

Tender Questions & Answers

FROM:	DANISH REFUGEE COUNCIL
Tender No:	RFP-UKR-2024-093
Tender Title:	Conference Support Services, Flight Ticket B
Tender Issuing Date:	30-09-2024
Tender Closing Date:	22-10-2024

Danish Refugee Council Ukraine has in reference to above tender period received the following questions

to the Tender, and hereby provides responsive answers by best endeavour to all relevant Vendors & Suppliers.

#	Enquiries to the Tender		
	Date	Question	Answer
1	04-10-2024	The Terms of Reference state that a working knowledge of Ukrainian and English is required. Could you please clarify whether proficiency in English alone is sufficient, or if knowledge of Ukrainian is a prerequisite?	As outlined in Annex C of the Terms of Reference, a working knowledge of both Ukrainian and English is essential. Given that the majority of conference support services will be conducted in Ukraine—including hotel bookings and railway ticket arrangements—the supplier will need to effectively coordinate and communicate with local hotels, catering service providers, restaurants, and the DRC national staff, who will be the primary requestors for these services.
2	08-10-2024	What certificates are required for submission? Is a certificate from the Ministry of Infrastructure necessary, or is an IATA certificate sufficient?	As specified in the Invitation Letter RFP-UKR-2024-093, bidders must submit a copy of a valid license to conduct tour operator activities, an Air Services Sale Certificate, and IATA Certificate accreditations. Additionally, bidders are encouraged to include copies of any relevant quality certificates (e.g., ISO) or other similar certificates, accreditations, awards, or citations, if applicable.
3	08-10-2024	Does DRC Ukraine provide all the necessary documentation to establish the legal grounds for VAT exemption?	As stated in the Invitation Letter RFP-UKR-2024-093, this tender is conducted under the framework of the international technical assistance project in Ukraine, in accordance with the established Procedure for using, and monitoring international technical assistance, as approved by Resolution No. 153 of the Cabinet of Ministers of Ukraine dated February 15, 2002. Under these provisions, the costs associated with the specified goods, works, and services are exempt from value-added tax (VAT) as outlined in paragraph 197.11 of the Tax Code of Ukraine. Consequently, the prices requested in proposals should exclude VAT. In this case DRC Ukraine will provide the supplier with a copy of international technical assistance project card and procurement plan. Authorized hard copies of these documents will also be available upon the supplier's request. Furthermore, DRC Ukraine's finance department will assist the supplier's finance and/or accounting department in preparing and submitting tax documents, if necessary. Additional clarifications regarding the legal basis for VAT exemption can be found in Annex D. If DRC does not possess a project registration card and procurement plan at the time of signing the Contract to the Framework Agreement, the prices in the Contract will include 20% VAT.

4	08-10-2024	Does DRC Ukraine submit an information confirmation to the State Tax Service of Ukraine by the 20th of each month, in both written and electronic form, as per the format provided in Annex 8 of Resolution No. 153 (153-2002-p) regarding the unified system for attracting, using, and monitoring international technical assistance?	Yes, DRC Ukraine's designated submit an information confirmation to the State Tax Service of Ukraine by the 20th of each month, in both written and electronic formats, utilizing the form specified in Annex 8 of Resolution No. 153 (153-2002-p) concerning the unified system for attracting, using, and monitoring international technical assistance. Additionally, the title section of Annex 8 includes the name of the international technical assistance project, the date, and the registration number of the project. The state registration of the project is validated by the project registration card, prepared in accordance with Annex 1 of Resolution No. 153. The submission also contains the name of the development partner, the name and location of the executor, their code according to the Unified State Register of Enterprises and Organizations of Ukraine (EDRPOU) or the State Register of Individuals - Taxpayers (if applicable), the VAT payer's individual tax number, and the estimated cost of the international technical assistance project in the specified currency. Furthermore, DRC Ukraine employees responsible for tax reporting are available to provide consultations to the respective supplier's employees regarding the legal basis for VAT exemption and the proper use of the project card and procurement plan that are valid at the time of contract signing and service ordering.
5	08-10-2024	What is the travel structure for DRC, and what travel destinations are specified in the Terms of Reference?	According to the Terms of Reference, the travel structure for DRC involves booking train tickets within Ukraine upon request from DRC Ukraine. For events such as training sessions, seminars, or round tables, participants will require train transportation to the event location. These travel destinations will be confined to areas under the control of the Government of Ukraine, in alignment with DRC's safety policy. Additionally, supplier will be responsible for booking flight tickets for DRC staff for work-related trips abroad, as well as train tickets from Ukraine to the nearest international airport, such as trips from Kyiv to the Headquarters in Copenhagen. The primary travel destinations in this context will be within the European Union. Moreover, there may be instances where train tickets need to be booked from Ukraine to other countries, followed by flight tickets to the home countries of foreign staff as part of their annual leave. These travel destinations will vary based on the respective home countries of the foreign staff.
6	08-10-2024	Is it correct that some services will be paid through consolidated invoices, while certain services, such as flight tickets abroad for foreign staff, will need to be paid by card?	Yes, as specified in Annex C of the Terms of Reference, payments for services related to travel and accommodation for foreign employees or beneficiaries, as part of program activities, will be processed using a DRC bank card issued by a foreign bank, without the necessity for physical card presence. The Supplier is required to have a specialized POS terminal to facilitate these transactions. DRC will bear its own bank fees, while the Supplier will be responsible for its associated fees. This payment method is a preference expressed by DRC.

7	08-10-2024	In what currency will DRC make payments?	<p>As indicated in the Invitation Letter for the tender, bids may be submitted in either UAH, EUR, or USD (only one currency should be selected for the bid). No other currencies are acceptable.</p> <p>If supplier submits the financial proposal in UAH, a Framework Agreement will be established with the Representation of the Danish Refugee Council in Ukraine, and all payments will be processed in UAH.</p> <p>If the supplier submits the financial proposal in USD or EUR, two options for contract conclusion are available:</p> <p>1) Framework Agreement in USD or EUR (in alignment with the currency selected in the bid) will be established with the Representation of Danish Refugee Council in Ukraine, and all payments will be recalculated in UAH based on the exchange rate of UAH to USD or EUR (in alignment with the currency selected in the bid) set by the National Bank of Ukraine (NBU) on the date of signing the Contract under Framework Agreement.</p> <p>2) Framework Agreement in USD or EUR will be concluded between Danish Refugee Council in Denmark (Headquarters) and supplier, with payments made accordingly in USD or EUR (in alignment with the currency selected in the bid).</p>
8	08-10-2024	Can DRC split the Framework Agreement (FWA) between two or more suppliers? How will the total amount of the FWA be divided among the suppliers?	DRC may split the Framework Agreement (FWA) between more than one supplier to mitigate the risk of one provider being unable to meet its service obligations due to a high volume of requests or the inability to cover all service needs across DRC Ukraine's locations. The total contract value will be divided among the suppliers based on their technical capacity to provide the required services.
9	08-10-2024	What are the main criteria for selecting the service supplier?	Please refer to the Invitation Letter RFP-UKR-2024-093 for the detailed instructions.
10	08-10-2024	What documents should be submitted as part of the bid to confirm financial capacity - average turnover for the previous three (3) years is not less than USD 350,000.00?	The bidder should submit the Balance sheet and the Financial Results Report (Form 2-m for suppliers registered in Ukraine) for the last three years or any other Financial Results Report from the country of registration of the bidder (for non-residents).
11	08-10-2024	On which line of the financial report will the bidder's financial capacity be assessed?	The assessment of financial capacity will be conducted using Form 2 of the Financial Results Report, specifically on line code 2000: Net Revenue from Sales of Goods (Products, Works, Services) for suppliers registered in Ukraine. For suppliers registered in other countries, a corresponding line containing the same information in their financial statements will be utilized. The average amount will be considered as outlined in the Invitation Letter with the tender instructions.
12	08-10-2024	Is the organization of events included in the scope of work, or does the scope only include tickets for training participants, for example?	<p>As indicated in Annex C and detailed in Annex A.2 of the Bid Form (Financial), the scope of this procurement includes conference support services (event organization), accommodation, and ticket bookings.</p> <p>For instance, DRC will require the supplier to arrange various services, such as the rental of a venue for the event dates, the provision of necessary equipment for the successful execution of the event, and catering services. Additionally, DRC may need to arrange accommodation for its employees or beneficiaries in a hotel during business trips, as well as transportation to their destinations, as specified in the program activities.</p>
13	08-10-2024	Can DRC provide the project card and the procurement plan in advance? Are conference support services (event organization), accommodation, and ticket booking included in the current procurement plan?	DRC will provide the project card and the procurement plan to the supplier during the contract signing process.

14	08-10-2024	What should be specified in Annex A.2 Bid Form (Financial) in the cells for the supplier to fill in, where it indicates to specify the services?	If the supplier offers services in the technical proposal in accordance with the Terms of Reference, they can refer to Annex C. Terms of Reference in and write a confirmation of this adding also information of services offered. If the supplier offers a broader range of services within each category (conference support, accommodation, and ticket booking), they should briefly indicate which additional options they provide or exclude options that they cannot fulfill. These changes should also be noted in Annex A.1. Technical proposal for an adequate technical evaluation based on the criteria outlined in the Invitation Letter RFP-UKR-2024-093.
15	08-10-2024	Can DRC, during the conclusion of the Framework Agreement with the winning bidder, adjust the names of the services specified in Annex A.2 Bid Form (Financial) according to their definitions in Ukrainian legislation, without changing the essence and scope of the services? Is it possible to make certain adjustments to the Framework Agreement during the approval process?	During the approval process of the Framework Agreement, DRC will take into account the supplier's preferences regarding the names of services and their compliance with Ukrainian legislation. DRC will also consider the supplier's amendments to the contract text, provided they do not contradict DRC policies and Ukrainian legislation. Please note that, General Contract Conditions (Annex F) and Code of Conduct (Annex E) remain unchanged and are integral parts of the framework agreement.
16	08-10-2024	Should the recommendation letters be translated into English if they were provided in Ukrainian?	The language of this tender is English as outlined on page 8 of the Invitation Letter RFP-UKR-2024-093. All documents must be submitted in English. If recommendation letters were provided in Ukrainian, please send them in the original. Also bidder's registration documents, should be submitted in the language of the country that issued those documents.

On behalf of DRC

Yours sincerely,

11-10-2024