



UNHCR

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

RFP/MDACH/2022/01

ANNEX A

TERMS OF REFERENCE (TOR)

ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF

- **CUSTOMS CLEARANCE SERVICES UNDER LOT NO. 1**
- **WAREHOUSING AND HANDLING UNDER LOT NO. 2**
- **AND TRANSPORTATION SERVICES UNDER LOT NO. 3**

FOR UNHCR IN MOLDOVA

I. BACKGROUND AND OBJECTIVE

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Moldova intends to enter into Frame Agreement(s) with one or more Contractors for the provision of Customs Clearance Services.

The objective of this request for proposal (RFP) is to engage a registered, professional, and dedicated Contractor(s) of Customs Clearance to service the UNHCR operation in Moldova. Any resulting contract (hereinafter called “the Contract”) shall be non-exclusive.

The Frame Agreement (FA) will be for an initial period of one (01) year, with the possibility of an extension of two (02) year (1 + 1 years) subject to the satisfactory performance of the Contractor and UNHCR’s requirement of the provision of Services.

The required Services are to be provided in the following lots:

- I. Lot 1 - Provision of customs clearance services.
- II. Lot 2 - Provision of warehousing & handling services.
- III. Lot 3 - Provision of transportation 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 the Lots if it is in their capacity, the Lots will be evaluated separately and independently, and the contract for each Lot will be awarded to the bidder that submitted the most responsive proposal for the particular Lot.

UNHCR reserves the right to select more than one Contractor to provide all or part of the required services (if applicable)

II. REQUIREMENTS

1. Overview of Required Services

The Contractor shall provide the following services on a priority:

Customs Clearance:

- 1.1. The Contractor must have sufficient capacity and expertise to cover the required customs clearance services.
- 1.2. Be knowledgeable and familiar with relevant customs regulations, especially those applicable to import by humanitarian organizations



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- 1.3. As and when requested by UNHCR, facilitate customs clearance at the point of entry and/or exit as required in Moldova according to information specified in writing by UNHCR. The Contractor shall ensure cargo is cleared correctly and in a timely manner.
- 1.4. Manage all logistic functions at the designated point/s of entry into Moldova. This will include the provision of all necessary equipment, qualified personnel, and handling services including, but not limited to, the receipt, packing/unpacking, loading/unloading, stuffing/de-stuffing, and storage of UNHCR (free truck waiting time to be advised).
- 1.5. Prepare all customs clearance documentation according to UNHCR instructions and in adherence with all relevant laws and regulations.
- 1.6. Be responsible for the safe handling, carrying, and storage of shipments on behalf of UNHCR until further instructions are provided. The Contractor will be liable for any damage/loss while shipments are in their custody.
- 1.7. Monitor standing containers and notify UNHCR prior to any demurrage fees being incurred.
- 1.8. Check and retain all documentation and immediately notify UNHCR should any documentation or shipment not match or be damaged/missing/incomplete. This includes ensuring that the specifications included in documentation from UNHCR (gross weight, dimensions etc) is in accordance with each shipment.
- 1.9. Provide customs clearance certificates and release orders where applicable.
- 1.10. Maintain status reports on each shipment to be shared with UNHCR on weekly bases or on demand.
- 1.11. UNHCR does not guarantee a minimum volume of shipments to be handled by the Contractor.
- 1.12. Advise on any changes in Government policy in relation to customs clearance.
- 1.13. Facilitate the customs clearance of the personal effects of UNHCR staff as needed.
- 1.14. Any other requirements/specific instructions.
- 1.15. All written communication shall be in English.
- 1.16. Total estimated number of shipments/trucks to be cleared varies depending on the emergency situation on the ground, however, average number of shipments/trucks could vary between 01 to 10 per day depending on the situation. Most of the shipments come by road as for Air shipments they are not frequent and comes from time to time usually small consignments such as IT equipment's. During emergency, however, UNHCR may tend to send big shipments such as tents.

Warehousing & Handling Services:

- 1.17. As and when requested by UNHCR, provide warehousing & handling services.
- 1.18. Manage the entire warehousing functions this will include all but not limited to leasing of the warehouse, providing necessary equipment such as pallet jacks/forklifts/palletization/qualified and sufficient personnel/racks & or pallets, palletizing shipments, receipt of UNHCR shipments, properly stacking in countable manner, locally insuring the goods/equipment/assets, recording and documenting, stock taking and verifying, handling (loading/offloading) of incoming and outgoing shipments, stuffing/unstuffing of containers and other means necessary to perform the services in accordance with best commercial practices.
- 1.19. Acknowledge receipt of incoming shipments on behalf of UNHCR, issue related bin/stock cards and Good Receipt Notes (GRN), maintain and file each shipment shipping documents in an orderly manner.
- 1.20. Prepare related waybills when shipments are being dispatched out of the warehouse.
- 1.21. Provide daily, weekly and monthly reports on incoming/outgoing shipments.
- 1.22. Participate in the verification exercises carried by UNHCR as and when needed.
- 1.23. Provide any other related services as requested.
- 1.24. Total estimated desired area is around 10,000 m2 fully covered warehouse located within Chisinau with sufficient forklifts, pallet jacks and personnel to handle the required services.



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Transportation Services:

- 1.25. As and when requested by UNHCR, facilitate inland road transportation including loading/offloading from the point of entry in Moldova to the point of destination as specified in the forwarding information or in writing by UNHCR.
- 1.26. Provide the necessary equipment and personnel required for loading/offloading, stuffing/unstuffing of containers and other means necessary to perform the Services.
- 1.27. Manage the inland road transportation of goods to/from point of loading to the consignor as annotated on the waybill by UNHCR.
- 1.28. UNHCR requires transportation services to various locations in Moldova and shipments varies between small that require small vehicles/vans up to 10 / 20 MT trucks that could reach up to 10 trucks / day at times depending on the situation. Pickup locations are usually Chisinau (UNHCR Representation Office, UNHCR warehouses) while delivery usually is as per incoterm DAP to Chisinau (Any place within Chisinau), DAP Palanca & DAP Otaci. Service should count for offloading services if requested.

Should the Contractor fail to provide the above services in accordance with the contract with UNHCR, UNHCR reserves the right to seek the required services elsewhere.

2. Personnel

The Contractor is required to meet the following personnel specifications:

- 2.1. Provide one or more focal points that can be contacted at all times and is proficient in English, both written and speaking who is responsible for liaising with UNHCR.
- 2.2. Assign a sufficient number of personnel with the necessary expertise and knowledge to fulfill the requirements and which will provide services to UNHCR on a priority basis.
- 2.3. Ensure enough experienced and qualified personnel are available to respond, within a reasonable extent, to emergency situations and rapid response outside of regular working hours, if necessary.
- 2.4. UNHCR reserves the right to request the assignment of additional personnel or the replacement of personnel dealing with UNHCR's shipments, and the Contractor shall comply with such requests.
- 2.5. Provide the CVs of all personnel assigned to working with UNHCR.

3. Mandatory Pre-Conditions

The Contractor is required to meet the following qualifications:

- 3.1. Authorized/Certified/Registered/Licensed to perform customs clearance, warehousing & handling and transportation services in Moldova by holding valid business license and any other relevant certificates.
- 3.2. The Contractor acknowledges that they hold all mandatory official authority permits and licenses for Customs clearance and Transport Services necessary for performing the services under this Contract .
- 3.3. Sufficient capacity to undertake the required services such as customs clearance expertise/experience, specific knowledge regarding local customs clearance regulations and how they apply to humanitarian organizations and trained personnel.
- 3.4. The Contractor must have an extensive network (or agents therewith) within the country, at the designated ports of cargo entry all the way to the points of delivery, as specified by UNHCR.
- 3.5. Sufficient capacity to undertake the required services of warehousing and handling and transportation services with sufficient personnel, expertise/experience, equipment, trucks.
- 3.6. Evidence of managing contract with comparable international organization or similar entities, including a description of the services rendered and the management plan implemented .
- 3.7. Proof of financial standing by providing bank statements and/or audit reports of the past



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three years.

- 3.8. Fully insured in accordance with UNHCR requirements.
- 3.9. The Contractor shall remain on call at any time required and provide one or more points of contact with which to initiate urgent requests,
- 3.10. The Contractor shall perform the mentioned Services under the contract as and when requested by UNHCR on a priority basis throughout the contractual period.
- 3.11. The Contractor shall be aware of international conventions and local laws with regards to carriage of goods by land within Moldova.
- 3.12. The Contractor shall immediately keep UNHCR abreast of any changes in policies, rules and regulations related to the customs clearing and freight forwarding .

4. Fees and Payment

The Contractor is required to meet the following requirements:

- 4.1. Abide by the prices quoted in the Financial Offer Form for the duration of the Contract (Annex C).
- 4.2. The Contractor shall invoice UNHCR on a monthly basis.
- 4.3. All invoices submitted to UNHCR must include the corresponding UNHCR Purchase Order number, a detailed breakdown of the services rendered and their corresponding charges with any relevant supporting documents attached customs declaration, waybill etc.
- 4.4. Inform UNHCR in a timely manner and obtain approval of any activity that may impose any additional financial obligations.