

DATE: 31 MAY 2024

REQUEST FOR PROPOSAL: No. RFP/2024/017

**FOR THE PROVISION OF
CUSTOM CLEARANCE AND INLAND TRANSPORTATION SERVICES TO UNHCR LEBANON**

CLOSING DATE AND TIME: 15 July 2024 – 23:59 hrs Beirut, Lebanon Local Time or Earlier

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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in more than 135 countries continues to help about 79.5 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), in Beirut, invites well established and experienced service providers duly registered and licensed with the government of Lebanon to provide custom clearance and inland transportation service for the establishment of Frame Agreement(s) for three (3) years period with possibility of extension for another two (2) durations, one (1) year each extension (referred to hereinafter as "Services") for UNHCR Lebanon.

The estimated comprehensive annual expenditure on both services, customs clearance and inland transportation for UNHCR, is estimated at USD 100,000.00. Please note that this figure may change upward or downward depending upon the requirement. 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(s).

Offers are to be submitted for both Section (I) on **custom clearance** and Section (II) on **inland transportation services**. Missing or incomplete offers per section will not be accepted (i.e. quoting for partial item under the quoted section is not accepted).

IMPORTANT:

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

Successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Other United Nations Agencies, Fund 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.

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 D**).

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:	Financial Offer Forms
Annex C:	Vendor Registration Form (VRF)
Annex D:	UNHCR General Conditions of Contracts for the Provision of Services – <i>Rev.: July 2018</i>
Annex E:	Relevant Experience Form
Annex F:	UN Supplier Code of Conduct

2.2. ACKNOWLEDGMENT

We would appreciate your informing us by return e-mail to najjars@unhcr.org with cc to atat@unhcr.org as to:

- **Your confirmation of receipt of this request for proposal.**
- **Whether or not you will be submitting a proposal.**

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 najjars@unhcr.org with cc to atat@unhcr.org . **The deadline for receipt of questions is 23:59 hrs Beirut local time on Sunday, 30th of June 2024.** 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.

UNHCR will compile received questions and plans to respond shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4. YOUR OFFER

Your offer shall be prepared in English.

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.

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

Your offer shall comprise the following two sets of documents in PDF format (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.):

- Technical offer
- Financial offer

For further instructions on submission of bids, please refer to point no. (2.6) of this RFP document.

2.4.1 Content of the TECHNICAL OFFER (60 %)

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.

Mandatory Requirement: Pass/Fail Criteria

2.4.1.1 The following six (6) eligibility criteria must be met by the bidder to qualify for further consideration. Pre-conditions are not ratable components of the technical offers.

- 1) Proof that your company is registered and licensed by the Government of Lebanon (GoL) to provide such services.
- 2) Proof that, your company has at least three (3) years of experience, in continuous business of providing customs clearance and inland transportation services in Lebanon.
- 3) Proof that your company is registered with the VAT in the Lebanese Ministry of Finance.
- 4) Duly completed, signed, stamped and dated Vendor Registration Form; (VRF is attached at **Annex C** or if already registered with UNHCR provide the company’s UNHCR vendor ID).
- 5) Written statement that your company accepts UNHCR terms, conditions, and standard payment terms of 30 days.
- 6) Insurance Policy: provide and submit valid insurance policy from insurance company to the vehicles and cargo contained therein against risks (fire, theft, damage and third-party liability). This is only applicable for the transportation part.

2.4.1.2 Your technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information:

A) Description of the company, company’s qualifications and the general organization capability:

A description of your company with the following documents:

- Company profile, year founded, if multi-location company specify headquarter location, and audit reports for the past two (2) years.
- List of similar and successfully completed or underway projects in the last eight (8) years; including but not limited to the experience with the UN Agencies, other Humanitarian Organizations and the private sector. For each completed contract, please include its value. Use (**Annex E**) to complete this part.
- Value of each project in the last eight (8) years. Use (**Annex E**) to complete this part.
- List of clients contact name and phone number to be used for reference check. Use (**Annex E**) to complete this part.
- Copy of any quality certificates of ISO 9000, ISO 9001 or other relevant equivalent standards.

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

B) Fleet availability, capacity, age, on board technologies, licenses of owned equipment:

Please provide information on the below:

- Number of the fleet intended to be used for this project.
- Types, age and capacity of trucks.
- Submit a proof of conducted annual inspection and other required licenses.

C) Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:

- Provide a description of your firm's approach and methodology of how your firm would roll-out and implement the requested services outlined in the TOR (**Annex A**).
- Attach any existing Standard Operation Procedures (SOP) developed by the company to help its staff in fulfilling their job, including emergency situation.
- Proposed response time in line with the TOR requirements.
- Any comments or suggestions on the Term of Reference (TOR), as well as your detailed description of the way your company would respond to the (TORs).

D) Qualifications and experience of staff directly involved in the contract such as Account Manager and Customs Brokers:

- State the number of staff performing various activities in the company.
- Qualification of staff - PHD, Masters, BA/BSC etc.
- Experience of staff involved and evidence that staff experience and expertise are adequate to meet the requirement (years of service in the company).

E) Customs brokerage and any other relevant licenses and certifications:

- Submit a proof that your company has international linkage; if applicable.
- Submit any relevant international licenses e.g. International Federation of Freight Forwarders Associations (FIATA) standards or equivalent; if available.
- Submit a proof that your company has experience in the custom clearance at the Lebanese borders i.e. airport, seaport and land.

F) UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing (**Annex D**).

G) UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing (**Annex F**).

2.4.2 Content of the FINANCIAL OFFER (40 %)

Your separate **Financial Offer** must contain an overall offer in a single currency, in US Dollars.

The financial offer must cover all the services to be provided (price "all inclusive"). The quoted fees shall comprise all cost, including travel communication (facsimile, telephone, etc.), reporting time.

The Financial Offer is to be submitted as per the Financial Offer Form (**Annex B**). Bids that have a different price structure may not be accepted.

Annex B is divided into two (2) sections:

- Section (I) for custom clearance; and
- Section (II) for inland transportation.

As mentioned in this RFP document above under point no. “(1) Requirements”, quotes should be for both sections. Missing or incomplete offers per section will not be accepted (i.e. quoting for partial item under quoted section is not accepted).

Prices must be given without VAT.

You are requested to hold your offer valid for ninety (90) days from the deadline for submission. UNHCR will make its best effort to select the company(ies) within this period. UNHCR’s standard payment terms are within thirty (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.

2.5. BID EVALUATION:

2.5.1 Supplier Registration:

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing,
- Core business,
- Track record,
- Contract capacity.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's services,
- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of services.

2.5.2 Technical and Financial evaluation:

For the award of this tender, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The technical component is comprised of two (2) Parts:

a- Eligibility Criteria (Pass / Fail):

Checking and verification of submitted tender documents by UNHCR Technical Evaluation Committee (TEC). UNHCR TEC will check the submitted six (6) pre-condition tender documents and mark ‘Pass’ or ‘Fail’ against the conditions listed at point no. 2.4.1.1. Missing documents, if any, will be requested from the bidder. Bidder(s) refusing to provide missing document, when requested within a deadline, will be considered as disqualified. Others scoring ‘Pass’ to all requirements will qualify for further evaluation.

b- Technical evaluation criteria with a maximum score of 1000 points:

The **Technical proposal** will be evaluated using inter alia the following criteria and percentage distribution: **(60 %)** from the total score.

Technical Evaluation Criteria:

Sr.	Description	Points
1.	Description of the company, company's qualifications and the general organization capability.	Maximum Points Obtainable 250
1.1	Company profile and year of establishment of the company	50
1.2	Number of previous and current projects in the last eight (8) years	50
1.3	Value of projects in the last eight (8) years	50
1.4	Recommendation from Clients	50
1.5	Quality Certificates such as ISO 9000, ISO 9001 or equivalent	50
2.	Fleet availability, capacity, age, on board technologies; licenses of owned equipment	Maximum Points Obtainable 250
2.1	Number of fleet for the intended purpose	100
2.2	Types, age and capacity of trucks	100
2.3	Annual inspection and other required licenses	50
3.	Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	Maximum Points Obtainable 250
3.1	Company provided description of the approach and methodology of how they would roll-out and implement the requested services outlined in the TOR (Annex A)	150
3.2	Company existing Standard Operation Procedures (SOP) developed to help its staff in fulfilling their job, including during emergency situation	25
3.3	Company proposed a response time is in line with the TOR requirements in (Annex A).	50
3.4	The company provided comments or suggestions on the Term of Reference (TOR), as well as your detailed description of the way the company would respond to the TOR	25
4.	Qualifications and experience of staff directly involved in the contract such as Account Manager and Customs Brokers.	Maximum Points Obtainable 150
4.1	Number of staff performing various activities in the company	75
4.2	Qualification of staff - PHD, Masters, BA/BSC etc...	50
4.3	Experience of staff (years of service in the company)	25
5.	Customs brokerage and any other relevant licenses and certifications	Maximum Points Obtainable 100
5.1	International linkage of the company	35
5.2	Proof that your company has international license	35
5.3	Proof that your company has experience in the custom clearance at the Lebanese borders airport, seaport and land	30

NB. The minimum technical passing score is 600 points.

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial components. (60% - Technical component; 40% - Financial component).

c- The **Financial offer** will use the following percentage distribution: **(40 %)** from the total score.

The maximum number of points will be allotted to the lowest price offer and compared among to those of invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [100 points] x [US\$ lowest] / [US\$ other] = points for other supplier's Price Component.

2.5.3 Due Diligence:

UNHCR may conduct a due diligence/vender verification exercise if the bidders are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past if the bidders are found to be technically compliant by passing technical evaluation. Should the findings of the due diligence/supplier verification indicate non-suitability of bidders, the finding of the due diligence/supplier verification report will prevail. UNHCR will not conduct such exercise for those unknown bidders whose offer do not pass the technical evaluation.

The due diligence exercise, when needed, will take place following technical evaluation by the Technical Evaluation Committee (TEC) and before commencement of financial proposal evaluation.

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 the 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.

IMPORTANT:

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

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 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 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.

Deadline: 15 July 2024 – 23:59 Hrs Lebanon Local Time

IMPORTANT:

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox 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.

IMPORTANT:

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

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.

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 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 USD. Payment will be made in accordance to the General Conditions for the Purchase 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. UNHCR will not consider any advance payment.

2.9. UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contract for Provision of Services (**Annex D**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions by attaching a signed and stamped copies of the attached conditions of services.

2.10. ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff.

2.11. THE UN GLOBAL COMPACT



The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>

Gerard Moya
Senior Supply Officer
UNHCR Office in Beirut, Lebanon