

**Terms of Reference (TOR)**  
**RFP 2022 011**  
**Provision of Warehousing Services**

**1.0 OBJECTIVE:**

The United Nations High Commissioner for Refugees (UNHCR) in Beirut-Lebanon would like to enter into Frame Agreement(s) with service provider for the provision of Warehousing Services. UNHCR may award Contract(s) with initial duration of two (2) years, with possibility of extension for another one (1) year, for the provision of warehousing services of UNHCR commodities. Successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

**2.0 UNHCR Main Commodities:**

Sr.	Item description
a.	Emergency shelter and core relief items, e.g. mattresses, blankets, plastic sheeting, buckets, tents, wood (timber and plywood) etc
b.	Sanitation supplies and equipment
c.	Education kits
d.	Vehicles
e.	IT equipment e.g. computers and printers
f.	Telecommunications equipment e.g. HF/VHF radios and V-SAT's
g.	Vaccines, pharmaceutical and health related products
h.	Hygiene Kits
i.	Food products
j.	Any other item required by UNHCR

**3.0 SCOPE OF WORK:**

Specialized warehousing services of UNHCR commodities including handling in, inventory control & management, handling out, quality check of goods, storage in controlled environment, shelf-life monitoring, packing of loose cargo on pallets and stacking properly, packaging, re- packaging of stored goods, and timely reporting.

**4.0 LIST OF REQUIREMENTS:**

**4.1 Site:**

A.	A ready solid construction and covered warehouse location to the highest industry standard close to Beirut port. The facility is to be located within 20 KM radius driving from port of Beirut with access to main routes leading to Mount Lebanon, Bekaa, North and South of Lebanon.
B.	Storage facility must be secured with security guards, security monitoring equipment, fences around perimeter, access gates, sufficient lightning system, rubbery intrusion alarm system, tested fire alarm and detection / suspension system and CCTV 24/7.
C.	Offered facility should be of dry storage capacity to accommodate 14,500 cubic meters of non-food items with additional of 20% capacity preferably with racking system. Due to its nature, size and packing environment, some items may require floor storage for e.g., wood (timber and plywood) items.
D.	Offered facility should be of Chilled & Frozen storage facility of 70 cubic meter with additional of

20% capacity for storage of medicines (Temperatures at +2 to +8 degrees and -18 to -20 degrees).
E. Loading/offloading docks capacity suitable to handle trucks and up to 40' feet containers/trucks; at least with 4 inbound and 4 outbound operational docks.
F. Storage facility could be a shared facility (multi-client), but UNHCR owned goods must be consolidated in one area and segregated from any other goods within the storage location.
G. Insured facility with a valid insurance covering all potential losses that may arise at the warehouse. This insurance should cover civil liability and goods against risks including: fire, theft with breaking and entry, damage due to natural causes and burst pipes. Service provider as building owner should arrange and submit building insurance coverage such as: third party liability, fire, water damage and broken windows. Political Violence/War on Land Risk Insurance Coverage is also an addition which will be considered by UNHCR. As for Stock/Storage Risk Insurance Coverage, UNHCR arranges its own insurance coverage of stored goods inside warehouse. Service provider is to ensure that all staff employed by the service provider to fulfill services on behalf of UNHCR is to be insured in accordance with laws of Lebanon and no liability will be attached to UNHCR in this respect.
H. Upon request, service provider should be able to provide other facilities in other locations depending on the needs in certain region(s) across the country, North, South, Beirut & Mount Lebanon, Bekaa, etc.

#### 4.2 Technical capability:

A. Storage facility is IT equipped with (Warehouse Management System-WMS)
B. Reporting and incident tracking system in place
C. Provider has sufficient, adequate, and well-maintained handling equipment (e.g.) such as, high reach trucks, electrical forklifts, powered pallet trucks, trollies, heavy duty forklifts able to load and offload heavy items like wood, small forklift for offloading cargo from trucks, hand pallet trucks, etc.
D. Qualified and experienced staff directly involved in the contract such as Account Manager, Operation Staff team at warehouse.
E. Ability to provide additional skilled and experienced labor/resources for big distribution projects across Lebanon.
F. Capacity to promptly handle picking process accurately and count recheck in the dispatch area before handling out for an effective physical count process.
G. Ability to work during emergency with an increase in staff capacity.
H. Ability to work after working hours when needed.
I. Arrange kitting of supplies when needed.

#### 4.3 Services/Deliverables:

A. Dry Storage in secure warehouse facility
B. Chilled & Frozen Storage in secure warehouse facility
C. Inventory management, incoming and outgoing inspection of packaging. The goods stored at service provider's storage facility are property of UNHCR and will be released against authorized requisition issued by the concerned UNHCR office
D. Inventory control, including regular physical stock counting and reporting
E. Shelf-life monitoring and timely reporting
F. Handling in / Receipt of goods: UNHCR shall provide service provider with relevant shipping documents (in case of offshore deliveries), a copy of delivery Instruction/Invoice/Packing list or Purchase order, or a part thereof, giving a description and particulars of the goods, point of origin (in case of offshore deliveries), the name and address of the supplier (in case of local purchase), the

terms of delivery, special handling instructions and other pertinent details. The said document shall indicate the expected delivery date by the Supplier or arrival of the shipment so that the service provider co-ordinate receipt of goods. Omission of any of the foregoing information shall not diminish the service provider obligation under this arrangement.

Service provider shall check all consignments received and verify completeness and conformity to Purchase order instructions in regard to quality and quantity of packing units, marking, and documentation conformity. In both cases local and offshore supplies and upon receipt at warehouse; service provider shall issue a "Certificate of Receipt", with a copy to UNHCR Beirut office. The same process applies to shipments received through Beirut Sea port and Airport. Carbonated goods receipt notes (GRN) will be provided by UNHCR to the warehouse operation. Service provider to request carrier (or his/her representative) to sign on the carbonated GRN(s). Following any receipt, the warehouse must send acknowledgment by emailing a scanned copy of related GRN to UNHCR and original to follow.

Warehouse will be informed of any incoming goods as follows:

- One (1) week in advance in normal circumstances.
- With or without notice during **emergency** including all (weekdays, weekends, public holidays).

Shall promptly notify UNHCR of any known discrepancy on inbound shipments and shall protect UNHCR's interest by placing an appropriate notation on the delivering carrier's shipping documents. In this case a "Discrepancy report" should be submitted to UNHCR along with the "Certificate of Receipt".

G. Handling out / Dispatch of goods: warehouse only dispatch UNHCR inventory item(s) upon receiving a signed and stamped Material Stock Request (MSR) from concerned UNHCR Office.

The warehouse assigned staff shall print the MSR, re-check availability of material in stock and dispatch accordingly. Any discrepancy should be reported back to UNHCR office.

Carbonated waybills will be provided by UNHCR to the warehouse operation. Service provider to request carrier (or its representative) to sign on the carbonated waybills. Following any dispatch, the warehouse must send acknowledgment by emailing a scanned copy of related waybill(s) to UNHCR.

UNHCR requires waybill to complete the picking & shipping process in its system. Therefore, waybills must be cross-checked and compared with the MSR in order to ensure dispatch of correct quantities.

The warehouse will be informed of any release as follows:

- Twenty-Four (24) hours in advance in normal circumstances.
- Four (4) hours before dispatch during emergency (weekdays, weekends, public holidays).

H. Packing of goods:

- Packing of loose cargo on pallets and stacking properly for an easy counting.
- Some relief items might require to be consolidated into kits prior release to beneficiaries.

I. Re-packaging: some relief items might require repackaging due to deterioration from long time storage or any other reason.

J. Others: UNHCR shall have full access to the warehouse during normal working hours, and shall have the right to examine inspect and count all or any of its goods. If UNHCR desires access outside of normal working hours, then UNHCR will coordinate access with service provider providing advance notice, with the exception of emergency issues, at a minimum of 4 hours.

Service provider:

- Will afford UNHCR twenty minutes to conduct quality control measures on each inbound shipment prior to commencing unloading procedures.

<ul style="list-style-type: none"> <li>▪ Without notice, move goods within the warehouse but shall not move goods to another location without prior written consent of UNHCR.</li> <li>▪ Shall promptly notify UNHCR of any loss or damage, howsoever caused, to goods stored or handled.</li> <li>▪ Shall immediately notify UNHCR if any shipment due to infestation, contamination or damage might cause infestation, contamination or damage to the warehouse or any other goods stored therein.</li> <li>▪ In the event that service provider negligently miss-ships goods, then shall pay the reasonable transportation charges incurred to return the miss-shipped goods to the Warehouse. If the consignee fails to return the goods, service provider shall be liable to pay the purchase price including shipment for internationally procured goods.</li> <li>▪ Shall be liable for damages or losses to goods in storage or during handling which are caused by service provider's failure to exercise such care regarding the goods as a reasonably careful warehouse staff would exercise under like circumstances. In this case, Service provider to reimburse UNHCR in an amount equal to purchase price including shipment for internationally procured goods with no tolerance margin.</li> </ul>
<p>K. At any time during the term of the contract, UNHCR may request service provider to make quotations for additional services and/or variations to the service for other matters not covered under the signed frame agreement.</p>

#### 5.0 Reporting:

A. Daily basis: service provider is to send the daily stock report detailing "current stock balance", "in bound movements" and "out bound movements".
B. Monthly basis: service provider is to send the monthly stock report detailing "summary of issue" and "summary of receipts".
C. Quarterly basis: both "Incoming Log sheet" and "Outgoing Log sheet" has to be shared with concerned UNHCR office.

#### 6.0 Key Performance Indicators:

1.	Ability to respond quickly to Agency's needs
2.	Timely order processing
3.	Quality of order processing, stock losses, inventory count reports
4.	Follow and apply UNHCR SOPs in relation to its stored goods

#### 7.0 Invoicing and Payment:

1.	Payment Term, on monthly basis upon submission of invoice reflecting all delivered services in line with established frame agreement.
2.	For performance of the services herein, UNHCR shall pay the Contractor the agreed rates in USD. Full payment shall be made within thirty (30) days of receipt of the invoice unless the UNHCR disputes the invoice or a portion thereof.

**END**