



UNHCR

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

DATE: 13 December 2023

REQUEST FOR PROPOSAL: No. RFP/UNHCR/JOR/2023/09

FOR THE PROVISION OF CUSTOMS CLEARANCE AND TRANSPORTATION SERVICES

CLOSING DATE AND TIME: 09 January 2024 – 23:59 hrs Amman Local 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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 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 <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Amman, invites reputable, reliable, and qualified companies who have valid registration and relevant experience for the Provision of Customs Clearance and Transportation Services.

IMPORTANT:

The Terms of Reference (TORS) are detailed in **Annex A** of this document.

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

The estimated annual requirement of UNHCR is specified on Annex A.

Please note that figures have been stated in order to enable bidders to have an indication of 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 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:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal 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 integral part of this Request for Proposal:

- ANNEX A: Terms of Reference (TOR)
- ANNEX B (i): Bidder Technical Response Form
- ANNEX B (ii): Technical Evaluation Criteria
- ANNEX C: Financial offer Form (12 Tabs)
- ANNEX D: Vendor Registration Form (NEW)
- ANNEX E: UNHCR General Conditions of Contracts for Services 2018
- ANNEX F: UN Supplier Code of Conduct
- ANNEX G: UNHCR Cloud ERP Supplier Portal Guideline

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to joramsup@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 in respect of this RFQ by e-mail to joramsup@unhcr.org 10 (**ten**) days before the deadline.

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.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

2.4 **YOUR OFFER**

IMPORTANT:

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

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:

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 2.6) of this RFP.

Your offer shall comprise the following two 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 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, using **Annex B (i)** and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**

A description of your **company profile** with the following information and documentation:

- Valid Jordanian Registration Certificate from Chamber of Commerce and Ministry of Industry and Trade
- Filled signed and stamped new Vendor Registration Form (Annex D) including information on commercial bank account and acknowledgements of the General Conditions of Contracts (Annex E) and the UN Supplier code of conduct (Annex F) and supported by Tax statement /Tax proof showing tax registration number and Bank statement issued by the bank, showing bank account number and name, swift and IBAN code.
- Valid permits to work and conduct day-to-day transactions and operations across all Jordanian customhouses, free zones, and bonded areas
- Valid permits to conduct (company-inhouse) customs clearance activities
- Provide business registration in the relevant business sector (both for custom clearance and transport services
- Full list (Annex B (i) can be used) of projects/contracts in the relevant business sector completed or ongoing in the past 10 years. Each item on the list should be supported by proof such as copies/excerpts of contracts or POs or recommendation letters to be attached to the technical proposal.

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Capacity and Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**
 - A full list (Annex B (i) can be used) of your available fleet owned or subcontracted/outsourced. The list should include one truck of each of the eight types in Annex C and each mentioned vehicle should be supported by a copy of the valid license.
 - A description of your operating procedures for each the proposed custom clearance services as well as for the transport services. (Annex B (i) can be used)
 - A description of the main response time for both services that your company is committing to and describe your reporting approach. (Annex B (i) can be used)

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

 - A list of staff (minimum 3 full time) performing various activities under the potential contract and relevant experience of staff (Annex B (i) can be used). The list should be supported by CV attached separately.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, in the currency of your company's country. (Preferably in JOD)

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's 12 Tabs). Bids that have a different price structure may not be accepted. Please submit a soft copy (for evaluation purposes) and a signed copy as well.

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

You are requested to hold your offer valid for **120** 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 documents in order.

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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION:

Each proposal from a Bidder 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 be not 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.

2.5.1 **Registration Eligibility Check:**

A prerequisite for any supplier to be deemed eligible for an award of the contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: <https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities>.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex D**) and supporting documents. This includes:

- Tax statement /Tax proof showing clearly the taxpayer ID/ tax registration number
- Bank account statement from the bank, including bank account number and name, swift and IBAN code. Letters issued by the company with the bank account details are not acceptable.

The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

Documentation for Registration and Eligibility Check
1. Submitted
2. Filled Vendor Registration Form – NEW TEMPLATE this includes: <ul style="list-style-type: none"> ✓ Bank statement issued by the bank, showing bank account number and name, swift and IBAN code. ✓ Form includes commercial (not personal) bank account. ✓ By signing the form UNHCR General Conditions of Contract are acknowledged ✓ By signing the form UN Supplier Code of Conduct is acknowledged

IMPORTANT: The above listed documents should be submitted with your proposal which are required to assess the legal status and eligibility of your company. Companies which won't submit the above listed documents with their technical proposal will be contacted by UNHCR and given one more opportunity to submit them. In case the documents are still not submitted at the time of contract award, the company will then be disqualified.

2.5.2 **Technical and Financial evaluation:**

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

The technical review will first assess the following pass-fail criteria:

Pass/Fail Evaluation Criteria
1. Provided valid permits to work and conduct day-to-day transactions and operations across all Jordanian customhouses, free zones, and bonded areas
2. Provided permits to conduct (company-inhouse) customs clearance activities

If your company passes the above verification of the technical pass/fail criteria, it will be recommended for further evaluation using the following technical criteria as also detailed in Annex A, overview is provided here below:

Weighted Evaluation Criteria		Obtainable Points
1. Company's profile and qualifications:		20
	1.1 Years of relevant working experience in the field of customs clearance and transportation	
	1.2 Number of previous and current projects within the last 10 years in the field of customs clearance and transportation (minimum 2 relevant for each service)	
2. Fleet availability, capacity, licenses of owned equipment		10
	2.1 Number of fleet owned or subcontracted/outsourced for the intended purpose (each truck types to be available supported by copy of the valid vehicle license)	
3. Quality of proposed services		20
	3.1 Proficiency of proposed customs clearance procedures and transportation procedures	
	3.2 Response times and Reporting methodology	
4. Proposed personnel and corporate social responsibilities		10
	4.1 Number of staff performing various activities under the potential contract and relevant experience of staff (Minimum: three full time staff members with at least seven years' relevant experience)	
	4.2 Demonstrated commitment to corporate social responsibilities and staff welfare	
TOTAL MAX. TECHNICAL SCORE		60

The Minimum Score to be considered technically compliant 36 points out of max. 60 technical points. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

2.5.3 Financial evaluation:

In the **Financial proposal** a maximum score of **40 points** can be reached by the lowest proposal submitted.

The maximum number of 40 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.

$[\text{Total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component.}$

For evaluation purposes only, if offers are received in various currencies, the offers submitted in currency other than US Dollars may be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

The current UN exchange rate can be accessed on <https://treasury.un.org/operationalrates/OperationalRates.php>

Note: Should there be founded reason to believe that bidders paying salaries below the legally applicable minimum, the company will be disqualified.

Clarifications of Proposals:

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

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

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. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is **10MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the '**Save & Submit**' button is clicked on. Therefore, this button must 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 by the tender expiration deadline. Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. 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.

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

Deadline: 09 January 2024 – 23:59 Hrs Amman Local Time.

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 or allow split or partial awards on this project.

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 would enhance the comprehension of its offer.

UNHCR may at its discretion increase or decrease the proposed content 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 Services.

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 and 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 Goods and 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex E**) 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.

2.10 UNHCR NEW CLOUD ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

Please note that UNHCR has migrated to a new cloud based ERP system and future tenders will require bidders to use the new [supplier portal](#), for which guidelines are attached as Annex G.

Signature
Francis Ngarambe
Senior Supply Officer
UNHCR BO Amman / Jordan