

**DATE: 17 JUNE 2022**

**REQUEST FOR QUOTATION: No. RFQ/HCR/POL/2022/09  
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF  
THE BOTTLED DRINKING WATER SERVICES**

**CLOSING DATE AND TIME: 22 JUNE – 23:59 hrs CET**

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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 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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 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>.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Warsaw, invites qualified suppliers and authorized dealers and distributors to make a firm offer for the provision of bottled drinking water services

The Terms of Reference with the description of the services are attached in Annex A.

UNHCR may award Frame Agreement with initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted prices till the end of the year. Further market assessment might be applied as needed.

Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will procure all 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.

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 90 days (3 months) notice, in writing to the other party.

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

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

## **2. BIDDING INFORMATION:**

### **2.1. RFQ DOCUMENTS**

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

Annex A: Technical Specifications  
Annex B: Technical Offer Form  
Annex C: Financial Offer Form  
Annex D: UNHCR Vendor Registration Form  
Annex E: UNHCR General Conditions of Contracts for the Provision of Services  
Annex F: UN Supplier Code of Conduct

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFQ by return e-mail to [shpileus@unhcr.org](mailto:shpileus@unhcr.org) as to:

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

### **2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this RFQ by e-mail to [shpileus@unhcr.org](mailto:shpileus@unhcr.org). **The deadline for receipt of questions is 20 JUNE 18:00 hrs CET.**

### **2.4 YOUR OFFER**

Your offer shall be prepared in English.

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

**Your offer shall comprise the following two sets of documents:**

- Technical offer
- Financial offer

#### **2.4.1 Content of the TECHNICAL OFFER**

<b>IMPORTANT:</b>
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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 Terms of Reference with the description of the services are attached in Annex A.

**Technical Evaluation Criteria:**

<b>S/N</b>	<b>Technical Evaluation Criteria</b>	<b>Pass/Fail</b>
1.	Conformity with the requested Terms of References mentioned in Annex A. Please confirm the offered Terms of using Annex B Technical offer form.	Pass/Fail
2.	Copy of a valid Commercial registration/business certificate in Poland.	Pass/Fail
3.	Bidder has a commercial bank account, please fill Annex D (Vendor Registration Form), if you are not registered with UNHCR.	Pass/Fail
4.	Acceptance of UNHCR General Conditions of Contracts for the Provision of Services (Annex E). Please stamp each page of Annex E, or provide a statement accepting UNHCR General Conditions of Contracts for the Provision of Services (Annex E).	Pass/Fail
5.	Acceptance of UN Supplier Code of Conduct (Annex F); Please stamp each page of Annex E, or provide a statement accepting UN Supplier Code of Conduct (Annex F)	Pass/Fail

**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 for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

**2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial offer** must contain an overall price in Polish Zloty (PLN) as per the table in Annex C (Financial Offer Form).

The price must remain unchanged for the duration of the Frame Agreement.

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.

**UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT and to add separate line showing VAT value.**

You are requested to hold your offer valid for 30 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation 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.

## **2.5 BID EVALUATION:**

### **2.5.1 Supplier Registration:**

The qualified suppliers 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:

- Financial standing,
- Core business,
- Track record,
- Audit report
- Contract capacity.

### **2.5.2 Technical and Financial evaluation:**

All bids received against this RFQ will be evaluated based on a PASS/FAIL criterion based on the requirement specified under the terms of reference and Content of technical offer (Annex B) and the contract will be awarded to the best technical offer meeting UNHCR's requirement at the most competitive prices.

**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 letter head, clearly identifying your company.

**Bid must be sent by e-mail ONLY to:** [shpileus@unhcr.org](mailto:shpileus@unhcr.org) All attachments should be in PDF format.

### **IMPORTANT:**

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

**Deadline: 22 JUNE 2022, 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 the bidder 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 email for the whole submission.

Please indicate in e-mail subject field:

- RFQ/HCR/POL/2022/09
- Name of your firm
- The title of the attachment (e.g. technical or financial proposal)
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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 the test 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 bidder as part of the finalization of the Purchase Orders.

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.

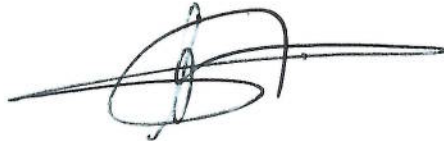
## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFQ will be made in PLN. Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

**2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF 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.

Signature



**Waseem Shibli**  
**Supply Officer UNHCR Poland**

**Terms of References for the supply and delivery of bottled drinking water services**  
**RFQ/HCR/POL/2022/09**

**Service Overview:**

The vendor is responsible for the provision of supply and delivery of bottled drinking water and related services hereafter referred to as "Supply and Delivery of Bottled Drinking Water Services". The services shall include, but not limited to:

- Supply and delivery of bottled drinking water to different locations in Poland.
- Dedicated person coordinating drinkable water needs of UNHCR.
- Supply and delivery of bio cups
- Supply and delivery of water dispensers
- Supply and delivery of stands for water
- Mandatory maintenance of all water dispensers once per 2 months.
- Ad hoc service of water dispensers upon request/need
- Replacement of damaged water dispenser on spot.

**Requirements:**

The office of the United Nations High Commissioner for Refugees (UNHCR) in Poland, invites sealed bids from interested qualified suppliers, authorized dealers and distributors to make a firm offer for the establishment of Frame Agreement for the Supply and Delivery of Bottled Drinking Water for all UNHCR office/registration centers in Poland.

The approximate needs of the UNHCR office, registration centers and protection hubs are presented below:

S.N.	Location	Delivery of the following every 2 weeks		Supporting items	
		Water bottles	Bio cups	Water dispensers	Stands for water
1	Warsaw Country Office	25	800	3	3
2	Warsaw Field Office	25	400	2	2
3	Rzeszow Sub-Office	30	400	2	2

4	Krakow Sub-Office	30	400	2	2
5	Lublin Field-Office	25	400	2	2
6	Warsaw Registration Center	40	10.000	8	8
7	Cracow Registration Center	40	10.000	8	8
8	Poznan Registration Center	40	10.000	8	8
9	Gdynia Registration Center	40	10.000	8	8
10	Wroclaw Registration Center	40	10.000	8	8
11	Protection Hub Rzeszów	10	400	2	2
12	Protection Hub Lublin	10	400	2	2
13	Protection Hub Medyka	10	400	2	2



14	Protection Przemysl	Hub	10	400	2	2
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Requirements for bottled drinking water:

Compliance with Polish and EU regulations regarding water quality.

Requirements for the bottles: 18.9l

Requirements for bio caps:

- All components should made from renewable resources
- Certified carbon neutral
- Diameter top: 80mm or similar
- 270 ml or similar

Requirement for water dispensers:

- Standing alone
- Cooling and warming options
- Low noise design
- Anti bacterial Material

Requirements for the services overall:

- Timely delivery
- Delivery inside the premises
- Ability to delivery extra bottles within 3 days from the moment the request is received
- Focal point, who will be responsible for managing the UNHCR requests
- Possibility to extend the service to additional locations.

**NB: Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will procurer all services.**

