

**DATE: 20 AUGUST 2025**

**REQUEST FOR PROPOSAL: BGD-UNHCR RFP 1649**

**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 September 2025– 23:59 hrs. BST**

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**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. Lo

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.

<b>IMPORTANT:</b> Terms of Reference (TORs) are detailed in Annex A of this document.
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UNHCR may award Frame Agreement(s) with an initial duration of one (1) year, potentially extendable twice for a further period of one (1) year, up to a total contract duration of a maximum of three (3) years (1+1+1 years), 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 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 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 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 C).

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: UNHCR General Conditions of Contract for the Provision of Services (to be signed and stamped)
- Annex D: UN Supplier Code of Conduct (to be signed and stamped)
- Annex E: Cargo Limit Recommendations Inside Camps
- Annex F: UNHCR Supplier Portal Manual;
- Annex G: Sample VAT documents.

### **2.2 ACKNOWLEDGMENT**

Please confirm your participation in the selected negotiation (RFP) process for **BGD - UNHCR RFP 1649**. We would appreciate your acceptance of the Terms and Acknowledgement by using the "**Acknowledge Participation**" functionality available in the Cloud ERP Supplier Portal.

For detailed guidance, kindly refer to pages 42 to 48 of the UNHCR Supplier Portal Manual Annex – F.

It's very important to select **Acknowledge Participation** in this ongoing negotiation **BGD - UNHCR RFP 1649** in which you are interested in participating. This is the only way to receive automatic email notifications from UNHCR with information on any changes related to this negotiation.

**IMPORTANT:**

Failure to confirm the **Acknowledge Participation** 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 **BGD-UNHCR RFP 1649** by using the “message” functionality through the negotiation in the Cloud ERP system – Supplier Portal (Please refer to instructions attached as Annex-F). **The deadline for receipt of questions is 23:59 hrs BST on 01/09/2025.** Bidders are requested to keep all questions concise.

UNHCR will respond to all questions received as soon as possible, and replies will be shared with all invited bidders via the Cloud ERP system. Furthermore, all announcements related to this **BGD-UNHCR RFP 1649** will also be communicated through the Cloud ERP system. To check responses or announcements from UNHCR, please refer to the instructions provided in Annex F.

**IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to any e-mail addresses. Failure to comply with this provision may result in disqualification.

**Pre-bid conference:**

UNHCR will organize an online supplier pre-bid conference on **31/08/2025 at 10:00 hrs BST via Microsoft teams.**

Name, organization name, email address and phone numbers of the company’s representatives must be provided during Pre-Bid session.

Meeting link below:

[Join the meeting now](#)

Participation in the pre-bid conference concerned is **strongly recommended given the complexity of the requirements.** After the event, a Questions & Answers document will be prepared, uploaded in the Cloud ERP and distributed among all interested vendors to reiterate responses to the voiced question as well as to respond to the queries which could not be answered on site.

**IMPORTANT:**

Please note that proposals are **NOT** to be sent using the messaging functionality. Proposals sent using the messaging functionality will also result in the offer being disqualified.

## 2.4 **YOUR OFFER**

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided and respective Requirements field stated in this Cloud ERP. 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 Cloud ERP system will result in disqualification of the offer.

Please submit your bid through the Cloud ERP system by selecting “**Create Response**” as detailed in the “**Submission of Bid**” section 2.6 of this **BGD-UNHCR RFP 1649**.

Your offer shall comprise the following **two SEPARATE** sets of documents:

- Technical offer
- Financial offer

**IMPORTANT:**

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

**Amendment of Solicitation:** UNHCR reserves the right to amend the Specifications or any Requirements at any stage of the procurement process prior to the final deadline of bid submission.

**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) for 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:** Year founded and type of firm; If multi location company, specify headquarter location, Proposed organizational structure or organogram of the company.
- Copy of valid company registration and tax documents for Minimum 3 years- Valid Trade license from 2022-2023, 2023-2024, 2024- 2025
- Valid agreement or contract copies in last 02 years period with UN, Govt., MNC, or INGOs as proof of engagement for the provision of delivering similar services.
- Reference letters from your top 2 clients **as proof of satisfactory performance**.

**Description of your company's capacity and proven experience in similar fields to provide the services:**

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

- 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.
- Geographical coverage area- at least at Dhaka, Chattogram, Cox's Bazar.

**Shipment and Cargo handling experience:**

- Bidders must submit certificate issued from Customs/NBR authority as proof of handling Air and Sea shipments in the last two years.

**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 C**.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods/Services and the UNHCR Supplier's code of Conduct.**

## 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.**

**Note:** For VAT component, awarded supplier will provide (i) invoice, (ii) waybill/ Delivery Challan, (iii) duly filled Mushok 6.3 Challan (sample provided), (iv) A (Automated) Challan or VAT circle certified Treasury Challan (sample provided), that clearly indicates UNHCR as the beneficiary of the VAT payment, duly signed by Bank authority (if applicable).

**The cost of obtention of the Certified Copy of Treasury Challan shall be borne by the awarded bidder.**

**For guidance on completing the VAT documentation, please refer to the sample VAT documents in Annex G.**

You are requested to hold your offer valid initially for 120 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 it offer valid for the contract duration as stated in Section 1 ("Requirements") of this **BGD-UNHCR RFP 1649**. UNHCR's standard payment terms are within 45 days after satisfactory delivery of the services and receipt of the 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 forty-five (45) 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 in Cloud ERP System:**

If you are interested in submitting a response to this ITB, please prepare your bid response in accordance with the requirements and procedures as set out in this Invitation to BID and submit it by the deadline for submission of proposals set out in this document and in the supplier portal.

Offers must be submitted through the Cloud ERP portal. In case you have never registered before, you can register a profile using the registration link [Click Here for New Supplier Registration Link](#)

and follow the instructions in guides available on the UNHCR website: [Supplier Portal User Manual](#) or UNHCR Supplier portal registration manual (**Annex F**).

Do not create a new profile if you are already registered. Kindly use this link: <https://supplier-portal.unhcr.org/> or refer to page number 38 of the UNHCR Supplier portal registration manual (**Annex F**) to Log in with your email address and Password. Use the forgotten password feature in case you do not know/remember your password or username from previous registration, please refer to **page number 15-41 of the UNHCR Supplier portal registration manual (Annex F)**.

In the event suppliers need to change the e-mail account in the system, it will be required to edit the focal person's information and contact details in the system. The Registration Guide and User Manual are available at the following link: [Supplier Portal User Manual](#).

Should the bidder encounters any difficulties navigating the Cloud ERP, requests for assistance should be submitted via email to [bgdcosup@unhcr.org](mailto:bgdcosup@unhcr.org) at least four (04) working days before the tender closing date. Bidders are encouraged to register at the earliest to allow sufficient time to resolving challenges before the tender closing date.

**Tutorial videos for** [Negotiation Module Bid Submission Tutorial](#).

## 2.5.2 Pre-qualification criteria

UNHCR has established a set of fundamental pre-qualification/eligible criteria that each bidder must meet (must obtain "PASS" as merit for all criteria) in order to be considered for further Technical and Financial Evaluations. The pre-qualifying criteria are as follows:

No	Pre-qualification Criteria (Mandatory)	Pass/Fail
1	Copy of certificate of incorporation/Trade license Submission of valid commercial registration documents – Valid Trade license from 2022-2023, 2023-2024, 2024- 2025 <i>The organization/Company must be registered under Bangladesh Govt. and must have registered office in Bangladesh.</i>	Pass/Fail
2	Submission of BIN Certificate (Bangladesh)	Pass/Fail
3	Submission of TIN certificate (Bangladesh).	Pass/Fail
4	<b>Company profile:</b> Year founded and type of firm; If multi location company, specify headquarter location, Proposed organizational structure or organogram of the company.	Pass/Fail
5	The company fully accepts UNHCR General Conditions of Contract for the Provision of Services by company signature and seal (Annex C).	Pass/Fail
6	The company unconditionally commits to the UN Supplier Code of Conduct by company signature and seal (Annex D).	Pass/Fail

7	The Technical offer should contain acknowledgment of Cargo Limit Recommendations Inside Camps (Annex E). by company signature and seal.	Pass/Fail
8	The company continuously operates in the relevant field for a minimum of 3 years. (any contract/PO copy/license as proof of 03 years of experience)	Pass/Fail
9	Is the supplier eligible as per the UNGM Vendor Ineligibility List?	ELIGIBLE/ INELIGIBLE

**Resubmission of any missing eligibility documents:**

UNHCR considers Pre-qualification/**Eligibility Criteria: 1 to 8 above** are non-substantial:

**Note:** In the event of above documents submission, any are missing at the time of submission, UNHCR will contact the concerned bidder(s) after the tender closing date during the technical evaluation phase. The bidder(s) will be requested to submit the missing document(s) within a specified deadline. Failure to provide the requested documents within the stipulated timeframe will result in technical disqualification.

**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. The 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 combined percentage distribution for the Technical and Financial Offers: **60% for the technical offer and 40% for the financial offer, respectively.**

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

No	Criteria Component	Points Obtainable
1	<p><b>Company's capacity and proven experience in similar fields to provide the services.</b></p> <p><b>Bidders to submit Customs authority issued licenses to proof as</b> Operation in the Sea Ports- and in the Airports = 20 points</p> <p><b>Scoring Matrix:</b></p> <p>(Proof of operation in only Hazrat Shahjalal International Airport, Dhaka, and Shah Amanat International Airport, Chattogram =10 points)</p> <p>(Proof of operation in only Chattogram Sea Port, Chattogram and Mongla Sea Port, Bagerhat = 10 points)</p> <p>No evidence to operate in the mentioned Sea and Airports of entry = 0 point</p>	20
2	<p><b>Relevant Work Experience:</b> Reference agreement or contract copies in last 02 years period with UN, Govt., MNC, or INGOs as proof of engagement for the provision of delivering similar services:</p> <p><b>Scoring Matrix:</b></p> <p>40 points for 4 or more agreements/contract</p> <p>30 points for 3 agreements/contract</p> <p>20 points for 2 agreements/contract</p>	30

	10 points for 1 agreement/contract 0 points if the required agreements/contract is not submitted.	
3	<p><b>Satisfactory performance:</b> Reference letters from your top 2 clients (in terms of highest monetary value) as proof of satisfactory performance:</p> <p>10 points for 2 Reference letter from 2 different clients 05 points for 1 Reference letter from 1 Client 0 points if no reference letter submitted.</p>	10
4	<p><b>Shipment and Cargo handling experience:</b> Bidders must submit certificate issued from Customs/NBR authority as proof of handling Air and Sea shipments as follows:</p> <p><b>Scoring Matrix:</b></p> <p>For the <b>Sea Shipment</b>- 10 points and the <b>air shipments</b>- 10 points = 20 points.</p> <p>Max. 10 points for ≥ 100 Air shipments in the last two years 8 points for 80-99 or more Air shipments in the last two years 6 points for 60-79 or more Air shipments in the last two years 4 points for 40-59 or more Air shipments in the last two years 0 points for below 40 Air shipments in the last two years</p> <p>Max. 10 points for ≥ 100 Sea shipments within the last two years</p> <p>8 points for 80-99 or more Sea shipments in the last two years 6 points for 60-79 or more Sea shipments in the last two years 4 points for 40-59 or more Sea shipments in the last two years 0 points for below 40 Sea shipments in the last two years</p>	20
5	<p><b>Financial Stability-</b> Copies of certified audited financial statements/ bank statements for the last three fiscal years.)</p> <p>Sound financial stability of the bidding company based on the following documentation:</p> <p>i) <b>For an auditable company:</b> Audited Balance sheets for the last three (3) years (at least for 2022, 2023, 2024). Demonstrating Average Turnover for 3 years - minimum BDT 40 million to maximum 100 million and above</p> <p><b>Scoring Matrix:</b></p> <p>100 million BDT and above = 20 points 80-99 million BDT = 16 points 60-79 million BDT = 12 points 40-59 million BDT = 08 points</p> <p>ii) <b>For a proprietorship company:</b> Bank statements for the past three years (covering a total of 36 months, starting since July 2021- June 2024), demonstrating a three years average transaction volume of minimum 40 million to maximum 100 million (total Dr + Cr).</p> <p><b>Scoring Matrix:</b></p> <p>100 million BDT and above = 20 points 80-99 million BDT = 16 points 60-79 million BDT = 12 points 40-59 million BDT = 08 points</p>	20
	<b>Total:</b>	<b>100</b>



The cut-off points for submissions to be considered technically compliant will be 50 points out of 100 maximum obtainable points. If a bid does not meet this minimum passing score of 50 points it will be deemed technically non-compliant and will not proceed to the financial evaluation.

#### **Financial evaluation:**

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

**The financial component will be analyzed only for those suppliers that pass the technical evaluation.**

The highest weighted score of 40 points will be allotted to the lowest price offer. All other price offers will receive weighted scores in the inverse proportion to the lowest price, e.g. [Lowest Priced Offer (BDT) / Price of the Offer Being Evaluated (BDT)] x 100 x [Percentage Distribution (%)] = weighted score for the financial offer under evaluation

The proposals shall then be ranked according to their combined technical and financial scores using the weights.

The total score = the technical score x 0.60% + the financial score x 0.40%.

**The award will be made to the highest overall scorer (technical score + financial score).**

#### **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.**

**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:**

Please carefully read the step-by-step procedures for submission of your offer from **Annex F**, page 42-58.

Bids should be submitted directly in the portal, and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats, etc.).

The Technical and Financial offers shall be submitted in the specified sections. Failure to do so will result in disqualification.

The bids submission deadline is specified in the Cloud ERP under the Overview section reference to **BGD - UNHCR RFP 1649**. **Any bid received after this deadline or outside of the online portal will be rejected.** UNHCR may, at its discretion, extend the bid submission deadline, and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is the supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a **maximum of 20 Mb** in each required field, as specified in the Requirements Section Negotiation reference to **BGD - UNHCR RFP 1649**.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

**IMPORTANT:** Please **DO NOT** upload technical and financial offers in the same section. Failure to comply will result in disqualification.

**All Technical and Financial documents must be uploaded separately in their respective, clearly designated sections in the Cloud-ERP system.**

**Late Submission of Bids:** The ERP Portal will deny access to suppliers who attempt to upload their bids after the stated deadline in the OVERVIEW section in the Cloud ERP.

Bidders having any challenges in submitting their proposals should request assistance by sending an email to [bgdcosup@unhcr.org](mailto:bgdcosup@unhcr.org), at least **4 working days before the tender closing date**. Bidders are encouraged to upload their proposals in good time to allow for any technical issues to be resolved.

**DEADLINE: 21 SEPTEMBER 2025 – 23:59 Hrs BST.**

#### **RFP KEY DATES:**

Tender available to vendors	20 August 2025
Online Pre-bid Conference	31 August 2025 at 10:00 am BST via Microsoft teams.
Last day for Queries	01 September 2025 by 23:59 pm BST
Closing date for submission of bids	21 September 2025

#### **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's 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 firm's 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 **BGD-UNHCR RFP 1649** 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 C**) 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  
Senior Supply Officer  
Supply Unit  
UNHCR Cox's Bazar