



# UNHCR

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

---

**DATE: 01-Aug-2024**

**REQUEST FOR QUOTATION: No. HCR/IRQ/COE/2024/RFQ-003**

**FOR THE PROVISION OF CUSTOMS CLEARANCE AND DELIVERY SERVICE IN KRI,  
IRAQ.**

**QUOTATION TO BE RECEIVED BY: 12-Aug-2024 - 16:00 HRS IRAQ LOCAL TIME**

---

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly<sup>1</sup>, requests your price quotation for the following **Customs Clearance & Delivery Service** specified in this Request for Quotation (RFQ).

## **1. REQUIREMENTS**

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

UNHCR may award a Frame Agreement with an initial duration of **Two (2)** years, potentially extendable for a further period of **One (1)** year. The successful bidders will be requested to maintain their quoted price model for the duration of the agreement.

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 around about Eighty (80) inland shipments and Twenty (20) Air Cargo standalone shipments both equivalent to Six Hundred (600 \* 20 Ft Sea Containers) (these figures are estimated).

Find attached **ANNEX A** – Terms of Reference for Customs Clearance Service.

Your offer should include the following information/Documentation. The requirements below are considered as a Mandatory Criterion in the evaluation of the offer.

- 1- **Company Registration Certificate:** Proof of legal permits for operations as a customs clearance agent or freight forwarder in KRI, Iraq. **(Pass/fail)**
- 2- **Experience:** Years of experience and company age (have a minimum of 5 years of experience). **(Pass/fail)**
- 3- **Tax Registration Certificate:** Submission of a scanned copy of a valid tax registration certificate. **(Pass/fail)**
- 4- **Bank account under the Company's name:** Submission of company business bank account. **(Pass/fail)**

---

<sup>1</sup>

For further information on UNHCR, please see <http://www.unhcr.org>

- 5- **Acceptance of the Terms of Reference (TOR):** Submission of signed and stamped copy of the Terms of Reference (**Annex A**). (Pass/fail)
- 6- **General Condition of Contract for Services:** Submission of signed and stamped copy of the UNHCR's General Condition of Contract for Provision of Services (**Annex E**) (Pass/fail)
- 7- **UN Supplier's Code of Conduct:** Submission of a signed and stamped copy of the UN Supplier's Code of Conduct (**Annex D**). (Pass/fail)

Please submit your financial offer using the signed and stamped Financial Offer Form (**Annex - B**). The quote should include only the price for Customs clearance services, excluding (**VAT**). Other charges incurred during Customs clearance will be reimbursed by UNHCR upon receipt.

**BANK ACCOUNT**

UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (**Annex C**):

- a) Commercial bank account
- b) The name of the company has to match the bank account

**REQUESTS FOR CLARIFICATION:**

Bidders are required to submit any request for clarification or any question in respect of this RFQ by e-mail to: [IRQERPROC@UNHCR.ORG](mailto:IRQERPROC@UNHCR.ORG) Cc: [ALPISHDA@UNHCR.ORG](mailto:ALPISHDA@UNHCR.ORG), by 06-Aug-2024 at 23:00 HRS Iraq Local Time.

Bidders are requested to keep all questions concise. UNHCR will compile the questions received. UNHCR will copy any reply to a particular question to all other invited bidders at once.

**2. RFQ Submission**

We would appreciate receiving your quotation on or before **12-Aug-2024 – 16:00 hrs CET** by submission online via 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 **eTender box system**. Please refer to the eTender box user manual for bidders at **Annex F : 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 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.

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.

UNHCR Iraq encourages suppliers to make their offer well in advance of the deadline to avoid last-minute technical glitches in the submission. In case of technical query regarding the eTenderBox, please send an email to the following helpdesk email address: [hqsmsbid@unhcr.org](mailto:hqsmsbid@unhcr.org)

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

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

- Annex A: Terms of Reference for Customs Clearance Services.
- Annex B: Financial Offer Form *(signed, stamped, and dated)*
- Annex C: Vendor Registration Form *(to be filled in, stamped, dated and signed. If already UNHCR vendor, please indicate the vendor ID).*
- Annex D: UN Supplier Code of Conduct *(signed, stamped, and dated)*
- Annex E: General Terms & Conditions - Services. *(signed, stamped, and dated)*
- Annex F: e-Tender Box Supplier user manual.

Your quotation must be valid for at least (90) days. The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in **ANNEX G** the UNHCR's General Terms & Conditions - Services. You must indicate in your quotation if you accept them.

Thank you for your kind attention.



Digitally signed  
by Anwar ul Haq  
Date: 2024.07.31  
16:57:36 +03'00'

Georgia Anesin  
Senior Supply Officer  
Supply Unit  
UNHCR Iraq

---