



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 17/03/2020

**REQUEST FOR PORPOSAL: No. HCR/IRQER/2020/RFP-006
FOR
ESTABLISHMENT OF FRAME AGREEMENT FOR PROVISION OF CUSTOMS CLEARANE &
DELIVERY SERVCIES FOR UNHCR IN KRI, IRAQ.**

CLOSING DATE AND TIME: 18/04/2020 – 23:59 Hrs. Iraq Time.

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees 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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 15,000 people in more than 128 countries continues to help about 70 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 www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Erbil, invites qualified bidders, duly registered with the Government of Iraq to make a firm proposal for **Establishment of Frame Agreement for Provision of Customs Clearance & Delivery Services for UNHCR in KRI, Iraq.**

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year.

UNHCR will acquire the customs clearance and related services for all incoming and outgoing air & road shipments. The established annual requirements of UNHCR for rendering the customs clearance and related services is for around 80 road & 20 air (different) standalone shipments equivalent to some 600 20ft sea containers. Please note that these figures have been stated in order to enable bidders to have an indication of the projected requirements. They do not represent a commitment that UNHCR will purchase a minimum quantity of servcies. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the proposed Frame Agreement.

IMPORTANT:

The requirement is detailed in the Terms of Refrences (TORs) attached as **(Annex A)**.

Customs Clearance Servcies are to cover all the customs offices in KRI, including the cutoms clearance at the airports in Erbil & Sulaimaniya as well as the border crossing points (i.e. Turkey & Iran).

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

Other United Nations Agencies shall be entitled to the same prices and terms as those contained in the offers of the successful bidders.

Sub-Contracting: Please take careful note of Article 5 of the attached General Terms and Conditions (Annex D).

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 integral part of this Request for Proposal (RFP):

- Annex A: Terms of References (TORs);
Annex B: Financial Proposal Form;
Annex C: Vendor Registration Form: You should complete, **fill and submit** with your technical Proposal. If you are already registered vendor with UNHCR, your vendor ID should be stated.
Annex D: UNHCR General Conditions of Contracts for Provision of Services;
Annex E: UN Supplier Code of Conduct.

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Contract and UN Supplier Code of Conduct. [Signed copy of Annexes D & E are not required at this stage.]

ملاحظة:

تعتبر مشاركتكم في هذه المناقصة قبولاً تاماً للشروط العامة للمفاضلة فيما يتعلق بالعقود وكذلك مدونة قواعد السلوك للموردين والمتعاقدين مع الأمم المتحدة. (لا يشترط أرفاق النسخة الموقعة من المرفقات اعلاه في هذه المرحلة)

2.2 Acknowledgment

We would appreciate you informing us of the receipt of this RFP by return e-mail to sdeeq@unhcr.org as to:

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

2.3 Requests for clarifications

Bidders are required to submit any request for clarifications in respect of this RFP by e-mail to sdeeq@unhcr.org with copy to babikir@unhcr.org with the clear indication of the RFP reference in the subject line. **The deadline for receipt of questions is 30/03/2020 - 17.00 hours Iraqi Time.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are not to be sent to the above e-mail addresses.

UNHCR will compile the questions received and may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 Your Proposal

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your proposal should be prepared in **English**. (All supporting document should also be in English)

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

2.5 Documents to be submitted with proposal:

IMPORTANT:

Inclusion of copies of your offer 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 offer. Please send your bid directly to the address provided in the "Submission of Bid" section 3) of this RFP.

Your Proposal shall comprise the following two sets of documents :

- a. Technical proposal
- b. Financial proposal

Submission of your technical and financial proposals is to be in separate documents (emails or envelopes).

2.5.1 Content of the Technical Proposal (60%)

IMPORTANT:

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

The technical component of your proposal should be concisely presented and structured. **The below listed documents should be submitted with your proposal which are required to assess the legal status, capacity, prior experience etc. of your company. Companies not submitting them with their proposal may be contacted by UNHCR and given one more opportunity to submit them. Should these companies still not submit the missing documents, they will then be disqualified:**

- Submission of Vendor Registration Form
- Submission of Registration Documents

IMPORTANT:

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

2.5.2 Content of The Financial Proposal (40%)

Your separate **Financial Proposal** must contain an overall offer in USD (all-inclusive price).

The Financial proposal is to be submitted as per the Financial proposal Form (Annex B). Bids that do not conform to this form may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your proposal valid for **90 days** from the deadline for submission. UNHCR will make its best effort to award the contract within this period. The pricing model quoted in the Supplier's proposal will remain valid for the duration of the Contract. 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 possible related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.6 Bid Evaluation

Each proposal from a supplier will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going

proposals will not be 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.

2.6.1 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 (at least one year Bank Statement)
- Core business
- Track record
- Contract capacity

2.6.2 Technical and Financial Evaluation

Evaluation shall be made on technical and financial basis.

2.6.2.1 Technical Evaluation

The Technical proposal will be evaluated in 2 stages:

Stage 1: **Mandatory Pre-qualification**

#	Pre-condition	Evaluation Criteria
1	<ul style="list-style-type: none"> • Proof of legal document showing permits for operations as customs clearing agent or freight forwarder in Iraq. 	Yes/No

The Bidders must meet the above mandatory pre-qualification criteria in order for their bids to be considered for further evaluation.

Stage 2: Technical Evaluation:

Percentage distribution of 60% from the total score of both technical and financial proposal. Maximum available scores are listed in the table below. Failure to achieve a minimum score of **35 points** out the 60 points will result in technical non-compliance and elimination from the financial evaluation.

Main Criteria	Sub-Criteria	Scores
General Qualification of the Service Provider	<p>Company Profile submitted: The submitted should include all related registration documents, company's age, company's certificates, company structure, and list of the staff working in the company, company assets and a brief about the company activities and main clients. Include professional certificates/memberships of freight/shipping related professional associations/organizations (eg. FIATA, IFCBA, EFFA, etc.). (6 points).</p> <p><i>Fully submitted profile = 6 points</i> <i>Incomplete profile = 3 points</i> <i>No profile submitted = 0 pont.</i></p> <p>Company Qualifications: Having badge access permits to Erbil Airport (cargo section). <i>(Please submit copies of the access badges)</i>. (7 points).</p> <p><i>(4) access badges = 7 points</i> <i>(2) access badges = 4 points</i> <i>(1) access badge = 2 point</i> <i>No access badges = 0 point</i></p>	20

	<p>Having appointed agents at Ibrahim Khalil Border, including having one office cabinet there. <i>(Please submit agent names and photograph of the office cabinet).</i> (7 Points)</p> <ul style="list-style-type: none"> - 2 Agents with office cabinet = 7 points - 1 Agent with office cabinet = 4 points - 2 Agent with no office cabinet = 2 point - 1 Agent with no office cabinet = 1 point - No Agents, no office cabinet = 0 point. 	
Relevant Experiences	<p>Proof of relevant experiences: Copies of Purchase Orders (POs), or contract agreements, or work order, etc., (Showing value & contact details of the organizations/clients) awarded and served within the past 5 years. The actual copies of POs, contracts, work orders should relate to similar services (Customs clearance & Freight Forwarding) and attached as a proof (15 points).</p> <ul style="list-style-type: none"> - 8 to 10 (POs, or contracts, or frame agreements) = 15 points. - 5 to 7 (POs or contract or frame agreements) = 10 points. - 2 to 4 (PO or contract or frame agreements) = 5 points - 1 (PO or contract or frame agreements) = 2 points - No PO, or contract or frame agreement = 0 point. <p>Past experience (within the past 5 years) in the provision of similar service (any type of Customs clearance & Freight Forwarding) to clients such as UN Agencies, Government/Multinational Agencies or multinational companies (5 points).</p> <ul style="list-style-type: none"> - 3 (and above) agencies = 5 points - 2 agencies = 3 points - 1 agency = 1 points - No agency = 0 point 	20
Property, plant, and equipment deployed	<p>The Company should submit list of Property, Equipment and Logistics to commit for this service (owned or leased equipment are accepted). The minimum equipment should comprise: Company's facilities (office & warehouse), machinery (pickups, trucks & forklifts), (8 points).</p> <ul style="list-style-type: none"> - All equipment provided = 8 points. - One component missing = loss of 1 point. - No equipment provided = 0 point 	8
Services Provided in terms of understanding the ToR.	<p>Structure of the staff to be involved in the provision of services to UNHCR, as per the ToRs, clearly stating the Team Leader, appointed agents at borders, Administration, Commercial & Contracting, Logistics. The structure should include, designated staff name and job title <i>{Please also provide description of how the bidder proposes to handle this service for UNHCR (including staff and procedures) from request to sending invoice for services provided}</i> (7 points).</p> <p>Suitability of company and fit with needs of UNHCR The Company should provide a statement (justification) of why the company is well suited, the ability to provide services for UNHCR needs and the expected lead times for services. (5 points)</p>	12
Total scores		60

UNHCR may conduct a site visit to all technically qualified companies before making its decision.

2.7.2.2 Financial Evaluation

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

The maximum number of points will be allotted to the lowest price proposal that is valid and compared amongst those invited firms. All other price proposals will receive points in inverse proportion to the lowest bid, i.e., [Lowest proposal amount x [100] / [the proposal amount of proposal vendor] = points for the Supplier's Price Component x 40% = the points to count towards overall score.

For arithmetic errors in your proposal the total bid price will be corrected by taking the unit rates into account.

3. Submission Of Bid

NOTIFICATION:

UNHCR TENDER WILL GO PAPERLESS BY JUNE 2020. VENDORS ARE HIGHLY ENCOURAGED TO SUBMIT THEIR OFFER VIA E-MAIL!!

تنويه:
سيتم التوقف عن استلام مظاريف المناقصات عبر صندوق العطاءات اعتباراً من شهر يونيو/حزيران 2020م. وسوف يتم اعتماد استلام المناقصات فقط عبر البريد الإلكتروني. عليه يرجى من كل الموردين والمقاولين البدء في تسليم مناقصاتهم عبر إرسالها الى البريد الإلكتروني.

The proposals must bear your official letterhead, clearly identifying your company.

SUBMISSION BY E-MAIL – IRQERTENDERS@UNHCR.ORG

Both Financial and Technical Proposals must be submitted as separate files. The file names must clearly bear the following reference -

- 1. RFP 006 -Technical Proposal – Customs clearance and delivery services**
- 2. RFP 006 - Financial Proposal – Customs clearance and delivery services**

All attachments should be in PDF format. All documents in your proposal should be clearly labeled.

It is your responsibility to verify that all e-mails have been received before the deadline. You will receive an automated reply to confirm that emails were received by UNHCR.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of each e-mail to a maximum of **20 MB** so it may be necessary to send more than one e-mail for the technical proposal. If you have more than 1 e-mail in the technical proposal, please number each e-mail appropriately (example: 1/3, 2/3 & 3/3).

SUBMISSION BY HARD COPY –

Both Financial and Technical Proposals must be submitted as separate envelopes. The envelope names must clearly bear the following reference -

- 1. Technical Proposal - HCR/IRQER/2020/RFP-006: Customs clearance and delivery services.**
- 2. Financial Proposal - HCR/IRQER/2020/RFP-006: Customs clearance and delivery services.**

Deposit in one of the UNHCR Tender Boxes located at below addresses:

Please note envelopes can be received only between 9:00 am and 4:00 pm on UN working days.

Two separate envelopes:

One envelope for technical proposal and another envelope for financial proposal.
Then both envelopes should be sealed in the third (outer) envelope,

The outer envelope should be addressed to:

Bid Opening Committee

HCR/IRQER/2020/RFP-006 – Customs Clearance & Delivery Services.

If submitting in Erbil office

UNHCR Erbil Sub Office

100m - Airport Road

UN Compound, Erbil

If submitting in Sulaymaniah office

UNHCR Sulaymaniyah Field Office,

Daban 20 St., New Bakrajo Qr., Sulaymaniyah

If submitting in Duhok office

UNHCR Office

Mazi Compound

IMPORTANT:

Any bid received after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying all prospective bidders simultaneously.

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 necessary for a comprehensive understanding of its proposal by UNHCR.

IMPORTANT:

The Financial proposal will only be opened for evaluation if the supplier's technical proposal has passed the technical evaluation and has been considered by UNHCR as technically responsive.

Important Dates to Note for Bid Submission:

Tender available to vendors	17/03/2020 – 18/04/2020
Last day for Queries	30/03/2020, 17:00 hrs Iraq Local Time
Closing date for submission of bids	18/04/2020 23:59 hrs Iraq Local Time

4. 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 quantity** 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 Goods.

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, efficiency and best value for money.

5. SOME OF THE REASONS OF DISQUALIFICATION

- Bidder fails to submit **only** the Financial proposal in a **separate** email/envelope as specified in the tender documents;
- Bid documents are received by email address other than that specified in the tender documents; and/or Bid documents are received at location, or by a person, other than those specified in the tender documents;
- Bid documents are received after the deadline for submission of bids stated in the tender documents;
- Bid documents are sent via the correct route after having submitted incorrectly;
- The Bidder's qualification or data are proven to be false and
- The Bidder commits a proven unfair or dishonest act in order to acquire rights for agreement award.

6. 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 at <https://www.unglobalcompact.org>.

7. Currency And Payment Terms For Purchase Orders

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

8. UNHCR General Conditions of for the Provision of Services

Please note that the General Conditions of Provision of Services (**Annex D**) will be strictly adhered to for the purpose of any future contract.

9. Zero Tolerance Policy:

Please note that UNHCR strictly follows zero tolerance policy and as such, advises its suppliers not to offer any gifts, favor, hospitality and commission etc. to UNHCR staff. Any supplier found to be offering gifts, favor, hospitality and commission etc. to UNHCR staff will be placed on United Nations sanctioned list and UNHCR will not do business with them anymore.

Abdulelah Babikir

**Supply Officer
UNHCR, Erbil, Iraq.**

YOUR PROPOSAL should be submitted in line with the following instructions (Failure to do so shall result in disqualification):

There should be two separate emails OR envelopes:

Technical folder (Email/envelope A)

1. Technical Proposal
2. Company profile.
3. Registration documents.
4. List of POs, or Contracts, or Work Orders from previous experience
5. Annex C (Vendor Registration Form) and its attachments:
6. Any other documents required as per this RFP.

Financial folder (Email/envelope B)

1. Annex B in the attached Financial Proposal Form.