

DATE: 08-Feb-2024

REQUEST FOR PROPOSAL: HCR/IRQ/COE/2023/RFP-003

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF CUSTOMS CLEARANCE & TRANSPORTATION SERVICE FOR UNHCR IN KRI, IRAQ.**

CLOSING DATE AND TIME: - 23:59 Hrs IRAQ Local Time on 29-Feb-2024

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 coordinate 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 19,000 people in more than 138 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 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

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 the **Establishment of a Frame Agreement for the Provision of Customs Clearance and Transportation Services for UNHCR in KRI, Iraq.**

UNHCR may award Frame Agreement(s) with an initial duration of 2 (Two) years, potentially extendable for a further period of 1 (One) year [2+1].

UNHCR will acquire the customs clearance and related services for all incoming and outgoing air & road shipments. The estimated annual requirements of UNHCR for rendering customs clearance and related services are Eighty (80) inland shipments and Twenty (20) air Cargo standalone shipments both equivalent to Six Hundred (600 * 20 Ft Sea Containers).

Please note that figures have been stated to enable bidders to indicate the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by the 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: The requirement is detailed in the Terms of References (TORs) attached as (Annex - A) .
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Customs Clearance services are to cover all the customs offices in the Kurdistan Region of Iraq (KRI), including the customs clearance at the airports in Erbil & Sulaymaniyah as well as the border crossing points (i.e., Turkiye & 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.

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

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

2. BIDDING INFORMATION

2.1 RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal.

- Annex A: Terms of reference (ToR)
- Annex B: Detailed Technical Evaluation Criteria
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form - to be filled, signed and submitted
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services (To be acknowledged)
- Annex F: UN Supplier Code of Conduct (To be acknowledged)
- Annex G: e-Tender Box Supplier user manual
- Annex H: How to Join Microsoft Teams without an Account
- Annex I: Submission Checklist for Bidders
- Annex J: Tentative calendar of activities

2.2 ACKNOWLEDGEMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to IRQERPROC@unhcr.org CC: ALPISHDA@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 offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to IRQERPROC@unhcr.org CC: ALPISHDA@unhcr.org The deadline for receipt of questions is **23:59 HRS IRAQ Local Time on 14-Feb-24**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are NOT to be sent to the e-mail address above as this will result in automatic disqualification.

All the emails sent requesting clarification MUST have the following subject otherwise UNHCR reserves the right NOT TO REPLY.

EMAIL SUBJECT: HCR/IRQ/COE/2024/RFP-003 - Query

UNHCR will compile all questions and reply to the questions received as soon as possible by means of publication on the UNGM, the UNHCR websites, and by email to all bidders participating in the tender competition.

2.3.1 PRE-BID CONFERENCE (HIGHLY RECOMMENDED):

UNHCR will organize a supplier pre-bid conference on MS Teams, on **19-Feb-2024 at 11:00 hrs**. A maximum of ONE representative per company is allowed. Name and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to IRQERPROC@unhcr.org CC: ALPISHDA@unhcr.org on or before **15-Feb-2024** Changes in staff need to be shared in advance; otherwise, they will not be able to participate.

Participation in the pre-tender conference shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

Participation in the pre-tender conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. However, after the supplier conference, a Questions and Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

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.

IMPORTANT: The 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 manner of submission as specified in the tender document will result in disqualification of the offer. Please send your bid directly to the address provided in the “Submission of Bid” section 2.6) of this RFP.

Your offer shall comprise the following sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all the information required.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in Annex A. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory criteria -Detail highlighted in Annex C:

- a. Mandatory Valid Business Registration Certificate from KRI-Iraq.
- b. Years of Experience.
- c. Tax Registration Certificate.
- d. Financial statements/audit reports from the past 3 years.
- e. Signed UNHCR’s General Conditions of Contracts for the Provision of Services – 2018 (**Annex E**).
- f. Signed UN Supplier Code of Conduct (Annex F).

IMPORTANT:

Failure to send any of the above-requested documents will result in disqualification of your offer from further evaluation.

1. Description of the company and the company’s qualifications

A description of your company with the following:

Company profile:

- i. Description of the company’s activities and specializations. If a multi-location company, specify the location of headquarters.
- ii. **Proof of relevant experiences** of the company in the provision of custom clearance services in KRI-Iraq.
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.

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

- iii. Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services.

2. Understanding of the requirements for services, proposed approach, solutions, methodology, and outputs

The company should give a detailed description of the manner in which they will respond to the TOR including:

- i. A description of the company's capacity to provide the goods/services.
- ii. A description of the company's experience in the provision of the services.
- iii. Compliance with the requirements stated on the TOR.

3. Personnel Qualifications and Quality of Proposed Service:

The bidder should describe the proposed approach to account management with a minimum of the following information and documentation, described in more in **Annex A, IV. Scope of services to be provided by the Contractor**.

The bidders have to show that they can provide qualified skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. The Company shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be notified to UNHCR and a solution suggested and agreed upon so that the services can be uninterruptedly provided.

- 4. **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**). If already registered with UNHCR, please state your Vendor ID on the form.
- 5. **UNHCR General Conditions of Contracts for the Provision of Services (Annex E):** Your submission should contain your acknowledgment by way of signing UNHCR General Conditions for Provision of Services.
- 6. **UN Supplier Code of Conduct (Annex F):** Your submission should contain your acknowledgment by way signing the UN Supplier Code of Conduct.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency "IQD" (Iraqi Dinar).

The financial offer must cover all the services to be provided (price "all inclusive").

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 in regard, the price is to be given without VAT.

You are requested to hold your offer valid for (90) days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of all relevant documents.

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 Technical and Financial Evaluation:

For the award of this project, UNHCR has established evaluation criteria that govern the selection of offers received. Evaluation is made on a technical and financial basis.

The Six (6) mandatory criteria must be met by the bidder to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation and the detailed criteria can be found in **Annex B**.

	Pass/Fail
Mandatory Criteria	
1. Mandatory Valid Business Registration Certificate From KRI-Iraq	
2. Year of Experience	
3. Tax Registration Certificate	
4. Financial statements/audit reports from the past 3 years	
5. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	
6. Signed UN Supplier Code of Conduct (Annex F)	

IMPORTANT:

Failure to send any of the above-requested documents will result in disqualification of your offer from further evaluation.

The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60 Points of the total score**, with a minimum passing score of **35 points**.

Technical evaluation criteria	Score
1. General Qualification of the Service Provider	20
2. Relevant Experience	20
3. Property, plant, and equipment deployed	8
4. Services provided in the Terms of Understanding of the TOR	12
Total Points:	60

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The cut-off point for submissions to be considered technically compliant is **35 points out of 60 Points (35% out of 60%)**.

Clarification of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

The **Financial offer** will use the following percentage distribution of 40% (40 Points) of the total score. The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

UNHCR reserves the right to award without clarifications and/or discussions. If there are arithmetic mistakes in the budget of the technically acceptable applicants, UNHCR will rectify these mistakes on the following basis:

a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and

b) If there is a discrepancy between the amounts in figures and words, an advantage will be given to the amounts in words.

If the correction(s) leads to a different total cost, this new total cost will be evaluated against other technically acceptable Proposals and considered as being part of the Best Value evaluation and selection. UNHCR reserves the right to reject the Proposal if the technically acceptable applicant does not accept the correction of mistakes in the budget by UNHCR.

2.6 SUBMISSION OF BID:

The offers must bear your official letterhead, clearly identifying your company. The Technical and Financial offers shall be separated.

Please submit your proposal through an online eTenderBox Tool, which can be accessed at <http://etenderbox.unhcr.org>.

To submit a proposal against UNHCR tender, the bidder needs to register in the eTenderBox system. Please refer to the eTenderBox user manual for bidders at **Annex J: e-Tender Box Supplier user manual**. You are requested to get familiar with this tool and create a login by registering your company in the system for access to the current and upcoming UNHCR tenders.

Once the login is created, the bidder will be given access to the UNHCR available tenders. Bidders can access the specific tender by clicking on the “tender reference number”, the system will then navigate to the detailed tender review page, where the separate technical and financial submissions can be done.

It is the bidder’s responsibility to upload only technical documentation under the “Technical” category and Financial documentation under the “Financial” category. Failure to do so will result in disqualification.

Note: The official submission of the selected files for upload is done by clicking the ‘Save & Submit’ button, therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier’s responsibility to ensure that all files of the final offer are submitted before the tender expiration deadline. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff, however **it is preferable to upload PDF files. Executable files** (.exe, .bat, .cmd etc.) should not be uploaded. All files should be clearly labeled. **The maximum size limit per file is 10MB.**

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

IMPORTANT: DEADLINE TO SUBMIT YOUR BID: **29-Feb-2024 BY 23:59 HOURS LOCAL TIME:** Any bid uploaded after this date and time will be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids by notifying through etenderbox.unhcr.org and WWW.UNGM.ORG.

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.

UNHCR will not be responsible for locating or securing any information that is not of understanding of its proposal by UNHCR.

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 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.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions 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 business owner.

Any Purchase Order (PO) issued as a result of this RFP will be made in IQD. Payment shall only be initiated after confirmation of successful completion by the UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the **Annex G: General conditions of Contracts for the provision of Goods and Services (July 2018)** 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

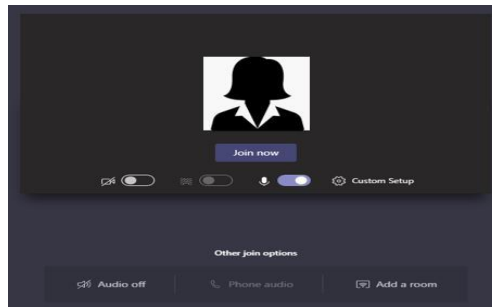
**Abdikani Hassan Gedi,
Supply Officer
UNHCR IRAQ**

Annex H

Join a meeting without a Teams account.



1. Go to the meeting invite and select **Join Microsoft Teams Meeting**.
2. That'll open a webpage, where you'll see two choices: **Download the Windows app** and **Join on the web instead**. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's OK for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.
3. Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose **Audio off** to avoid disrupting. Select **Phone audio** if you want to listen to the meeting on your mobile phone.
4. When you're ready, hit **Join now**.
5. This will bring you into the **lobby**. We'll notify the meeting organizer that you're there, and someone in the meeting can then admit you.



ANNEX I : SUBMISSION CHECKLIST

Submission Checklist		
S. No.	Description	Status
1	I have read and understood the RFP and all its annexes	
2	Annex A: Terms of Reference (ToR) – (Signed and Stamped)	
3	Annex B: Detailed Technical Evaluation Criteria – (Completed and Submitted)	
4	Annex C: Financial Offer Form – (Completed and Submitted)	
5	Annex D: Vendor Registration Form – (To be filled, signed and submitted)	
6	Annex E: UNHCR's General Conditions of Contracts for the Provision of Services – 2018. (To be acknowledged)	
7	Annex F: UN Supplier Code of Conduct (To be acknowledged)	

ANNEX J : TENTATIVE CALENDAR OF ACTIVITIES:

Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors (<i>Tender opening and closing dates</i>)	08-Feb-2024	29-Feb-2024 23:59 hrs.
2	Last date for Queries	14-Feb-2024 23:59 hrs.	
3	Pre-bid conference Meeting	19-Feb-2024 14:00 Hrs.	
4	Tender Closing date	29-Feb-2024 23:59 Hrs.	
5	Bid Opening Date	03-Mar-2024	
6	Technical Evaluation	04-Mar-2024	07-Mar-2024
7	Financial Evaluation	10-Mar-2024	14-Mar-2024
8	Approval of Contract	17-Mar-2024	21-Mar-2024

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for contracts and UN supplier code of conduct.

Name of authorized representative: _____

Title: _____

Signature: _____

Date: _____

Supplier Name: _____

Postal Address: _____

Telephone No.: _____

Email Address: _____