

ANNEX A – Terms of Reference

RFP/UNHCR/JOR/2023/09 - Customs Clearance and Transportation

Background:

The United Nations High Commissioner for Refugees (UNHCR) is operating in Jordan to deliver goods and services to refugees in a timely manner while ensuring the quality of our items and the accuracy of our records.

1. Scope of Operations:

Offices, sub-offices and/or representatives are to be available at every registered customhouse, free zone areas and customs bonded areas. Equipment and workforce for handling, loading, offloading goods, and other services such as packing kits must be available when/if needed.

The main commodities to be cleared and transported (but not limited to) are:

- Core Relief Items, (blankets, plastic sheets, buckets, family tents, sleeping mats, mosquito nets, solar lamps, kitchen sets, etc.)
- Sanitation supplies and equipment
- Vehicles and spare parts
- IT equipment
- Telecommunications equipment (HF/VHF radios, V-SAT's, etc.)
- Vaccines, pharmaceutical and health related products

2. Ports of Entry:

- Airport of entry
The Contractor shall be responsible for the receipt, handling, and customs clearance of UNHCR shipments at QAIA airport and Marka International Airport.
- Seaport of entry
The Contractor shall be responsible for the receipt, handling, and customs clearance of UNHCR shipments at AQA Seaport.
- Land transportation
The Contractor may be requested to provide land transportation of shipments from the port of entry to storage locations or other locations within Jordan.

3. Definitions:

Customs Clearance:

Customs clearance is the crucial process of ensuring that goods can legally enter or exit a country's borders. It involves a series of administrative and legal procedures, where the necessary permits, licenses, and documentation are obtained to facilitate the movement of goods across national boundaries. During customs clearance, responsibilities include verifying that the goods match their accompanying documents, addressing any discrepancies or doubts, and securing customs exemptions or clearances if required. The goal is to meet all regulatory requirements set by government authorities while minimizing delays and ensuring that cargo can continue its journey to its intended destination smoothly and legally.

Transportation:

Transportation is the physical aspect of moving goods or cargo from one location to another. This service encompasses the actual logistics of loading, unloading, and transporting goods via various modes such as trucks, ships, planes, or other means of transportation. It involves ensuring that the cargo is handled appropriately, secured for transit, and delivered to the specified destination. This includes considerations like the choice of vehicles, maintenance of temperature-sensitive cargo, real-time tracking of vehicles, and efficient route planning. Transportation is essential in delivering goods to their intended recipients while maintaining the quality and condition of the cargo throughout the journey.

Humanitarian Logistics:

Humanitarian logistics refers to the specialized field of logistics that is focused on the planning, coordination, and execution of the efficient and effective flow of goods, services, and information to support humanitarian efforts in response to emergencies, crises, or disasters. These efforts can include natural disasters, armed conflicts, public health emergencies, and other situations where people are in urgent need of assistance. Humanitarian logistics involves activities such as procurement, warehousing, transportation, distribution, and the management of resources and supply chains in a manner that prioritizes the rapid delivery of aid to affected populations while addressing the unique challenges and constraints of humanitarian operations. The primary goal of humanitarian logistics is to save lives, alleviate suffering, and aid in the recovery and reconstruction of communities in crisis. It plays a critical role in ensuring that relief organizations can respond effectively to emergencies and provide essential assistance to those in need.

4. Anticipated Annual Volumes:

The below Custom clearance annual requirements are calculated based on actual data from previous years for the Global Stockpile Management (GSM) located in Zarqa Free Zone.

Service	Type	QTY	Service	Type	QTY
Import/IN	20"	20-25	Export/OUT	20ft	01-05
	40" HC	220-250		40HC	150-200
	Truck	10-20		Truck	100- 180
Customs Clearance Process at QAIA Airport 10-20					

Customs Clearance for UNHCR Branch Office Amman: (Note: Branch office Amman operates within the country mainly at the refugee camps locations mentioned under point 6 “Delivery locations” of this document)

Service	Type	QTY	Service	Type	QTY
Import/IN	20”	20-25	Export/OUT	20ft	05-10
	40” HC	220-250			
	Small / Medium Truck	10-20			
Customs Clearance Process at QAIA Airport 25-30					

Transportation for UNHCR Branch Office Amman also calculated based on data from previous years:

Service	Type	QTY
Transportation within Jordan	20”	20-25
	40”	15-30
	Medium Truck LB	25-40
	Small Truck (1-3 T)	20-25
	Medium Cold Truck LB	5-10
	Small Cold Truck	5-10
	Small Crane	4-8
	20 T Crane	1-5

Please note that figures are broad estimates and have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the stipulated quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

5. Responsibilities of the Contractor:

The Contractor should be able to provide professional customs clearance and transportation services together and/or separately according to the following terms of reference:

5.1 Financial responsibilities (Invoicing and payments) for Custom Clearance and Transportation

- The contractor is responsible for covering any charges to relevant Authorities and must submit original receipts to UNHCR as supporting documents along with their invoices. UNHCR commits to processing invoices within 30 days of receiving both the service and supplier invoice. Upon completion of transport services, the contractor is required to submit signed waybills or/and delivery notes.
- Inform UNHCR in a timely manner of any activity that may impose any additional financial obligations and obtain approval from UNHCR before implementing.
- Prepay, or arrange for prepayment of, all applicable custom/port charges and demurrage on behalf of UNHCR, provided that the Contractor shall ensure that such charges do not include taxes, excises or other duties imposed by governmental authorities, which should not apply to UNHCR given its privileges and immunities.

Also in this context the Contractor shall also promptly inform UNHCR for purpose of approval of any situation under the contract, which might impose additional financial obligations on UNHCR.

- Invoices shall include a breakdown of costs detailing all corresponding charges per consignment. All invoices submitted to UNHCR must indicate detailed breakdown of services and charges and all supporting documents must be attached to the invoices together with proof of expenditures. Also, a copy of the shipping documents should be attached to the invoice.

5.2 Customs Clearance:

- Have all the sufficient licenses to work and conduct day-to-day transactions and operations for UNHCR across all Jordanian customhouses, free zones, and bounded areas.
- Provide and maintain weekly status reports related to shipments (incoming/outgoing) and their movement.
- Conduct customs clearance, including necessary steps like notifying parties, verifying container numbers, and obtaining customs exemptions.
- Ensure that the quantity, dimensions, description, packaging, gross weight, and markings align with shipping documents.
- Promptly notify any loss, damage, or delay concerning the goods and assume full responsibility for any damage or loss during the period that the goods are subject to customs procedures.
- Generate a Delivery Note upon delivery to the specified recipient/destination.
- Handle customs documentation, clearance, and other related services.
- Ensure all staff employed by the Contractor are insured in line with legal local requirements.
- Provide original receipts for any charges paid to official authorities.
- Prepay or arrange for prepayment of custom/port charges and demurrage on behalf of UNHCR.
- Obtain necessary approvals and documentation for transportation services, such as Facilitation Letter, Manifests, and Hazardous Goods requirements.
- Obtain specific approvals from Jordanian Governmental Authorities for medical supplies or food items delivered to refugee camps.
- For custom inspection, the Contractor is expected to collaborate with the Custom Authorities required to provide assistance to the Customs Authorities in terms of manpower and equipment wherever necessary, as well as supervise the process to mitigate any potential losses or damages.
- Customs Clearance for UNHCR's Global Warehouse (located in Zerqa Free Zone), Exports originate from any Free Zones or bonded warehouses in Jordan. If the appointed customs agent handled the import process, they must maintain a complete record of the import documents for the export process; if another agent handled the import process, UNHCR will provide the necessary documents. The designated customs agent must maintain daily report and control over UNHCR records in Free Zones and bonded warehouses. They will be held fully responsible for any discrepancies between UNHCR and the records of the Free zones/inbounded areas, as well as for any missing items that may be identified. All customs documents must be filed for an indefinite number of years. Furthermore, it is essential that all details

stated in the custom declaration are accurate and comply with the shipping documents.

5.3 Transportation:

- Have available enough trucks upon request, invoiced based on various factors.
- Initiate transport services based on email instructions from UNHCR, specifying shipment details and contact information.
- Transport cargo to the destination once customs clearance is completed.
- Handle freight and cargo handling, , stuffing/un-stuffing of containers .
- Promptly notify any loss, damage, or delay concerning the goods and assume full liability for any damage or loss during transit.
- Ensure that all consignments are dispatched from/to any unhcr storage locations, ports and/or supplier warehouses without delay and reach the final destination within a reasonable time period.
- Provide 24/7 support for emergency shipments.
- Adhere to temperature-controlled cargo requirements and maintain the cold chain, where applicable.
- Ensure the delivery of commodities in their original condition.
- Keep UNHCR informed of the progress of trucks on the road, potentially through live geo-tracking (GPS).

5.3.1 Delivery locations:

UNHCR Camps	UNHCR Offices	UNHCR other delivery Locations
Zatari Refugee Camp	UNHCR MENA Regional Office	Community Service Centers
Azraq Refugee Camp	UNHCR BO Amman	Hashemite Kingdom of Jordan Municipalities
KAP Refugee Camp	Mafrq SO	Border Crossing Points for Emergency deliveries
Zerqa Free Zone GSM Warehouse	Irbid FO	Karama Borders
	Ruwaished	Rukban Area
	Zerqa Free Zone GSM Warehouse	

UNHCR reserves the right to include other delivery locations when the need arises, in which case the Contractor will be notified in due time and the costs will be based on a separate request for quotation.

The following are examples to clarify the need and use UNHCR may have for transportation:

Example 1:

Aqaba Sea Port to Azraq Refugee Camp or Zerqa Free Zone and vice versa

Example 2:

Azraq Refugee Camp to Zaatari Refugee Camp

Example 3:

Queen Alia International Airport to UNHCR Branch Office Amman

Example 4:

Azraq Refugee Camp to various locations in Jordan

Commodity examples (not limited to): Diapers, Blankets, Cartons of kitchen sets, ICT Equipment, Vehicles

The Contractor should also be able to perform and process any exporting activity for UNHCR from Jordan (mainly from Zerqa Free Zone and Azraq Camp Warehouse) to anywhere in the world, especially neighboring countries. The types of trucks and / or containers we may use for exporting are also mentioned in Annex C.

5.3.2 Requested transportation vehicle conditions:

The Contractor shall guarantee the following regarding the vehicle conditions:

- Upon request, the Contractor must provide Certified True Copies of the documentation for each vehicle to demonstrate compliance with all relevant national transportation regulations and standards. This includes proper registration of all vehicles and official authorization for transporting humanitarian cargo, ensuring that each vehicle is authorized and meets the necessary requirements. Each vehicle is covered by a Vehicle Insurance issued in line with the local law,
- Each vehicle is in good working condition (road worthy) and has all the necessary tools and equipment (including intact tarpaulins) that may be needed such as to ensure the safety of goods throughout transportation, loading and off-loading, under all weather and road conditions,
- The designated loading supervisor has to be present during the entire loading and offloading process,
- All cargo is fully secured for safe transportation and unloading in its final destination to avoid any damage to the goods under all weather and road conditions,
- The vehicles provided by the Contractor are to include the driver(s), an adequate supply of fuel, lubricants, spare parts, and, in particular, a sufficient number of spare tires. If re-fueling is not possible because of fuel shortage UNHCR will consider vehicles as non-operational,
- Be fully responsible for all the maintenance and repair of each vehicle including when the vehicle is damaged or is not in good working condition. The Contractor agrees that maintenance should be conducted regularly in accordance with national

legislation. UNHCR shall not be responsible for any surcharges during the suspended period,

- UNHCR reserves the right to check the quality, suitability, roadworthiness of the truck fleet. Services Provider is to ensure that all trucks (including tarpaulins), transporting UNHCR commodities are in good working order and clean. UNHCR reserves the right to refuse loading of trucks that are not roadworthy, that have perforated tarpaulins or that are soiled with dust, dirt or other debris without any financial implication.
- UNHCR reserves the right to require the Contractor to discontinue providing transportation services through any subcontractor who, in the opinion of UNHCR, is unfit or unsuitable to perform the services. Such subcontractor shall be promptly replaced in consultation with UNHCR, and all costs or additional expenses, if any, resulting from the withdrawal or replacement of the subcontractor cases shall be at the Contractor's expense.

6. Contractor's Personnel:

- Designate three focal points proficient in both written and spoken English, ensuring their availability for consistent contact and responsibility in liaising with UNHCR.
- The three designated personnel should be available if needed outside of regular working hours in case of emergencies. Those personnel would manage UNHCR's account in terms of requests for customs clearance and transportation.
- UNHCR reserves the right to request the assignment of additional personnel or the replacement of personnel dealing with UNHCR's shipments, and the Contractor shall comply with such requests.
- Provide the CVs of all personnel assigned to working with UNHCR.
- The Contractor is responsible to ensure social corporate responsibility for all personnel working to provide the required services. That means abiding by all national legal standards on labor laws and social securities and protections.
- The Contractor shall be responsible for the payment of its personnel's salary and relevant benefits each month. Under no situation, shall the company link its personnel's salary payment to UNHCR settlement of its due invoices.
- It is the Contractor sole responsibility to comply with national regulations regarding all aspects of the labor law. UNHCR will not be a party in any kind of dispute relating to the above. In case any liability arises due to non- performance by the service provider, under no circumstance UNHCR shall be liable for the same.

7. Chargeable Fees:

- The offer shall indicate the prices as per Annex C.
- With regards to transport services the Contractor shall always apply the most economical solution suitable for the services requests based on the fixed rates.

8. KPIs – Key Performance Indicators:

- UNHCR and the Contractor shall establish, review, and evaluate the performance under the contract at least bi-annually or as agreed at a later stage. The KPIs are to be established within three (3) months from the effective date of the contract. It is the responsibility of the contractor to follow-up on the completion and establishment of agreed upon KPIs.
- The KPIs are to be established in the following areas:

Adherence to Contract terms and conditions
Accuracy of documentation prepared
Constant tacking of consignments (e.g. being able to provide updates on short notice)
Response time
Delivery time
Account Management (e.g.: initiative, identification and resolutions of problems, client and service orientation and professionalism)
Invoicing (e.g.: invoices on time, free of errors)
Price (e.g.: <i>price in accordance with the contract</i>)
Quantity (e.g. <i>losses, damages</i>)