT will not be accepted.

UNHCR reserves the right to award a primary and a back-up supplier (or several back-up suppliers), where, if the primary supplier is unable to fulfil the requirement of a purchase order resulting from the Frame Agreement, such order will be cancelled with a new purchase order issued to the back-up supplier for the provision of the required goods and services.

UNHCR may award Frame Agreement(s) with an initial duration of one (1) year, potentially extendable for a further period of two (2) years. The successful bidders will be requested to maintain their quoted prices for the entire duration of the Frame Agreement(s).

The estimated requirements of UNHCR attributed to each of the corresponding LOTs are contained in Annex A (Terms of Reference) and Annex C (Financial offer form, including projected quantities).

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

IMPORTANT: The requirements are details in Annex A - Terms of Reference (ToR), Annex B1 - Minimum Facility and Service Requirements and Annex C – Financial Offer Form

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out herein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 7 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.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

- Annex A: Terms of Reference (ToR)
- Annex B: Technical Proposal Form – Technical Evaluation Methodology
- Annex B1: Minimum Facility and Service Requirements

- Annex C: Financial Proposal Form (BOQ) for all nine (9) LOTs
- Annex D: Vendor Registration Form.

Annex E: UNHCR General Conditions of Contract for Services.

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

Annex G: Supplier's Code of Conduct.

2.2 ACKNOWLEDGMENT

You are requested to inform us of the receipt of this RFP by return e-mail to ukrkipro@unhcr.org as to:

- Your confirmation of receipt of this Request for Proposal No. **UKRKI/RFP/2023-009**
- Whether or not you will be submitting a bid

IMPORTANT:

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to ukrkipro@unhcr.org with the Subject reading: *Inquiry: RFP No. UKRKI/RFP/2023-009*. **The deadline for receipt of written inquiries/questions is 23:59 hours Ukraine time on 28 June 2023.** Bidders are requested to keep all questions concise.

UNHCR will compile the questions received on a weekly basis and will reply via email to all the bidders that previously expressed their interest in the subject tender, as well as will publish the answers on UNHCR Ukraine webpage.

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.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

PRE-BID CONFERENCE

An online supplier pre-bid conference will be arranged on **22 June 2023** between **10:00 hrs and 12:30 hrs**. A maximum of two representatives per company are allowed. Names and contact details of the company's representatives must be provided in writing latest by **21 June 2023 13:00 Ukraine time by e-mail to: ukrkipro@unhcr.org**

Changes in participating staff need to be shared in advance, otherwise, they will not be able to participate.

Participation in the pre-bid conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR. UNHCR will share the link with interested bidders to attend the meeting on Microsoft Teams.

Participation in the pre-bid conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. After the event, a Questions & Answers document will be prepared and distributed among all interested bidders to reiterate responses to the voiced question as well as to respond to the queries which could not be answered during the event.

2.4 **YOUR PROPOSAL**

IMPORTANT:

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

Your proposal shall be prepared in English or Ukrainian languages.

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

IMPORTANT:

Inclusion of copies of your proposal 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 proposal.

Please send your proposal directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your proposal shall comprise the following two sets of documents:

- Technical proposal
- Financial proposal

2.4.1 **Content of the TECHNICAL PROPOSAL**

IMPORTANT:

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

The Terms of Reference (TOR) of the services requested by UNHCR, the Minimum Facility and Service Requirements and Financial Offer Form with projected monthly quantities can be found respectively in **Annex A and Annex B1 and Annex C** attached hereto.

Bidders are to submit a separate technical and financial offer for each LOT offered. In each submitted file/zip folder, the LOT number (i.e., LOT 1, or LOT 2, or LOT 3 or LOT 4 or LOT 5 or LOT 6 or LOT 7 or LOT 8 or LOT 9) shall be clearly specified in the name of the file/zip folder.

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

- **Description of the company and the company's qualifications.**

A description of your company with the following documents: company profile, registration certificate, tax registration certificate and balance sheets as well as indicating turnover of company:

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Total number of clients.
- Company Licenses

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the requested services.

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

Any comments or suggestions on the TOR and the specifications of the materials, as well as your detailed description of the manner in which your company would respond to the requirements:

- Confirming your company's proposed facility meets the minimum requirements as stated in Annex B1;
- Confirming your company is able to provide the minimum service requirements as stated in Annex B1;
- Confirming availability of Standard operating procedure (SOP);
- Confirming availability of Quality assurance policy;
- Confirming availability of Electronic stock accounting system;
- Proposed equipment to carry out the assignment.

▪ **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 of Contract for Services.**

Your Technical Offer should contain your acknowledgement of the UNHCR General Conditions of Contract for Services by signing **Annex E**.

▪ **Company Past Experience and Performance.**

Attach successfully finished and/or ongoing contracts providing similar warehousing services within the last three (3) years, including recommendation letters from the clients.

If you have already worked with International non-profit organizations and UN agencies, Attach minimum 1 contract evidencing your company's experience of working with International non-profit organizations and UN agencies.

▪ **Experience and qualifications of the proposed personnel.**

Bidders must be able to provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the Terms of Reference (TOR) contained in **Annex A**.

Attach a document describing 1) composition and 2) experience of the staff to be involved in the services provision, including Key Account Manager;

▪ **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 PROPOSAL

Your separate **Financial Offer** must contain an overall proposal in US Dollars.

However, all Purchase Orders will be issued, and all payments will be made in hryvnya (UAH) at the United Nations rate of exchange in effect on the date the Purchase Order was issued by UNHCR.

The United Nations rate of exchange can be found here: <https://treasury.un.org/operationalrates/OperationalRates.php>.

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

The financial offer is to be made using **Annex C** (the Financial Offer Form) for each LOT. Bids that have a different price structure may not be accepted. **The financial offer should be provided in both PDF and Excel format.** Failure to comply will lead to disqualification.

The quoted prices must remain unchanged for the duration of the Frame Agreement (1+ 2 years).

UNHCR is exempt from all direct taxes and customs duties. In this regard, price has to be given without VAT. However, if you are a VAT payer in Ukraine, you are requested to indicate clearly and separately the VAT component in your financial offer.

You are requested to hold your proposal valid for ninety (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 of the projects 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An 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 contractor's invoice and acceptance by UNHCR of the services.

2.5 BID EVALUATION:

Each proposal from a bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. 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. Contract will be awarded to the vendor scoring highest on the overall combined technical and financial scores.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after validation of suitability based on the submitted Vendor Registration Form and supporting documents. The validation involves consideration of several factors such as:

- Financial standing;

- Core business;
- Track record;
- Contract capacity.

Failure to provide the above-mentioned documentation might lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established two-stage evaluation criteria which govern the selection of proposals received. The evaluation of proposals will be done on a technical and financial basis according to a point scoring system. The final proposal points are the sum of the technical and financial points. The percentage assigned to each component is determined in advance as follows:

The **Technical proposal** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score:

#	MANDATORY CRITERIA	Pass/Fail
1	Copy of the certificate of registration with the Government of Ukraine, with foundation year min 3 years before the tender deadline MANDATORY REQUIREMENT	
2	Document(s) of the company registration status with the tax services in Ukraine (i.e. general tax conditions, unified tax payer, VAT). MANDATORY REQUIREMENT	
3	Acceptance of UNHCR General Conditions of Contracts for the Provision of Services – 2018 (signed/stamped Annex E). MANDATORY REQUIREMENT	
4	Proposed warehouse facilities meet the minimal requirements listed in Annex B1 . MANDATORY REQUIREMENT	
5	Company is capable to provide the full range of requested services listed in Annex B1 . MANDATORY REQUIREMENT	
6	Acceptance of UN Supplier Code of Conduct (Annex G) MANDATORY REQUIREMENT	

Only bidders scoring 'Pass' on all above six (6) **MANDATORY Criteria** will be further considered, as per the below technical scoring mechanism (further detailed in **Annex B**):

#	TECHNICAL EVALUATION CRITERIA POINTS	Maximum Score
1	Company Qualifications and Experience	25
2	Company Capacity, Capability	35
	TOTAL	60

The cut-off points for submissions to be considered as technically compliant **will be a minimum of 36 points out of the maximum 60 points available. After the evaluation, this will be converted out of 60% allocated to the technical proposal.**

IMPORTANT:

All suppliers must have bank account capable of receiving Ukrainian Hryvna (UAH), and must have legal entity registered in compliance with the applicable legal framework of the state. Failure to provide evidence of the above two criteria may result in disqualification of your proposal from further evaluation.

A financial proposal will only be considered if the technical part of the supplier's proposal passed a minimum of 36 points out of 60 points allocated to technical proposal, is accepted by UNHCR as complying with the technical requirements listed in RFP documentation.

The **Financial Proposal** will use the following percentage distribution: **40%** from the total score.

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those technically compliant firms. All other price offers will receive points in inverse proportion to the lowest price, e.g., $[\text{lowest Price Component}] \times [100] / [\text{total price component}] * 40\%$] = points for other supplier's Price Component.

The financial component will be evaluated only for those suppliers that pass the technical evaluation.

The award will be made to the most responsive bidder, reaching the highest overall (technical + financial) score.

The financial evaluation will be based on the calculation formula as per Annex C – Financial Offer Form.

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. All such queries with the vendors will be made by Procurement Function.

Due Diligence:

UNHCR may conduct a due diligence/supplier verification exercise in the form of a site visit or in any other form that UNHCR deems suitable. 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 offer do not pass the technical evaluation.

The due diligence exercise, when needed, will take place following the technical and financial evaluation process as described above, and before the contract award. A representative from the Supply Unit shall join the TEC during due diligence as an observer to ensure procurement rules and procedures are followed.

2.6 SUBMISSION OF BID:

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 or other formats).

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

IMPORTANT:

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

Deadline for submission of proposals: 05 July 2023– 23:59 HRS Kyiv time

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.

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.

Please indicate in e-mail subject field:

- Bid Reference: **UKRKI/RFP/2023-009**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).
- Whether it is part of the technical and financial bid

For example:

UKRKI/RFP/2023-009 Company ABC – Technical (email 1 of 3)

UKRKI/RFP/2023-009 Company ABC – Financial (email 2 of 2)

Bidders are to submit a separate file or zip folder (in case of several files) for each of the sixteen (16) technical assessment criteria from 1.1 to 3.6 as per Annex B, naming all files as per the serial number of the assessment criterion.

E.g., bidder is bidding for LOT 1, assessment criterion 2.2: *“Key Financial data: please submit balance sheets as well as clearly indicate your company’s turnover for the years of 2020, 2021, and if available, for 2022.”*, bidder is to submit a zip folder named “LOT 1, 2.2”, with the submitted pdf file(s) for the balance sheets of 2020, 2021 and 2022 if available, with clearly indicating the annual turnover, etc.

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 proposal.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid or allow split or partial awards on this project.

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 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

Payment will be made in hryvnya (UAH) at the United Nations rate of exchange in effect on the date Purchase Order was issued following the link <https://treasury.un.org/operationalrates/OperationalRates.php>.

Currently the United Nations exchange rate between UAH and USD is lower than the market rate, therefore bidders are requested to carefully consider this in their price offer, which prices shall be kept fixed for the entire duration of the frame agreement.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts for Services (**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 TENDER ARE AVAILABLE FREE OF CHARGE.](#)



p.p. Kristof Horvath, Supply Officer

Yohannes Hailu Gebre-Mariam
Senior Supply Officer
UNHCR Ukraine