

DATE: 16.06.2023

REQUEST FOR QUOTATION: No. UKRKI/RFQ/2023-124

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR CLEANING SERVICES
AT UZHGOROD UNHCR FIELD OFFICE LOCATED at 5, Lva Tolstoho Str. Uzhorod.**

QUOTATION TO BE RECEIVED BY: 23.06.2023 at 23:59 hrs Kyiv time

The Office of the United Nations High Commissioner for Refugees (UNHCR) established on December 14, 1950, by the United Nations General Assembly¹, requests your price quotation for cleaning services of new office as specified in this Request for Quotation (RFQ).

1. REQUIREMENTS

DESCRIPTION: Cleaning Services for FO Uzhorod Premises in Uzhorod as per information on below Annexes.

1. Annex A - Technical Offer Form
2. Annex A2 – Service Specifications
3. Annex A3 – Technical Compliance and Safety Standards
4. Annex B - Financial Offer Form
5. Annex C – Vendor Registration Form
6. Annex D – UN Supplier Code of Conduct
7. Annex E – UNHCR General Conditions of Contracts for the Provision of Goods and Services (Rev. 2018)
8. Annex F – Documentation procedures on tax reporting (for companies with VAT payer status)

LOCATION: 5, Lva Tolstoho Str. in Uzhgorod

IMPORTANT REQUIRMENTS:

- Copy of the Certificate of State Registration of a Legal Entity or Individual (Private) Entrepreneur: a standard document certifying the fact of making an entry in the Unified State Register on the state registration of a legal entity or an individual (private) entrepreneur in Ukraine, with a foundation year min 2 years before the tender deadline.
- Document(s) of the company registration with the tax services in Ukraine.
- Acceptance of UNHCR General Conditions of Contracts for the Provision of Goods and Services (signed/stamped Annex E) and UN Supplier Code of Conduct (signed/stamped Annex D)
- Experience in the cleaning services of more than 2 (two) years.
- Provision of a list of the companies, international organisations, diplomatic missions and respective contact persons who can furnish recommendations by request.
- Written confirmation of the full financial liability of the bidder for damage to the property of the UNHCR.
- Availability of the special cleaning equipment for the thorough cleaning.
- Availability of consumables at stock (available at all times) as per Annex A

¹ For further information on UNHCR, please see <http://www.unhcr.org>

- Written confirmation to maintain price for the Cleaning Services
- Written confirmation of payment terms: within 30 days after the Services and consumables successful delivery
- In-house manager responsible for supervision and regular control over the works performed and prompt response to the customer's complaints and proposals.
- Confirmation of availability (or possibility of engagement) of the permanent staff with the relevant experience, and provision of personal data on such persons to the UNHCR, which has to be agreed upon by the Vendor with the staff on its own, in accordance with the laws of Ukraine.
- Written confirmation of official employment of the staff to be engaged into the cleaning and handyman services for the UNHCR, with the salary that is equivalent to USD 433 take home salary per month after tax.
- Visit of UNHCR office to understand scope of works

Please note that UNHCR has tax and duty exemption status. The details on required shipping documents and their processing (for Bidders having VAT payer status) is further described in **Annex F**.

UNHCR may award Frame Agreement(s) with an initial duration of one (1) year, potentially extendable for a further period of one (1) year. The successful bidder(s) will be required to maintain their quoted price model for the duration of the Frame Agreement(s).

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

UNHCR site visit is **mandatory**, please write to the e-mail Alona Honcharova honchara@unhcr.org, and CC Yuliia Kriuger kriuger@unhcr.org to request a site visit before the deadline for submission of your offer (23.06.2023 at 23:59 hrs Kyiv time).

Please note that all offers will be evaluated against the criteria set in Annex A - Technical Offer Form.

2. RFQ SUBMISSION

The following annexes form an integral part of this RFQ:

- Annex A - Technical Offer Form
- Annex A2 – Service Specifications
- Annex A3 – Technical Compliance and Safety Standards
- Annex B - Financial Offer Form
- Annex C – Vendor Registration Form
- Annex D – UN Supplier Code of Conduct
- Annex E – UNHCR General Conditions of Contracts for the Provision of Goods and Services (Rev. 2018)
- Annex F – Documentation procedures on tax reporting (for companies with VAT payer status)

Bidders are required to submit any request for clarification in respect of this RFQ by e-mail to Supply Unit at ukrkipro@unhcr.org

The deadline for receipt of questions for clarification(s) on 22.06.2023 at 17:00 hrs Kyiv time.

We would appreciate receiving your quotation on or before **23.06.2023 at 23:59 hrs Kyiv time** by e-mail in to ukr-rfq-offers@unhcr.org (Kindly note offers sent to the query e-mail address will not be evaluated other than ukr-rfq-offers@unhcr.org)

Please be aware of the fact that the UNHCR e-mail policy 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 the e-mail subject field:

- UKRKI/RFQ /2023-124.
 - Name of your company.
 - Number of e-mails that are sent (example: 1/2, 2/2 etc.)
- Example: UKRKI/RFQ/2023-124, Company A, e-mail 1 of 2*

The bidders are requested to maintain price(s) and quotations must be valid for at least 90 days. Once the tender is closed, bidders who submitted offers are not allowed to change offers. Therefore, you are reminded to prepare your offer keenly. The standard payment terms of UNHCR is 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR. Payment shall be in local currency UAH.

Please find attached in ANNEX E the **UNHCR General Conditions of Contracts** for the Provision of Goods and Services (Rev. 2018). You must clearly indicate in your quotation if you accept them and sign the last page of Annex E.

Please find attached in ANNEX D the **UN Supplier Code of Conduct**. You must clearly indicate in your quotation if you accept them and sign the last page of Annex D.

Please find attached in ANNEX C the **Vendor Registration Form**. Kindly complete, sign, and submit with your technical proposal the Vendor Registration Form.

Salumeza Cosmas Kanoti,
Supply Officer
UNHCR Ukraine
