

Request for Proposal



Representation "Danish Refugee Council in Ukraine"
17/52 Bohdana Khmelnytskoho street, 01054 Kyiv Ukraine

6.10.2026

To: Qualified interested supplier

Request for Proposal No.: RFP-UKR-2026-038 Insurance Services

Dear Sir/Madam:

Representation "Danish Refugee Council in Ukraine" (DRC) has received a grant from donors for the implementation of the humanitarian aid operation. Part of this operation is the supply of Insurance Services for DRC Employees. Therefore, the DRC requests you to submit price bid for the supply of the items listed on the attached DRC Bid Form Annex A.

I. TENDER DETAILS

The Tender details are as follows:

#	Item	Time, date, address as appropriate
1	RFP published	6.10.2026
2	Pre-bid Meeting with bidders	12.10.2026 8:00 AM UTC 11:00 AM UTC+3 (Kyiv time) interested suppliers need to confirm participation via email: ukr-procurement@drc.ngo by 11.10.2026 EOD
3	Closing date for clarifications	14.10.2026 EOD
4	Closing date and time for receipt of bids/proposals	28.10.2026 9:00 AM UTC 12:00 PM UTC+3 (Kyiv time)
5	Tender Opening Location	For the on-site bid opening: will be done on the specified DRC address above. For the online bid opening: link to be provided for the suppliers who present interest to attend for the bid opening. Details can be checked in Section XVIII.
6	Tender Opening Date and time	29.10.2026 1:00 PM UTC 4:00 PM UTC+3 (Kyiv time)
7	Tender e-mail address	tender.ukr@drc.ngo

PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE

II. IMPORTANT INFORMATION REGARDING THIS RFP:

This RFP is launched for the purpose of establishing framework agreement with the supplier for the provision of Insurance Services for a period of 12 months, with the possibility of extending the Agreement for up to two additional

periods of 12 months each, subject to satisfactory performance during the preceding insurance period. Each extension of the Agreement shall be subject to the mutual agreement of the Parties.

- This tender includes three (3) LOTs, each focusing on specific types of insurance services:

LOT 1 - Medical Insurance Services

LOT 2 - Life Risk Insurance Services

LOT 3 - Critical Illness Insurance (oncology) Services.

Partial bidding within a LOT is not permitted. A bidder may submit a bid for one, two, or all three LOTs. However, the Bidder shall submit a bid for all services/lines within each LOT, as specified in Annex A.1 - Technical Bid Form and Annex A.2 - Financial Bid Form. Partial bids within the respective LOT will result in disqualification.

- The estimated annual contractual turnover under FWA is:

LOT 1 - Medical Insurance Services: UAH 44,000,000.00

LOT 2 - Life Risk Insurance Services: UAH 9,300,000.00

LOT 3 - Critical Illness Insurance (oncology) Services: UAH 2,700,000.00

- DRC is not committed to purchasing the estimated quantities or value of services under FWA, as the actual contractual consumption may vary depending on changes in demand, either increasing or decreasing.
- DRC may choose to cancel the framework agreement(s) if deemed necessary.
- DRC may choose to split the contract award among more than one contractor.
- DRC reserves the right not to enter into framework agreement(s) for all types of insurance (LOTs) requested under this tender.
- The insurance contract for each type of insurance may be established separately with the insurance company selected as the successful bidder for the respective LOT. The selection of a successful bidder for one LOT shall not create any obligation for DRC to conclude insurance contracts for other types of insurance with the same insurance company.
- The prices for the services shall remain fixed throughout the entire term of the Framework Agreement. DRC may terminate the contract if the contractor is unable to provide the services in accordance with the terms and conditions specified therein.
- The validity of the bidder's price bid should be a minimum of 90 calendar days from the RFP closing date.

III. SELECTION AND AWARD CRITERIA

The criteria for awarding contracts resulting from this Tender is based on 'best value for money'. For the purpose of all tenders DRC defines best value for money as:

Best value for money should not be equated with the lowest initial bid option. It requires an integrated assessment of technical, organizational and pricing factors in light of their relative importance (i.e. reliability, quality, experiences, and reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).

A. Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. Documents listed below shall be submitted with your bid.

#	Annex #	Document	Instructions
1	A.1.1 LOT 1	Technical Bid LOT 1 Medical Insurance (annex consists of two tabs: methodology and conditions; coverage)	Complete all the sections, sign, stamp and submit Additionally, submit a completed Excel version * If you do not intend to submit a bid for this lot, this document does not need to be included in your bid

2	A.1.2 LOT 2	Technical Bid LOT 2 Life Risk Insurance	Complete all the sections, sign, stamp and submit Additionally, submit a completed Excel version <i>* If you do not intend to submit a bid for this lot, this document does not need to be included in your bid</i>
3	A.1.3 LOT 3	Technical Bid LOT 3 Critical Illness Insurance (oncology)	Complete all the sections, sign, stamp and submit Additionally, submit a completed Excel version <i>* If you do not intend to submit a bid for this lot, this document does not need to be included in your bid</i>
4	A.2.1 LOT 1	Financial Bid LOT 1 Medical Insurance	Complete ALL sections in full, sign, stamp and submit Additionally, submit a completed Excel version (financial bid should be submitted in a separate email/envelope) <i>* If you do not intend to submit a bid for this lot, this document does not need to be included in your bid</i>
5	A.2.2 LOT 2	Financial Bid LOT 2 Life Risk Insurance	Complete ALL sections in full, sign, stamp and submit Additionally, submit a completed Excel version (financial bid should be submitted in a separate email/envelope) <i>* If you do not intend to submit a bid for this lot, this document does not need to be included in your bid</i>
6	A.2.3 LOT 3	Financial Bid LOT 3 Critical Illness Insurance (oncology)	Complete ALL sections in full, sign, stamp and submit Additionally, submit a completed Excel version (financial bid should be submitted in a separate email/envelope) <i>* If you do not intend to submit a bid for this lot, this document does not need to be included in your bid</i>
7	B	Tender and Contract Award Acknowledgement Certificate	Complete all the sections, sign, stamp and submit
8	C	Supplier Profile and Registration Form	Complete all the sections, sign, stamp and submit
9	D	Supplier Code of Conduct	Sign, stamp and submit
10	E	General Conditions of Contract	Sign, stamp and submit
11	F	Essential, Qualification and Conditional criteria	Complete ALL sections in full, sign, stamp and submit Criteria for Bidders:

			1) The amount of collected gross insurance premiums as of 01.07.2026 is not less than 50 million UAH. 2) Equity capital as of 01.07.2026 is not less than 100 million UAH. 3) "The level of payments" up to 70% as of 01.07.2026. 4) Financial stability in the dynamics for 2025-2026 5) Compliance during the one-year period preceding the date of submission of the proposal of the insurer's ownership structure with the requirements set forth in Section III of the Regulation on Requirements for the Ownership Structure of Financial Service Providers, approved by Resolution of the Board of the National Bank of Ukraine dated 29 December 2023 No. 199 (as amended). Absence of a decision of the NBU to recognize the insurer's ownership structure as non-transparent or absence of a decision to refuse to recognize the ownership structure as transparent, based on the publicly information available on the NBU's website. 6) The final beneficiaries must not include individuals who are citizens of the Russian Federation.
12	F.1	Guarantee letter for the cooperation with DRC Insurance broker	Complete ALL sections in full, sign, stamp and submit Criterion for Bidders: The bidder must confirm their commitment to work with DRC Insurance broker - TBT Insurance Broker. To fulfill this criterion, the Bidder is required to review and sign Annex F.1, which is the Letter of Guarantee, confirming cooperation with the DRC in partnership with TBT Insurance Broker.
13	G	Evaluation Matrix	Sign, stamp and submit
14	N/A	Company registration documents	Submit Copies of official company registration documents. Criteria for Bidders: 1) The participant is listed in the relevant registry of the National Bank of Ukraine and holds a valid license to conduct insurance business as of the date of submission of the bid according to data from the National Bank of Ukraine's Integrated Information System.

			2) The absence during the one-year period preceding the date of submission of the proposal of a decision of the National Bank of Ukraine to recognize the business reputation of the insurer, its owners of substantial participation and/or managers, chief accountant, key persons as impeccable or the business reputation of managers, chief accountant, key persons, owners of substantial participation, key participants of the insurer is not impeccable in accordance with the requirements of the applicable legislation of Ukraine and the regulations of the National Bank of Ukraine, based on the publicly information available on the NBU's website. 3) As of the date of the tender announcement, the insurer has no unpaid fines or unresolved enforcement actions for violation of the requirements of the legislation in the field of prevention and counteraction to legalization (laundering) of proceeds from crime, financing of terrorism and financing of proliferation of weapons of mass destruction, in the field of implementation of special economic and other restrictive measures (sanctions).
15	N/A	Basic and Extended Injury Tables, Description of Critical Illnesses for Lot 2 Life Risk Insurance	Provide as part of the bid if your bid does not comply with/does not fully comply with the relevant sections of Annex A.1.2 for Lot 2 <i>* If you do not intend to submit a bid for this lot, this document does not need to be included in your bid</i>

B. Technical Evaluation

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the RFP. A Bid is deemed to meet the criteria if it confirms that it meets the conditions, procedures and specifications in the RFP without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the RFP, it will be rejected.

For all bids deemed technically compliant, DRC will give a weighted combined technical and financial score. The weighted score will determine the framework agreement award.

The technical criteria for this RFP and their weighting in the technical evaluation are:

For LOT 1 Medical Insurance Services:

Technical criteria #	Technical criteria - Annex A.1, LOT 1	Weighting in technical evaluation [Total 100%]
1	Compliance with the program specification	

	The following sections are taken into account for evaluation: SPECIAL CONDITIONS, INSURED EVENT, OUTPATIENT POLYCLINIC CARE (OPC) (except for the level of clinics), MEDICAL SUPPORT IN CASE OF OPC, INPATIENT CARE (except for the level of clinics), EMERGENCY MEDICAL CARE, DENTISTRY/OPHTHALMOLOGY, ADDITIONAL OPTIONS, LIMITS ON EXEMPTIONS, REIMBURSEMENT OF INDEPENDENTLY SPENT FUNDS and COVERAGE ACCORDING TO THE LIST OF EXEMPTIONS.	25 %
2	Compliance with the requirements of the Franchise for medical institutions	
	The following sections are taken into account for evaluation: OUTPATIENT POLYCLINIC CARE (OPC) (lines 40-44) and INPATIENT CARE (lines 86-90), the level of clinics only.	20%
3	Compliance with the requirements of the "PREGNANCY MANAGEMENT" and "PATRONAGE OF A CHILD UP TO 1 YEAR OLD" options	
	The following sections are taken into account for evaluation: "PREGNANCY MANAGEMENT" and "PATRONAGE OF A CHILD UP TO 1 YEAR OLD"	10%
4	Compliance with the contract requirements	
	The following sections are taken into account for evaluation: ESSENTIAL TERMS OF THE CONTRACT and TERMS OF THE CONTRACT	20%
5	Provision of services in medical institutions according to the list provided	
	The following section (tab) is taken into account for evaluation: COVERAGE, including Medical facilities, Number of medical facilities and Assistance information	15%
6	Technical capacity	
	The following sections are taken into account for evaluation: SERVICE TERMS and ADDITIONAL CONDITIONS	10%

For LOT 2 Life Risk Insurance Services:

Technical criteria #	Technical criteria - Annex A.1, LOT 2	Weighting in technical evaluation [Total 100%]
1	Compliance with the section LIST OF INSURANCE RISKS	25%
2	Compliance with the REQUEST CONDITIONS section, including Definition of the insured person, Beneficiaries, Reservations, Other conditions	25%
3	Compliance with the SPECIAL CONDITIONS section	15%
4	Compliance with the section DESCRIPTION OF CRITICAL DISEASES	20%
5	Compliance with the BASIC table of Injuries and EXTENDED table of Injuries sections	15%

For LOT 3 Critical Illness Insurance (oncology) Services:

Technical criteria #	Technical criteria - Annex A.1, LOT 3	Weighting in technical evaluation [Total 100%]
1	Compliance with the section LIST OF INSURANCE RISKS AND DESCRIPTION OF CRITICAL ILLNESSES	30%
2	Compliance with the REQUEST CONDITIONS section, including Definition of the insured person, Reservations, Other conditions	35%

3	Compliance with the SPECIAL CONDITIONS section	35%
---	--	-----

The matrix for assigning evaluation scores is provided in the Annex G Evaluation Matrix.

A technically compliant proposal will be a proposal that scores:

- at least 8 points in the factor analysis based on the set of technical indicators per LOT 1 Medical Insurance Services;
- at least 7 points in the factor analysis based on the set of technical indicators per LOT 2 Life Risk Insurance Services;
- at least 7 points in the factor analysis based on the set of technical indicators per LOT 3 Critical Illness Insurance (oncology) Services.

C. Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation according to the respective Annex A.2 Financial Bid. Bids that are deemed technically non-compliant will not be financially evaluated.

IV. TENDER PROCESS

The following processes will be applied to this Tender:

- Tender Period
- Tender Closing
- Tender Opening
- Administrative Evaluation
- Technical Evaluation
- Best and Final Offer (BAFO)
- Financial Evaluation
- Contract Award
- Notification of Contract Award

V. Negotiation and Best and Final Offer (BAFO)

The Purchaser reserves the right to enter into negotiations with one or more bidders following the initial evaluation of proposals. Negotiations may include, but are not limited to, clarification of the proposal, and discussion of commercial terms. Where deemed necessary, the Purchaser may request a Best and Final Offer (BAFO) from one or all shortlisted bidders. Bidders invited to submit a BAFO will be given a defined deadline and instructions for submission. The BAFO shall supersede all previous offers and will form the basis for the final evaluation and award recommendation.

Participation in negotiations or submission of a BAFO does not constitute a commitment by the Purchaser to award a contract.

VI. SUBMISSION OF BIDS

Bidders are solely responsible for ensuring that the full bid is received by DRC in accordance with the RFP requirements, prior to the specified date and time mentioned above. DRC will consider only those portions of the bids received prior to the closing date and time specified.

All responsive Bids shall be written on the **DRC Bid Form**:

- Annex A.1.1 Technical Bid
- Annex A.1.2 Technical Bid
- Annex A.1.3 Technical Bid
- Annex A.2.1 Financial Bid
- Annex A.2.2 Financial Bid
- Annex A.2.3 Financial Bid

Beyond the DRC Bid Form, the following documents shall be contained with the bid:

- Annex B. Tender and Contract Award Acknowledgement Certificate
- Annex C. Supplier Profile and Registration Form
- Annex D. Supplier Code of Conduct
- Annex E. General Conditions of Contract
- Annex F. Essential, Qualification and Conditional criteria

- Annex F.1 Guarantee letter for the cooperation with DRC Insurance broker
- Annex G. Evaluation Matrix
- Company registration documents
- Basic and Extended Injury Tables, Description of Critical Illnesses (if applicable)

Proposals submitted other than in the form of Annex A.1 Technical Bid and Annex A.2 Financial Bid, not received by the time and date specified on page 1, or sent to any other email or postal address, will be disqualified.

Bids submitted by mail, email, or courier by so is at the Bidders risk and DRC takes no responsibility for the receipt of such Bids.

Bidders are solely responsible for ensuring that the full Bid is received by DRC in accordance with the RFP requirements.

A. Hard Copy (option 1):

Hard copy Bids shall be separated into 'Financial Bid' and 'Technical Bid':

- The Financial Bid shall only contain the Annex A.2 Financial Bid per respective lot.
- The Technical Bid shall contain Annex A.1 Technical Bid per respective lot and all other documents required by the tender as mentioned in section A. Administrative Evaluation, but excluding any pricing information.

Each part shall be placed in a **sealed** envelope, marked as follows:

RFP No.: **RFP-UKR-2026-038**
TECHNICAL BID
Bidder Name:

RFP No.: **RFP-UKR-2026-038**
FINANCIAL BID
Bidder Name:

Both envelopes shall be placed in an outer **sealed** envelope, addressed, and delivered to:

RFP No.: **RFP-UKR-2026-038**

17/52 Bohdana Khmelnytskoho
street, 01054 Kyiv Ukraine

B. Email submission (option 2)

Bids can be submitted by email to the following dedicated, controlled, & secure email address:

tender.ukr@drc.ngo

When Bids are emailed, the following conditions shall be complied with:

- **The RFP number shall be inserted in the Subject Heading of the email**
- **Separate emails shall be used for the 'Financial Bid' and 'Technical Bid', and the Subject Heading of the email shall indicate which type the email contains**
 - The financial bid shall only contain the Annex A.2 Financial Bid per respective lot
 - The technical bid shall contain Annex A.1 Technical Bid per respective lot and all other documents required by the tender but excluding all pricing information.
- Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or Excel formats, can be submitted solely as supplementary copies to the signed and stamped documents.
- Email attachments shall not exceed 4MB; otherwise, the bidder shall send his bid in multiple emails.

Failure to comply with the above may disqualify the Bid.

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of Bids submitted by email as part of the e-Tendering process.

Bids can be submitted in one of two ways: Hardcopy or electronically. If the Bidder submits a Bid in both Hardcopy and electronically, DRC will choose the version that is the most advantageous to DRC.

VII. SUBMISSION OF SAMPLES

N/A.

VIII. COMPLETION OF BID FORM

A. Prices Quoted

Any discount offered shall be included in the Bid price.

B. Currency

The currency of the Bid shall be in **UAH**. No other currencies are acceptable.

C. Language

The Bid Form, and all correspondence and documents related to this RFP shall be in English or both in English – Ukrainian.

D. Packaging

N/A

E. Origin

N/A

F. Presentation

Bids shall be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialised by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary

for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized representative of the Bidder.

G. Split Awards

DRC reserves the right to split awards.

H. Validity Period

Bids shall be valid for at least the minimum number of days specified in the RFP from the date of Bid closure. DRC reserves the right to determine, at its sole discretion, the validity period in respect of Bids which do not specify any such maximum or minimum limitation.

IX. ACCEPTANCE

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFP Closure.

X. AWARD OF CONTRACTS

This RFP does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC may award contracts for part quantities or individual items. DRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any RFP, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future DRC RFPs.

XI. CONFIDENTIALITY

This RFP or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFP is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFP, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this RFP.

XII. COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT

Bidders and their employees, officers, advisers, agent, or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

In respect of this RFP or procurement process, or any other procurement process being conducted by DRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to DRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

XIII. IMPROPER ASSISTANCE

Bids that, in the sole opinion of DRC, have been compiled:

- With the assistance of current or former employees of DRC, or current or former contractors of DRC in violation of confidentiality obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal DRC information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentiality to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration

Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from DRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFP was an official, agent, servant, or employee of, or otherwise engaged by, DRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFP relates.

XIV. CORRUPT PRACTICES

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration, or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC's policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via <https://pro.drc.ngo/where-we-work/>, or via DRC's Code of Conduct Reporting Mechanism: <https://pro.drc.ngo/code-of-conduct/>. Reports of suspected corruption can also be reported directly to DRC HQ at c.o.conduct@drc.ngo.

XV. CONFLICT OF INTEREST

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of DRC and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder's business or any kind

of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

XVI. WITHDRAWAL/MODIFICATION OF BIDS

Requests to withdraw a Bid after the Bid Closure Time shall not be honoured. If the selected Bidder withdraws its Bid, DRC shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, DRC shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the RFP closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the RFP closure.

XVII. LATE BIDS

All Bids received after the RFP closure will be rejected.

XVIII. OPENING OF THE RFP

The Tender Opening will take place at the time and location stated above.

The bidders who want to attend the tender opening should be present at the DRC address stated above on the bid opening date and time.

The bidders who want to attend the online tender opening must email ukr-procurement@drc.ngo and present their interest in attending it not later COB the day before the tender opening. DRC will provide a link to those bidders before the tender opening ceremony. The bidders who did not bid cannot attend the tender opening ceremony.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

XIX. CONDITIONS OF CONTRACT

All Bidders shall acknowledge that the DRC General Conditions of Contract, or the Special Conditions of Contract, as applicable, are acceptable.

XX. CANCELLATION OF THE RFP

In the event of an RFP cancellation, Bidders will be notified by DRC. If the RFP is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The RFP may be cancelled in the following situations:

- Where no qualitative or financially worthwhile Bid has been received or there has been no response at all.
- The economic or technical parameters of the project have been fundamentally altered.
- Exceptional circumstances or force majeure render normal performance of the project impossible.
- All technically compliant Bids exceed the financial resources available; or
- There have been irregularities in the procedure, in particular where these have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an RFP, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the programme or project announced.

XXI. QUERIES ABOUT THIS RFP

For queries on this RFP, please contact the bidding questions line via e-mail:

ukr-procurement@drc.ngo, Mariia Brahina

All questions regarding this RFP shall be submitted in writing to the above. On the subject line, please indicate the RFP number (RFP-UKR-2026-038, Mariia Brahina). **Bids shall not be sent to the above email.**

All questions during the tender period, as well as the associated answers, will be shared with all suppliers invited, or published on: <https://drc.ngo/en/tenders/>

RFP-UKR-2026-038

XXII. RFP DOCUMENTS

This RFP document contains the following:

1. Annex A.1.1 Technical Bid (LOT 1)
2. Annex A.1.2 Technical Bid (LOT 2)
3. Annex A.1.3 Technical Bid (LOT 3)
4. Annex A.2.1 Financial Bid (LOT 1)
5. Annex A.2.2 Financial Bid (LOT 2)
6. Annex A.2.3 Financial Bid (LOT 3)
7. Annex B. Tender and Contract Award Acknowledgement Certificate
8. Annex C. Supplier Profile and Registration Form
9. Annex D. Supplier Code of Conduct
10. Annex E. General Conditions of Contract
11. Annex F. Essential, Qualification and Conditional criteria
12. Annex F.1 Guarantee letter for the cooperation with DRC Insurance broker
13. Annex G. Evaluation Matrix

Under DRC's Anticorruption Policy Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

This Request for Proposal document is in English and Ukrainian. In the event of any discrepancy in content between the Ukrainian and English versions, the English version shall prevail.

Yours sincerely,
Representation "Danish Refugee Council in Ukraine"
