

DATE: 12 FEBRUARY 2024

REQUEST FOR PROPOSAL: No. RFP 2024-02

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) WITH INITIAL DURATION OF TWO (2) YEARS, POTENTIALLY EXTENDABLE FOR A FURTHER PERIOD OF ONE (1) + ONE (1) YEARS**

**FOR THE PROVISION OF FINANCIAL SERVICES FOR DELIVERING CASH BASED INTERVENTIONS (“CBI”) FOR UNHCR IN UKRAINE (CASH OVER THE COUNTER AND PREPAID CARDS)**

**CLOSING DATE AND TIME: 15 March 2024 – 23:59 hrs.  
Ukraine 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 provide international protection and humanitarian assistance and to seek permanent solutions for persons within its core mandate responsibilities. Its primary purpose is to safeguard the rights and well-being of refugees to guarantee that they have the right of asylum in another country as well as to identify durable solution for them, like voluntary repatriation in safe and dignified conditions; local integration in the country of asylum or resettlement in another country. Over time UNHCR’s mandate has been expanded to encompass returnees and stateless persons. While there is no general mandate for internally displaced persons, UNHCR may provide protection and humanitarian assistance to these populations in certain circumstances. UNHCR therefore also seeks to ensure the protection of internally displaced persons as well as mitigate the reasons for their displacement.

In more than seven decades, the agency, UNHCR has helped tens of millions of people restart their lives. Today, 16,800 staff in more than 134 countries continue to support about 71 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>.

## **1. REQUIREMENTS**

UNHCR Ukraine invites qualified suppliers and service providers to make a firm proposal for the establishment of Frame Agreements for the **provision of financial services for delivering cash-based interventions**.

### **IMPORTANT:**

The Terms of Reference (TORs) are detailed in Annex A of this document. Additional requirements are specified in Annex B (Detailed Requirements and Technical Proposal Form for Cash over the Counter) and Annex B2 (Detailed Requirements and Technical Proposal Form for Prepaid Cards)

The tender requirements are divided into two (2) Lots:

Lot 1: Cash over the Counter “OTC”;

Lot 2: Prepaid Card

Bidders may offer any of the two Lots, or both Lots. The Lots will be evaluated and awarded separately.

## 2. DURATION

UNHCR may award Frame Agreements with **initial duration of two (2) years, potentially extendable for a further period of one (1) + one (1) years (in total 4 year maximum)**. The successful bidders will be requested to maintain their quoted price model for the entire duration of the Frame Agreement.

Additional Frame Agreements may be awarded, depending on the situation and evolution of needs during the period covered by the initial Frame Agreement.

The Frame Agreement will be non-exclusive, without any minimum money transfer volume or another commitment, and UNHCR will have no obligation (i) to deal with the Frame Agreement holder as a provider of exclusive or unique services or (ii) to order or buy a minimum quantity of services from the Frame Agreement holder(s).

Other United Nations Agencies, Funds, Programmes and authorized humanitarian organizations shall be entitled to the same prices and terms as those contained in the proposals of the successful bidders and could form the basis for a Frame Agreement with such other entities.

**IMPORTANT:** UNHCR prefers to award companies that can cover all services and geographical areas in Ukraine. Bidders should bid for a delivery modality or for both delivery modalities (Cash over the Counter “OTC” or Prepaid Cards). Technical and financial evaluation will be carried out separately for each delivery modality for all Ukraine or for the parts of Ukraine the bidder submitted its bid. UNHCR may award more than one vendor to cover all requirements.

### **IMPORTANT:**

The initiation of conciliation or arbitral proceedings in accordance with **article 18** “settlement of disputes” of the UNHCR General Conditions of Contracts for the provision Services (Annex E) shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

It is strongly recommended that this RFP and its annexes 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 5 of the attached UNHCR General Conditions of Contracts for the provision of Services (Annex E).

Note: this document is not construed in any way as a proposal to contract with your firm.

## 3. BIDDING INFORMATION:

### 3.1 RFP DOCUMENTS

The following annexes form integral part of this RFP:

- Annex A: Terms of Reference (TORs) for Lot 1 and Lot 2.
- Annex B1: Detailed Requirements and Technical Proposal Form – Cash Over the Counter “OTC” for Lot 1.

- Annex B2: Detailed Requirements and Technical Proposal Form – Prepaid Cards for Lot 2.
- Annex C: Financial Proposal Form for Lot 1 and Lot 2.
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex F: Supplementary Agreement on Data Protection
- Annex G: Supplier Code of Conduct
- Annex H: CBI Payments Format and Data Dictionary for the ERP system
- Annex I: Confirmation on EU Sanctions List
- Annex J : UNHCR Policy on the Protection of Personal Data of Persons of Concern (UNHCR DPP)

The documents comprising this RFP include figures and descriptions of target populations that are provided as estimates only and solely for informational purposes to assist bidders in the preparation of proposals. These figures and descriptions should not be construed to represent a commitment, whether express or implied, that UNHCR will order the delivery of CBIs in any amounts. Quantities may vary and will depend on the actual requirements and funds available.

### **3.2 ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

#### **IMPORTANT:**

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

### **3.3 REQUESTS FOR CLARIFICATION**

Interested suppliers are required to submit any request for clarification or any question in respect of this RFP by e-mail to [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org). **The deadline for receipt of questions is 23:59 hrs CET on 29 February 2023.** Interested suppliers are requested to keep all questions concise.

#### **IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above may result in disqualification of the proposal.

UNHCR will reply to the questions received as soon as possible by means of publication on its website and Zakupki.com and by email to all invited/interested suppliers.

#### **PRE-BID CONFERENCE**

An online supplier pre-bid conference will be arranged on **22 February 2024** between **10:00 hrs and 12:00 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 February 2024 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.

### 3.4 **YOUR PROPOSAL**

Your proposal shall be prepared in Ukrainian or in English.

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

#### **IMPORTANT:**

Please send your bid directly to the address provided in the “Submission of Bid” (section 3.6) of this RFP which requires the submission of bids in two separate envelopes or e-mails. Inclusion of copies of your proposal with any correspondence sent directly to the attention of the responsible buyer or to [ukrkipro@unhcr.org](mailto:ukrkipro@unhcr.org) or any other UNHCR staff other than the submission e-mail address in section 3.6 will result in disqualification of the proposal.

Your proposal shall comprise the following two sets of documents:

- Technical proposal
- Financial proposal

#### 3.4.1 **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 (TORs) of the services requested by UNHCR can be found in **Annex A**. Additional requirements are specified in Annex B1 and Annex B2 (Detailed Requirements and Technical Proposal Form for Cash Over the Counter and Prepaid Cards). Clearly state and disclose any discrepancies with the requirements given.

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

- **Company description, Understanding of the requirements for the services, related goods, proposed approach, solutions, methodology and outputs**  
Any comments or suggestions on the TORs, as well as your detailed description of the manner in which your company would respond to the TORs:
  - Detailed Requirements and Technical Proposal Form, Annex B1 and/or Annex B2:  
If your company is proposing more than one type of cash delivery mechanism (i.e. both Cash Over the Counter and Prepaid Cards), **please fill out both Annex B1 and Annex B2 for each delivery mechanism proposed.**
- **Vendor Registration Form:** For this specific tender, please complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**) and the other required documents for Vendor Registration Purposes:
  - ✓ Audited financial statements of the company for the past 3 years, including Auditor’s opinion (unqualified) as a proof for Pass/Fail requirement set under the RFP/Annex B
  - ✓ Company Registration Certificate
  - ✓ Certified copy of the license to provide money transfer services, issued by the Ukraine Government.

✓ Document(s) for registration of the company with the Ukrainian tax services.

- **UNHCR General Conditions of Contracts for the Provision of Services:** Your technical proposal should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.
- **UNHCR Supplementary Agreement on Data Protection:** Your technical proposal must contain your acknowledgement of the UNHCR Supplementary Agreement on Data Protection by signing **Annex F**.
- **UNHCR Supplier Code of Conduct:** Your technical proposal must contain your acknowledgement of the UNHCR Supplier Code of Conduct by signing **Annex G**.
- **UNHCR CBI Payments Format and Data Dictionary** for the ERP system: Your technical proposal must contain your acknowledgement of the UNHCR **CBI Payments Format and Data Dictionary** for the ERP system by signing **Annex H**.
- Other documents as required to support statements/compliance with requirements set in Annex A and Annex B (B1 and B2).

### **3.4.2 Content of the FINANCIAL PROPOSAL**

Your separate **Financial Proposal** must contain an overall proposal in a single currency, in US Dollars or in UAH.

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 proposal must be comprehensive and cover all fees for the services to be provided (price "all inclusive").

The Financial Proposal is to be submitted as per the Financial Proposal Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes. With this regard, bidders are expected to provide their proposal exclusive of VAT for service charge. 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 **120** days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

**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 delivery and acceptance of the services by UNHCR.

### **3.5 BID EVALUATION:**

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each delivery modality in which they wish to participate. References to previous or on-going proposals will be not 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.

If a bidder is proposing more than one type of delivery mechanisms, proposal documents have to be submitted for each of the delivery mechanism separately for Annex B1 and Annex B2 (see detailed instructions in Annex B1 and Annex B2) to allow assessment of the mechanisms separately e.g., Cash over the counter and Pre-paid cards proposals; will be assessed in different lots (Lot 1 and Lot 2).

### 3.5.1 Supplier Registration:

The awarded supplier(s) will be required to register themselves in to the UNHCR Supplier Portal based on the submitted Vendor Registration Form, financial statements and other supporting documents. The validation of the supplier profile will involve consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity
- Sanctions checks etc.

### 3.5.2 Technical and Financial evaluation:

For the award of a Frame Agreement under this RFP, UNHCR has established evaluation criteria which govern the selection of proposals received. Evaluation is made on a technical and financial basis. The minimum standards related to delivery mechanisms are listed in Annex A – ToR and the criteria and scoring (numerical or Pass/Fail) are determined in advance and specified in Annex B1 and Annex B2 – Detailed Requirements and Technical Proposal.

The **Technical proposal** will be **70%** of the total score. As part of the technical evaluation of bidding providers, UNHCR may conduct background checks, market research and reference checks with other organizations with which the bidder is already conducting/has conducted business.

#### **Clarifications**

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, proposed or accepted.

**Financial proposal** will be **30%** of the total score.

The cut-off point for submissions to be considered technically-compliant will be **60% of the total available technical score, i.e. 420 points.**

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| <p><b>IMPORTANT:</b> The Financial proposal will only be opened for evaluation if the supplier's technical part of the proposal has scored the minimum obtainable marks by UNHCR's technical evaluation team and has complied with all pass/fail requirements.</p> |
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The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposals will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the proposals 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.

### 3.6 **SUBMISSION OF BID:**

The proposals must bear your official letter head, clearly identifying your company. The Technical and Financial proposals shall be clearly separated using **separate emails**.

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 etc.). The Technical and Financial proposals shall be clearly separated.

**Bids must be sent by e-mail ONLY to: [UNHCR-UKR-tendercommittee@unhcr.org](mailto:UNHCR-UKR-tendercommittee@unhcr.org)**

#### **IMPORTANT:**

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

**Proposal Submission Deadline: 15 March 2024, 23:59 hrs CET.**

#### **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 **8 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 number: RFP 2024-02
- Content of two (2) separate envelope/email
  - o Technical Proposal
  - o Financial Proposal
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/3).
- The Lot you are bidding for (Lot 1 or Lot 2)

For example: RFP 2024-02, Technical Proposal, Company ABC (email 1 of 3), Lot 1.

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.

### 3.7 **BID ACCEPTANCE:**

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

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 proposing 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.

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.

**IMPORTANT:**

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process.

**Some of the reasons for disqualification**

Some of the reasons which may lead to such disqualification of your proposal are as follows:

- Bidder fails to submit the Technical and Financial Proposals in two separate emails as specified in the tender documents;
- Proposal documents are received by a fax number or email address other than that specified in the tender documents; and/or
- Proposal documents are received at any location, or by any person, other than that specified in the tender documents; and/or ;
- Proposal documents are received after the deadline for submission of bids stated in the tender documents; and/or
- Proposal documents are sent via the correct route after having been sent incorrectly;
- The Bidder's qualification or data are proven to be false; and/or
- The Bidder commits a proven unfair or dishonest act in order to acquire rights for agreement award.

**3.8 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.

Payment will be made in accordance to the UNHCR General Conditions of Contracts for the Provision of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR contract manager.

**3.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the UNHCR General Conditions of Contracts for the Provision of Goods and Services (**Annex E**) will be strictly adhered to for the purpose of any future contract, including any Frame Agreement awarded under this RFP. Bidders must confirm the acceptance of the



UNHCR General Conditions of Contracts for the Provision of Goods and Services (**Annex E**)  
in writing.

Adam Ali  
Senior Procurement Officer  
UNHCR CO Kyiv, Ukraine

**YOUR PROPOSAL should be submitted in line with following instructions in two groups of emails:**

**Grouping of the documents must be as follow;**

Failure to do so shall result in disqualification.

**Main Email/Envelope**

**Technical Envelope (Email/Envelope 1)**

1. Annex B (Technical Proposal Form);
2. Annex D (Vendor Registration Form) and its attachments:
  - ✓ Audited financial statements of the company for the past 3 years including Auditor's opinion (unqualified) as a proof for Pass/Fail requirement set under the RFP/Annex B
  - ✓ Company Registration Certificate with the Government of Ukraine.
  - ✓ Certified copy of the license to provide money transfer services, issued by the Government of Ukraine
  - ✓ Document(s) for registration of the company with the Ukrainian tax services.
3. Annex E (Signed UNHCR General Conditions for the Provision of Services);
4. Annex F (Signed Supplementary Agreement on Data Protection)
5. Annex G (Signed Supplier Code of Conduct);
6. Annex H (Signed Data Dictionary for ERP);
7. Annex I (Signed Confirmation on EU Sanctions List)
8. Other documents as required to support statements/compliance with requirements set in Annex A and Annex B

**Financial Envelope (Email/Envelope 2)**

1. Annex C (Financial Proposal Form – in the separate financial email/envelope).