

**DATE: 10 January 2024**

**REQUEST FOR PROPOSAL: No. UKRDN/RFP/2024-001**

**FOR THE PROVISION OF ALL MATERIALS, LABOR, TOOLS, EQUIPMENT,  
AND THE PERFORMANCE OF ALL OPERATIONS NECESSARY  
FOR THE RENOVATION OF THE UNHCR OFFICE IN KHARKIV.**

**CLOSING DATE AND TIME: 01 February 2024– 23:59 HRS Kyiv time**

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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 coordinate 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 20,000 people in 135 countries continues to help about 89 million people<sup>1</sup>. 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 establish its presence in Kharkiv to quickly respond to the needs of the people to which UNHCR serves in Poltava and Kharkiv. In order to do this, the new UNHCR office premises in Kharkiv will need some renovation work and additional installations to make the office conducive to working and comply with the UNHCR safety and security standards.

### **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified contractors which are registered with the Government of Ukraine to make a firm proposal for the provision of all materials, labor, tools, equipment and the performance of all operations necessary for the renovation of the UNHCR office in Kharkiv.

#### **IMPORTANT:**

The Statement of Works (SoW) and Bill of Quantities (BoQ) are detailed in Annex A and Annex C-2, respectively.

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 / services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

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<sup>1</sup> Source: <https://www.unhcr.org/figures-at-a-glance.html>

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 an integral part of this Request for Proposal:

- Annex A: Statement of Works (SoW)
- Annex B: Technical Offer Form
- Annex C-1: Financial Offer Form
- Annex C-2: Bill of Quantities (BoQ)
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contract for Civil Works (Rev. October 2000)
- Annex F: Supplier's 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 RFP by return e-mail to [ukrdnpro@unhcr.org](mailto:ukrdnpro@unhcr.org) as to:

- Your confirmation of receipt of this Request for Proposal;
- Whether or not you will be submitting an offer.

### **2.3 REQUESTS FOR CLARIFICATIONS AND SITE VISIT**

UNHCR will organize a site visit as per the below information:

**Contact persons:** Kateryna Tryodiial, Assistant Admin Officer, [tryodiia@unhcr.org](mailto:tryodiia@unhcr.org);  
Samuil Parshyn, Snr Admin Assistant, [parshyn@unhcr.org](mailto:parshyn@unhcr.org)

**Meeting place:** 25 Yuriya Sheveleva Street, Shevchenkivskiyi District, Kharkiv City, Kharkiv Oblast

**Google Map location:** <https://maps.app.goo.gl/j95TVcCmyYKTDJBB8>

**Date and Time:** 22 January 2024, 12:00 AM

A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided at least two (2) working days in advance by email to [ukrdnpro@unhcr.org](mailto:ukrdnpro@unhcr.org). Changes in representatives need to be shared in advance; otherwise, they will not be able to participate.

Participation in the site visit shall be at the bidder's own expense. There will be no reimbursement from UNHCR.

Given the complexity of the requirements, participation in the site visit is **MANDATORY**.

During the site visit, Bidders may ask questions on the spot. However, Bidders may also submit any requests for clarification or questions in respect of this RFP by e-mail to [ukrdnpro@unhcr.org](mailto:ukrdnpro@unhcr.org)

with the subject heading: ***Inquiry: RFP No. UKRDN/RFP/2024-001 on or before 23:59H Kyiv time on 23 January 2024, 13:00H***

UNHCR will compile all the questions received and will distribute the Question and Answer Sheet via email to all the Bidders who participated in the mandatory site visit.

## **2.4 YOUR OFFER**

Offers should be prepared based on the guidelines set forth in this Request for Proposal.

Your offer shall be prepared either in English or in Ukrainian languages (preferably in English).

Please submit your offer using the Annexes provided. Offers 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 offer directly to the email address provided in Section 2.8 "Submission of Offers" of this RFP.

Your offer shall comprise the following three (3) sets of documents (**must be submitted in separate emails**):

- Eligibility Requirements (refer to section 2.4.1 below)
- Technical Offer (refer to section 2.4.2 below)
- Financial Offer (refer to section 2.4.3 below)

### **2.4.1 Content of the ELIGIBILITY REQUIREMENTS**

- a. Annex D: Vendor Registration Form - *please fill-up and sign with company stamp (refer to the instructions below)*
- b. Annex E: UNHCR General Conditions of Contract for Civil Works (Rev. October 2000) – in English and Ukrainian (in case of any discrepancy between the two versions, the English version shall prevail); *accept by signing Section 6 (Self-Declaration) of Annex D: Vendor Registration Form*
- c. Annex F: UN Supplier Code of Conduct– in English and Ukrainian (in case of any discrepancy between the two versions, the English version shall prevail); *accept by clicking "Yes" on Section 5.4 (Questionnaire) of Annex D: Vendor Registration Form*
- d. Annex G: Documentation Procedures on tax reporting (for companies with VAT payer status only) - *please read and acknowledge acceptance by signing on the document with company stamp*
- e. Required supporting documents:
  - Valid commercial registration certificate
  - 3-year financial statements

Companies who are not yet registered and are interested in doing business with UNHCR Ukraine must submit (filled-up, signed with company stamp) the Vendor Registration Form annexed to this document and submit all required documentation. The qualified supplier(s) 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 legal registration, financial standing, core business, track record, and contract capacity.

For companies who are already registered with UNHCR Ukraine, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID (signed with company stamp). Vendors must

ensure that the information and documentation (e.g. bank details, government certificates, licenses and permits; office address; contact details- name, telephone number, email address; etc.) provided in connection with their registration are up to date. Please verify and ensure that your company is registered under its full legal name. To update your profile, kindly fill up the appropriate section of the Vendor Registration Form which you are updating.

**IMPORTANT:**

Any false information or incomplete information on the Vendor Registration Form may result in the rejection of the application or cancellation of an already existing registration.

**2.4.2 Content of the TECHNICAL OFFER**

**IMPORTANT:**

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

The Statement of Work (SoW) and Bill of Quantities (BoQ) of the works requested by UNHCR can be found respectively in **Annex A and Annex C-2** attached hereto.

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

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

A description of your company with the following information (but not limited to):

- Year founded;
- Description of the company's activities and specializations;
- All locations of the company's offices and warehouses;
- List of similar projects successfully completed within the last three (3) years and similar projects currently ongoing;

Bidders are required to provide a copy of the company's commercial registration certificate, 3-year financial statements, and copies of the completed and ongoing contracts.

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

"Similar" means any construction projects, including but not limited to residential houses or any 2-storey buildings.

**b. Understanding of the requirements for works, proposed approach, solutions, methodology, and outputs:**

Any comments or suggestions on the Statement of Work (SoW) and specifications of materials, as well as your detailed description of the manner in which your company would respond to the requirements including:

- Compliance with the requirements stated on the SoW (include timeline, staffing plan, and list of tools and equipment, etc.);
- A description of your organization's capacity in the performance of the project (include financial capacity; compliance with the national safety standards, inspection and quality assurance, etc.);
- A description of your organization's experience in the performance of similar projects;

Bidders shall demonstrate their technical experience, including but not limited to documented evidence projects stating the company's past experience and performance evaluation of the rendered work. In addition, bidders shall demonstrate their local knowledge of laws and standards and experience in similar projects done in the country.

**c. Proposed personnel to carry out the assignment**

The composition of the team you propose to provide:

- Curriculum Vitae of core staff (Project Manager, Supervisors, Engineers)
- Organigram – to include all personnel who will be involved in the project

The bidders have to show that they can provide adequately the skilled personnel to assume the responsibilities and perform the full range of tasks included in the SoW. No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the contractor for the provision of the relevant visa and work permits for the proposed resources. The contractor shall guarantee that the works will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going contract is not adversely affected.

### **2.4.3 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall proposal either in US Dollars (USD) or in Ukrainian Hryvnia (UAH).

However, Purchase Orders and payments will be made in Hryvnia (UAH) currency following the United Nations Operational Rate of Exchange (UNORE)<sup>2</sup> in effect on the date the Purchase Order was issued by UNHCR.

The financial offer must cover all the materials, labor, tools, equipment, and the performance of all operations necessary for the renovation of the UNHCR office in Kharkiv (price “all inclusive”).

The financial proposal is to be submitted as per the Financial Proposal form (Annex C-1) and Bill of Quantities (Annex C-2). Bids that have a different price structure may not be accepted. The financial offer should be provided in both PDF and Excel formats. Failure to comply will lead to disqualification.

The quoted prices must remain unchanged for the duration of the Contract.

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.

### **2.5 PERIOD OF VALIDITY OF OFFERS**

Offers shall be valid for a period of **ninety (90) calendar days** after the bid submission deadline as prescribed on **Section 2.8 “Submission of Offers”** of this RFP. An offer valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, prior to the expiration of the offer validity period, UNHCR may request bidders to extend the period of validity of their offers. The request and the responses shall be made in writing. A Bidder may refuse to extend the validity of its offer in which case the Bidder may withdraw its offer without any penalty. A Bidder agreeing to the request will not be required or permitted to modify its offer. All prices shall be fixed until the offer validity period expires before which a contract shall be established.

### **2.6 AMENDMENT OF BID DOCUMENT**

At any time prior to the deadline for submission of offers, UNHCR may amend the Bidding Documents by issuing an addendum. Any addendum issued shall be part of the Bidding Documents and shall be

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<sup>2</sup> United Nations Operational Rate of Exchange: <https://treasury.un.org/operationalrates/OperationalRates.php>

communicated in writing to all interested bidders and/or directly invited by UNHCR to participate in the bidding process.

## **2.7 COST OF PREPARING AND SUBMITTING AN OFFER**

The Bidder shall bear all costs associated with the preparation and submission of its Offer, and UNHCR shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## **2.8 SUBMISSION OF OFFERS**

Bidders are advised to strictly follow the submission instructions below:

**DEADLINE ON SUBMISSION OF BIDS:** no later than **01 February 2024, 23:59H Kyiv Time**

**MANNER OF SUBMISSION:** by **E-mail only** to **UNHCR-UKR-tendercommittee@unhcr.org**

Please note the following guidelines for electronic submissions:

- Your offers must be written in the **English or Ukrainian language (preferably in English)** and sent in **PDF format** (in addition, the Excel format of the financial proposal shall also be submitted);
- Bids must bear your company's official letterhead, clearly identifying your company;
- Bids must be sent by email **separately** according to the grouping as mentioned on **Section 2.4 "Your Offer"** of this Request for Proposal;
- 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;
- **Late submissions will be rejected** and offers submitted to other than the email indicated above will not be considered for evaluation;
- Please indicate the following in the e-mail subject field:

UKRDN/RFP/2024/001\_Name of your company\_Type of Document attached\_Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

Example:

UKRDN/RFP/2024/001\_COMPANY ABC\_Eligibility Requirements\_1/3...2/3...3/3

UKRDN/RFP/2024/001\_COMPANY ABC\_Technical Offer\_1/2...2/2

UKRDN/RFP/2024/001\_COMPANY ABC\_Financial Offer\_1/1

UNHCR may, at its discretion, extend the deadline for the submission of offers, by notifying all interested bidders. 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 bidder.

## **3. BID EVALUATION:**

Bids shall be evaluated based on the following:

- Qualifications and eligibility based on the information and documentary evidence provided in accordance to **Section 2.4.1 "Content of the Eligibility Requirements"**
- Compliance with the technical requirements based on the information and documentary evidence provided in accordance to **Section 2.4.2 "Content of the Technical Offer"**
- All-inclusive price offer based on the information and document(s) provided in accordance to **Section 2.4.3 "Content of the Financial Offer"**

Clarification of Offers:

To assist in the examination, evaluation, and comparison of offers UNHCR may, at its discretion, ask the Bidder(s) for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the offer shall be sought, offered, or accepted.

The responsible procurement staff shall review the offers received by checking the completeness of the information and required documents. An arithmetic check shall also be conducted on the financial offer.

In cases when some immaterial documents (e.g. business registration certificates/permits, company profile, previous contracts, financial statements, Vendor Registration Form, etc.) were obviously missing from a bid submission, these documents may be requested after the submission deadline provided that it can be shown that the documents produced pre-dated the submission deadline.

The documents which **MUST** be included in the bid submission and will not be allowed to be requested from the Bidder after the bid submission deadline are the documents which contain prices/rates (e.g. Financial Offer) and substantial technical documents which affects the responsiveness of the technical offer.

**3.1 SUPPLIER ELIGIBILITY AND REGISTRATION**

There are six (6) mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the offer but are evaluated using a pass/fail evaluation.

	<b>Mandatory Criteria</b>	<b>Pass / Fail</b>
a.	<b>Annex D:</b> Vendor Registration Form - <i>please fill-up and sign with company stamp (refer to the instructions on Section 2.4.1 above)</i>	
b.	<b>Annex E:</b> UNHCR General Conditions of Contract for Civil Works (Rev. October 2000) – in English and Ukrainian (in case of any discrepancy between the two versions, the English version shall prevail); <i>accept by signing Section 6 (Self-Declaration) of Annex D: Vendor Registration Form</i>	
c.	<b>Annex F:</b> UN Supplier Code of Conduct– in English and Ukrainian (in case of any discrepancy between the two versions, the English version shall prevail); <i>accept by clicking “Yes” on Section 5.4 (Questionnaire) of Annex D: Vendor Registration Form</i>	
d.	<b>Annex G:</b> Documentation Procedures on tax reporting (for companies with VAT payer status only) - <i>please read and acknowledge acceptance by signing on the document with company stamp</i>	
e.	<b>Required Supporting Documents (documentary evidence)</b>	
e.1	Valid commercial registration certificate	
e.2	3-year financial statements	

**IMPORTANT:**

Failure to meet the above requirements will result in disqualification of your offer from further evaluation.

**3.2 TECHNICAL AND FINANCIAL EVALUATION**

For the award of this project, UNHCR has established a set of evaluation criteria that govern the selection of offers received. Evaluation is made on a technical and financial basis.

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

**Criteria, sub-criteria, and point system for the evaluation of the Technical Offers:**

Technical Evaluation Criteria		Range	Maximum Score
<b>a.</b>	<b>Description of the company and the company's qualifications</b>		35
1.	Year founded (must be in the business for at least 3 years)	0 to 10	
2.	Description of the company's activities	0 to 10	
3.	All locations of the company's offices and warehouses;	0 to 5	
4.	List of similar projects successfully completed within the last three (3) years and similar projects currently ongoing;	0 to 10	
<b>b.</b>	<b>Understanding of the requirements for works, proposed approach, solutions, methodology and outputs:</b>		50
1	Compliance with the requirements stated on the SoW (include timeline, staffing plan, and list of tools and equipment, etc.);	0 to 20	
2	A <u>description of your organization's capacity</u> in the performance of the project (include financial capacity; compliance with the national safety standards, inspection and quality assurance, etc.);	0 to 15	
3	A <u>description of your organization's experience</u> in the performance of similar projects	0 to 15	
<b>c.</b>	<b>Proposed personnel to carry out the assignment</b>		15
1.	Curriculum Vitae of core staff (Project Manager, Supervisors, Engineers)	0 to 10	
2.	Organigram	0 to 5	
<b>Total</b>			<b>100 points</b>

Scoring Guide:	
High -	Fully compliant with the requirements or has shown full knowledge of the requirements - demonstrating comprehensive information.
Mid -	Substantially compliant with the requirements or has shown enough knowledge of the requirements- demonstrating adequate information.
Low -	Partially in compliance with requirements or has shown limited knowledge of the requirements - demonstrating inadequate information or capability in substantial aspects.
0 -	Not in compliance with requirements - demonstrating inadequate information or capability, or no evidence of information provided.

The cut-off point for submissions to be considered technically-compliant will be 60 points out of 100 points.

**Note:** UNHCR will not be responsible for locating or securing any information that is not identified in the offer. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the offer, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

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

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

For the Financial Evaluation, the maximum number of points (100 points) will be allotted to the lowest price offer that is opened and compared among those technically approved offers.



All other price offers will receive points in inverse proportion to the lowest price, e.g. [Maximum Score (100)] x [Lowest Price] / [Price of offer being evaluated] = Points of other supplier's Price Component

For evaluation purposes only, if offers are received in various currencies, the offers submitted in currencies other than US Dollars will be converted into US Dollars using the United Nations Operational Rate of Exchange (<https://treasury.un.org/operationalrates/OperationalRates.php>) in effect on the date the submissions are due.

The Technical and Financial scores shall be multiplied to their respective weight percentage to obtain the Technical and Financial Weighted Scores.

The Technical and Financial Weighted Scores shall then be added together for the **Combined Weighted Score** in which the offer with the highest score shall be determined as the best offer.

#### **4. UNHCR'S RIGHT TO ACCEPT ANY OFFER AND TO REJECT ANY OR ALL OFFERS:**

UNHCR reserves the right to accept or reject any Offer, and to cancel the process of competition and reject all Offers, at any time prior to the award of the Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders on the grounds for UNHCR's decision.

UNHCR reserves the right to approach one or more Bidders in order to establish multiple Long-Term Agreements having been awarded as a result of this tender and negotiate directly with the Contractor to cater to future requirements of UNHCR or any other UN agencies.

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.

UNHCR is not bound to select any of the firms submitting offers and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the offer considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

#### **5. CURRENCY AND PAYMENT TERMS**

Any Purchase Orders and payments will be made in Hryvnia (UAH) currency following the United Nations Operational Rate of Exchange (UNORE)<sup>3</sup> in effect on the date the Purchase Order was issued by UNHCR.

Unless stipulated in the Statement of Works or Terms of Reference annexed to this Request for Proposal, the standard payment terms of UNHCR are **net 30 days** upon satisfactory delivery of goods and/or services, or completion of the project, receipt of the invoice (and supporting documents) and acceptance thereof by UNHCR.

All bank charges resulting to payments made to the Supplier by UNHCR shall be shouldered by the Supplier.

By participating in this bidding exercise, the Bidders understands and accepts that it is their sole responsibility to ensure that the Bank Account of the company is able to receive payments in Ukrainian Hryvnia (UAH). Failure to provide proof of bank details may result in disqualification from further evaluation.

UNHCR shall not provide any advance payments unless the Contractor provides a bank guarantee certificate with an amount equal to the advance payment.

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<sup>3</sup> United Nations Operational Rate of Exchange: <https://treasury.un.org/operationalrates/OperationalRates.php>

## **6. POST QUALIFICATION**

UNHCR reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Bidder. Such post-qualification shall be fully documented and, among those that may be listed in this RFP, may include, but need not be limited to, all or any combination of the following:

- Verification of accuracy, correctness and authenticity of information provided by the Bidder on the legal, technical and financial documents submitted;
- Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or any other entity that may have done business with the Bidder;
- Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
- Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;
- Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of UNHCR, where available.

## **7. 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.

## **8. UNHCR GENERAL CONDITIONS OF CONTRACTS**

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.

**Nino Jeffrey Trinidad**  
Supply Officer  
UNHCR Ukraine