



**UNHCR**

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

**DATE: 29/07/2022**

**REQUEST FOR PROPOSAL: No. RFP/MDACH/2022/1**

**FOR THE ESTABLISHMENT  
OF FRAME AGREEMENT(S) FOR THE PROVISION OF**

**CUSTOMS CLEARANCE service under LOT 1  
WAREHOUSE & HANDLING under LOT 2  
AND TRANSPORTATION SERVICES under LOT 3**

**CLOSING DATE AND TIME: 14/08/2022 – 23:59 hrs time in Moldova**

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## **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.

Across more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 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), Moldova, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of:

- I. Custom clearance services (LOT No. 1)**
- II. Warehousing and handling services (LOT No. 2)**
- III. Transportation services (LOT No. 3)**

referred to hereinafter as services.

Interested bidders are invited to bid either for the whole range of services (Lot 1, Lot 2 and Lot 3) described in detail in the following sections, or for any of the three lots (Lot 1, Lot 2 or Lot 3). While bidders are encouraged to offer all three (3) 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 (TOR) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with the initial duration of one (1) year, potentially extendable for a further period of one (1) year subject to satisfactory performance. The successful

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

The estimated annual requirement of UNHCR is listed in 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.

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 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: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex F: UN Supplier Code of Conduct
- 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 [abdelsid@unhcr.org](mailto:abdelsid@unhcr.org) copying [lukovica@unhcr.org](mailto:lukovica@unhcr.org) as to:

- Your confirmation of receipt of this Request for Proposal
- 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 or any question in respect of this RFP by e-mail to Khalid Ahmed, Associate Supply Officer at [abdelsid@unhcr.org](mailto:abdelsid@unhcr.org) copying Andre Lukovics, Supply Officer at [lukovica@unhcr.org](mailto:lukovica@unhcr.org). **The deadline for receipt of questions is 17:30 hrs in Moldova on 05/08/2022.** 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 as this will result in automatic disqualification.

UNHCR will compile any questions received. UNHCR will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and shared with all bidders that participated in the supplier conference.

UNHCR will organize an online supplier pre-bid conference, **on 05/08/22 at 10:00 AM**. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to [abdelsid@unhcr.org](mailto:abdelsid@unhcr.org) copying [lukovica@unhcr.org](mailto:lukovica@unhcr.org). Changes in staff need to be shared in advance otherwise they will not be able to participate.

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

Participation in the pre-tender conference is strongly recommended. After the supplier 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**

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 and structured in the following order to include, but not necessarily be limited to, the following information:

#### **Mandatory criteria for all 3 lots:**

- a. Company registration certificate
- b. License/permit (all relevant documents)
- c. Financial statements/audit reports from the past three years
- d. Valid certificate of insurance - applicable to Lots 2 & 3
- e. Signed UNHCR General Conditions of Contract for the Provision of Services – 2018

**IMPORTANT:**

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

**1. Description of the company and the company's qualifications**

A description of your company with the following:

**Company profile:**

- i. Description of the company's activities and specializations. If a multi-location company, specify the location of headquarters
- ii. Company's experience in these services
- iii. Proof of similar projects successfully completed
- iv. Proof of similar projects currently underway
- v. References from previous or current projects
- vi. Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services.

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

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR including:

- i. A description of your organization's capacity to provide the services;
- ii. A description of your organization's experience in the provision of these goods/services;
- iii. Compliance with the requirements stated on the TOR.

**3. Proposed personnel to carry out the assignment**

The composition of the team you propose to provide:

- i. Curriculum Vitae of core staff proposed to carry the project.
- ii. Organigram

**Vendor Registration Form:** You should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex D**).

**2.4.2 Content of the FINANCIAL OFFER**

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

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

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

You are requested to hold your offer valid for 90 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 all relevant documents.

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 **Technical and Financial evaluation:**

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

There are five mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.

<b>Mandatory Criteria for all 3 Lots</b>	<b>Pass/Fail</b>
a. Company registration certificate	
b. Required license/permit	
c. Financial statements/audit reports from the past three years	
d. Copy of valid certificate of insurance: - Applicable for Lot 2 - Applicable for Lot 3 – please submit for at least 25% of your fleet. The remaining shall be presented at the time of contract signature.	
e. Signed UNHCR General Conditions of Contract for the Provision of Services – 2018	

#### **IMPORTANT:**

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

The percentage assigned to each component is determined in advance as follows:

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

<b>Technical evaluation criteria for all 3 Lots</b>	<b>Score</b>
1. Description of the company and the company's qualifications	25%
2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	25%
3. Proposed personnel to carry out the assignment	10%
<b>Total:</b>	<b>60%</b>

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically-compliant will be **60% of the 60%, or 36 out of the 60 points.**

#### **Clarification of Proposals:**

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

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 maximum number of 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.,  $[\text{total Price Component}] \times [\text{MDL lowest}] \div [\text{MDL other}] = \text{points for other supplier's Price Component}$ .

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

## **2.6 SUBMISSION OF BID:**

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 submitted in separate documents. Failure to do so will 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: 14/08/2022, 23:59 hrs time in Moldova.**

### **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. 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.

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.

**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.**

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 requirements, 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., MDL. 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 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.



Signature  
Andre Lukovics  
Supply Officer  
UNHCR Representation Office in Moldova