

DATE: 25 June 2024

REQUEST FOR PROPOSAL: No. RFP/HCR/CXB/2024/006

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF**

**CUSTOMS CLEARANCE, AND FREIGHT FORWARDING/TRANSPORTATION
SERVICES FOR UNHCR OPERATIONS IN BANGLADESH**

CLOSING DATE AND TIME: 21 July 2023 – 14:00 hrs. BST

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 17,000 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), Cox's Bazar, invites qualified service providers to make a firm offer for the establishment of a Frame Agreement(s) for the provision of the below services:

- **Lot 1 - Provision of customs clearance services;**
- **Lot 2 - Provision of freight forwarding/transportation services**

(referred to hereinafter as Services).

Interested bidders are invited to bid either for the whole range of services (Lot 1, and Lot 2) described in detail in the following sections, or for any of the two lots (Lot 1 or Lot 2). While bidders are encouraged to offer two Lots, the Lots will be evaluated separately, and the contract for each Lot will be awarded to the bidder that submitted the most responsive proposal for the particular Lot.

IMPORTANT: Terms of Reference (TORs) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with an initial duration of two (2) years, with possibility of extension of one (1) year, in total three years (2+1), subject to satisfactory performance of the Contractor and UNHCR requirement. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

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 require the totality of the

above 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.

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 90 days' (3 months) 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 Contract for Provision of 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 document 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 UNHCR General Conditions of Contract for Provision of Services (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 Invitation to Bid:

- Annex A: Terms of Reference (TOR) for Lot 1, and Lot 2
- Annex B: Financial Offer Form for Lot 1, and Lot 2
- Annex C: Vendor Registration Form (to be filled and submitted signed and stamped as supporting documents).
- Annex D: UNHCR General Conditions of Contract for the Provision of Services (to be signed and stamped)
- Annex E: UN Supplier Code of Conduct (to be signed and stamped)
- Annex F: Cargo Limit Recommendations Inside Camps
- Annex G: eTenderBox Registration Guide;
- Annex H: eTenderBox Supplier User Manual.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Bangladesh Cox's Bazar Supply Unit BGDCOSUP@ UNHCR.ORG with the subject line of the e-mail "RFP/HCR/CXB/2024/006 Bid participation" copy ACHARJEP@UNHCR.ORG and MANSARAY@UNHCR.ORG as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a Proposal

IMPORTANT: Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Failure to send the above requested information may result in the 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 Bangladesh Cox's Bazar Supply Unit bgdcosup@unhcr.org with subject line of the e-mail "RFP/HCR/CXB/2024/006 Request for clarification" copy to acharjep@unhcr.org; and mansaray@unhcr.org. The deadline for receipt of questions is 17:00 hrs BST on Sunday 14 July 2024.

Bidders are requested to keep all questions concise.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

UNHCR will organize a **virtual** (online) pre-bid conference on **07 July 2024 at 11:00 AM hrs BST**. A maximum of one (1) representatives per company are allowed to participate. Names, email and contact details of the company's representatives must be provided at least two (2) working days in advance, by e-mail to "Bangladesh Cox's Bazar Supply Unit bgdcosup@unhcr.org with the subject "RFP/HCR/CXB/2024/006 Pre-Bid Conference" copy to acharjep@unhcr.org; and mansaray@unhcr.org. Changes in staff need to be shared in advance, otherwise, they will not be able to participate.

Participation in the pre-bid conference shall be at the bidders' own expense. There will be no reimbursement from UNHCR.

Participation in the pre-bid conference is **strongly recommended given the complexity of the requirements**. However, after the pre-bid conference, a Questions & Answers document will be prepared and posted on the UNHCR website or distributed 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 mention the Lot number on the top sheet of your proposal that your organization is bidding for.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be 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 and only to the address provided in the "Submission of Bid" section 2.6 of this ITB.

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 shall be included in the Technical Offer. Failure to comply will result in disqualification of your offer. The Technical Offer must contain all the information required.

The Terms of Reference (TOR) of the service requested by UNHCR can be found in **Annex A**.

Your technical offer should be concisely presented 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 with the following documents: company profile, registration certificate and last audit reports:

- Year founded and type of firm; If multi location company, specify headquarters location
- Copy of valid company registration and tax documents for Minimum 3 years
- Copy of valid insurance certificates of proposed fleet

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

Description of your company's capacity and proven experience in similar fields to provide the services for respective Lot/s:

A description of your organization's capacity to provide the services.

- Total number of institutional clients served and complete contact details of your top 5 clients in Bangladesh (based on contract monetary value), as well as reference letters from your top 2 clients (also based on contract value).
- Financial stability: Audit reports for the last 3 years and/or balance sheets for the last 3 years and/or account statements (closing balance) for the last 3 years.
- Number of similar and successfully completed contracts at least from the past three (3) years for customs clearance;; and three (3) years for freight forwarding/transportation services
- Prime carriers proposed (quality, network)
- Number and type of trucks/vehicles owned/leased by the company
- Number and locations of customs clearing agents employed/managed by the company
- Geographical coverage area- at least at Dhaka, Chittagong, Cox's Bazar.
- A description of your organization's experience in providing these services, including the total number of similar projects currently underway and successfully completed projects in the past 3 years;
- Any additional relevant documentations/certificates demonstrating the company's capacity

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

Detailed description of the manner in which your company would respond to the TOR:

- Aid & relief cargo specific experience – Minimum two (2) years
- Contracts/Cooperation's with proposed subcontractors/carriers
- Any comments or suggestions on the TOR.

Proposed personnel to carry out the assignment

- Dedicated proposed personnel - number and structure in view of the tender requirements (qualifications, experience)
- The composition and skills of proposed teams/personnel to provide the requested services at each location.
- Dedicated Key Account Manager



UNHCR

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

Vendor Registration Form : If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**).

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**.

Please note: The Service Provider shall guarantee that the services will be uninterrupted for the duration of the contract.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial offer** must contain an overall offer in a single currency, in Bangladeshi Taka (BDT).

IMPORTANT: Please carefully consider the pricing model applicable to this invitation tender.

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 B). Bids that have a different price structure may not be accepted.

The financial offer must include the following information:

- All-inclusive rates as per Annex B

UNHCR is exempted from all direct taxes and customs duties. Quoted rates shall be provided without VAT, however, the VAT amount shall be separately indicated. Suppliers mentioning VAT in their offer shall submit VAT registration documents, otherwise VAT component may not be accepted.

For VAT payment, awarded supplier will provide UNHCR with invoice, waybill, completed Mushak 6.3 template, Certified Copy of Treasury Challan signed by Bank/VAT authorities, and money receipt.

Cost of obtention of the Certified Copy of Treasury Challan shall be borne by the awarded bidder.

You are requested to hold your offer valid initially for 90 days from the deadline for submission. UNHCR will make its best effort to award a company within this period. However, the awarded bidder/s must hold its offer valid for the contract duration as stated in Section 1 ("Requirements") of this RFP. UNHCR's standard payment terms are within 30 days after satisfactory delivery of the services and receipt of original invoice with accompanying documents in good 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.

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 by UNHCR of the services and acceptance of contractor's invoice in good order.

2.5 BID EVALUATION:

Each offer from a Bidder will be considered separately and independently. Bidders shall submit a complete offer for each solicitation in which they wish to participate. References to previous or on-going tenders 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 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:

- Ability to respond quickly to Agency's needs,
- Timely service delivery,
- Compliance to UNHCR's requirements

2.5.2 Pre-qualification criteria

UNHCR has established a set of fundamental criteria that each bidder must meet in order to be considered for further evaluations. The minimum pre-qualifying criteria are as follows (also more in detail in Annex I):

No	Pre-qualification Criteria (Mandatory)	Pass/Fail
1	Duly filled, stamped and signed UNHCR Vendor Registration form	Pass/Fail
2	Copy of certificate of incorporation/ Trade license	Pass/Fail
3	Valid TAX Compliance certificate/BIN Certificate and TIN Certificate	Pass/Fail
4	License for providing Customs Clearance Services; License for providing Transportation services, all applicable insurance, and road permit and registration of vehicles.	Pass/Fail
5	The company fully accepts UNHCR General Conditions of Contract for the Provision of Goods and Services by company signature and seal (Annex D).	Pass/Fail
6	The company unconditionally commits to the UN Supplier Code of Conduct by company signature and seal (Annex E).	Pass/Fail
7	The Technical offer should contain acknowledgment of Cargo Limit Recommendations Inside Camps (Annex F)	Pass/Fail
8	The company continuously operates in the relevant field for a minimum of 3 years	Pass/Fail

The bidders must comply with all of the above pre-qualification requirements in order for their bids to be considered for further evaluation and subsequent contract award.

2.5.3 Technical evaluation and Financial evaluation:

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

The Technical Offer score will be calculated according to the percentage distribution for the Technical and Financial Offers: 60% for the technical offer and 40% for the financial offer,

respectively. The below percentage distribution is applicable for all Lots, while the exact breakdown of technical evaluation per Lot can be found in Annex I.

No	Criteria Component	Points Obtainable
1	<p>Description of the company and the company's qualifications. Company's capacity and proven experience in similar fields to provide the services. Proposed personnel and equipment to carry out the assignment.</p> <p>Operation in the Sea Ports- and f in the Airport- with a list of personnel and equipment</p> <p>(Proof of operation in only Hazrat Shahjalal International Airport, Dhaka, and Shah Amanat International Airport, Chattogram =5 points) with a list of personnel and equipment</p> <p>(Proof of operation in only Chattogram Sea Port, Chattogram and Mongla Sea Port, Bagherhat 5 points) with a list of personnel and equipment</p> <p>Do not operate in the mentioned ports of entry 0 point</p>	10
2	<p>Relevant Work Experience: Reference of the similar valid framework agreement with other UN, Govt., MNC, or INGOs as proof of satisfactory completion of delivery of the service:</p> <p>40 points for 4 or more agreements/contract 30 points for 3 agreements/contract 20 points for 2 agreements/contract 10 points for 1 agreement/contract 0 points if the required agreements/contract is not available in the tender</p>	40
3	<p>Understanding of the requirements for services proposed approach, solutions, methodology, and outputs- Aid & relief cargo-specific experience.</p> <p>For the Sea Shipment- 10 points and the air shipments- 10 points.</p> <p>Max. 10 points for ≥ 100 Air shipments within the last two years (Within May- 2022-May 2024) 8 points for 99-80 or more Air shipments 6 points for 79-60 or more Air shipments 4 points for 59-40 or more Air shipments 0 points for below 40 Air shipments</p> <p>Max. 10 points for ≥ 100 Sea shipments within the last two years (Within May- 2022-May 2024) 8 points for 99-80 or more Sea shipments 6 points for 79-60 or more Sea shipments 4 points for 59-40 or more Sea shipments 0 points for below 40 Sea shipments</p> <p>Details of documentary evidence/ information should be mentioned in the proposal.</p>	20
4	<p>Length of Business of the Service Provider</p> <p>Max. 20 points for ≥ 10 years and each year 2 points. 0 points for minimum experience of less than 03 years.)</p>	20
5	<p>Financial Stability- Copies of its audited financial statements, certified annual report for the three fiscal years out of the last five years.) Annual Turnover - Max. 10 points for a minimum of 1000 million and above 8 Points for 90-80 Million, 6 Points for 70-60 Million, 04 Points for 50-40 Million, and below 40 million the point will be zero (0).</p>	10

	Total:	100
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The Minimum Score to be considered technically compliant is **50 points out of 100**. Proposals that score below the pass mark will not be considered in the financial evaluation nor for the award of the contract.

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

The maximum number 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 i.e.

$\{\text{Total price component}\} \times \{\text{BDT lowest}\} \setminus \{\text{BDT other}\} = \text{points for other supplier's Price Component.}$

There may be a physical verification conducted for the responsive offer/s (who are compliant with the mandatory pre-qualified criteria), to verify The Contractor/s capacity before the declaration of award. The Contractor/s will be awarded the Frame Agreements upon satisfactory results of the verification.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF BID:

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 registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that 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. The eTenderBox Registration Guide and User Manual are available at the above URL and provided as **Annexes G** and **H** to this RFP.

IMPORTANT:

The technical offer and financial offer are to be sent in **separate** documents. 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, .mbp, .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. 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: Wednesday, 21 July 2023 – 14:00 hrs. (BST) Bangladesh time.

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.

It is your responsibility to verify that all e-mails have been received properly before the deadline. 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.

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you do not find the answer, you are looking for, please send an email to the following helpdesk email address: rbapsupply@unhcr.org. Also, in order to minimize any issues during the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).

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 to allow split or partial awards. 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) i.e. in BDT. 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.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACT FOR THE PROVISION OF SERVICES – July 2018

Please note that the General Conditions of Contracts (**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 in writing.

Roshan Silva
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Supply Unit
UNHCR Cox's Bazar