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| **Request for Quotation** |

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| **FROM** | **NORWEGIAN REFUGEE COUNCIL** |
| Address | Block 2 House No.337 , Hay-Almattar District , Red Sea State, Sudan |
| City | Port Sudan |
| Country | Sudan |
| Phone # | +249911219777 |
| Email | [sd.procurement@nrc.no](mailto:sd.procurement@nrc.no) |

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| **TO** |  |
| Address |  |
| City |  |
| Country |  |
| Phone # |  |
| Email |  |

The office of the Norwegian Refugee Council invites your company to submit a price quotation for the following items in accordance with the requirements detailed below. You may use your company format or fill up the table below. Please read carefully the instructions on page 5.

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| **Request for Quotation Requirements** | | | |
| RFQ # : | PR-KRT-655 | Currency | USD |
| RFQ Issuing Date: | 01/07/2024 | Bid Validity Period (days): | 30 Days |
| RFQ Closing Date: | 18/07/2024 | Required Delivery Date: |  |
| RFQ Closing Time: | 16:00 PM | Required Delivery Destination: |  |
| Questions to the RFQ | [sd.procurement@nrc.no](mailto:sd.procurement@nrc.no) | Required Delivery Terms: |  |

1. **Custom Clearance Service: Financial Offer**

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| --- | --- | --- | --- | --- |
| **No** | **Specifications** | **Unit** | **Qty** | **Price  VAT Inclusive** |
|
| 1 | **BY AIR -** Customs clearance of NRC consignments in Port Sudan International Airport | | | |
| 1.1 | Air Cargo Up to 50kg | Service | 1 |  |
| 1.2 | Air Cargo Up to 100kg | Service | 1 |  |
| 1.3 | 101 kg – 500kg | Service | 1 |  |
| 1.4 | 501 kg – 1000kg | Service | 1 |  |
| 1.5 | 1001 kg – 1500kg | Service | 1 |  |
| 1.6 | 1501 kg – 2000kg | Service | 1 |  |
| 1.7 | 2001 kg – 2500kg | Service | 1 |  |
| 2 | **BY SURFACE - Full Container Load (FCL)** Customs clearance of NRC consignments in Port Sudan, and other points of entry/exit if any. | | | |
| 2.1 | 20” Container | Service | 1 |  |
| 2.2 | 40” Container | Service | 1 |  |
| 2.3 | Up to 5 Cubic Meter | Service | 1 |  |
| 2.4 | Above 5 Cubic Meter | Service | 1 |  |
| 2.5 | Non-Containerised Cargo | Service | 1 |  |

1. **Custom Clearance Service: Service Provision Schedule:**

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| **No** | **Specifications** | **Unit** | **Number of Days to complete service** |
|
| 1 | **BY AIR -** Customs clearance of NRC consignments in Port Sudan International Airport | | |
| 1.1 | Air Cargo Up to 50kg | Day |  |
| 1.2 | Air Cargo Up to 100kg | Day |  |
| 1.3 | 101 kg – 500kg | Day |  |
| 1.4 | 501 kg – 1000kg | Day |  |
| 1.5 | 1001 kg – 1500kg | Day |  |
| 1.6 | 1501 kg – 2000kg | Day |  |
| 1.7 | 2001 kg – 2500kg | Day |  |
| 2 | **BY SURFACE - Full Container Load (FCL)** Customs clearance of NRC consignments in Port Sudan, and other points of entry/exit if any. | | |
| 2.1 | 20” Container | Day |  |
| 2.2 | 40” Container | Day |  |
| 2.3 | Up to 5 Cubic Meter | Day |  |
| 2.4 | Above 5 Cubic Meter | Day |  |
| 2.5 | Non-Containerised Cargo | Day |  |

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| Cope of the Company Profile |  |
| Bid Validity Period (in days from receipt of NRC Purchase Order): |  |
| Copy of the valid license to practise custom clearance |  |
| Please provide a copy of the registration certificate |  |
| Please provide a copy of the Tax Identification Number |  |
| Have you ever faced any compliance issues or penalties related to customs clearance? If so, how were they resolved? |  |
| How do you stay updated with changes in customs regulations and requirements |  |
| Can you describe your process for ensuring all shipments comply with local and international customs laws |  |
| What contingency plans do you have in place for handling delays or disruptions in the customs clearance process |  |
| What communication channels do you use to keep clients informed about the status of their shipments |  |
| Do you offer service level agreements that specify performance standards and response times |  |

1. **Custom Clearance Service: References (Mandatory)**

**Please provide details of at least 5 client references** whom NRC may contact, preferably from NGOs and UN agencies, for similar related works: **please provide copies of previous contracts or PO**

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| **Client/company name** | **Contact person** | **Phone** | **Email** | **Contract details (works, location, size, value, etc)** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| 4. |  |  |  |  |
| 5. |  |  |  |  |

**Terms of Reference:**

The contractor responsibility, while providing the required customs clearance services, shall include, but not limited to the following:

1. Upon receiving of the custom exemption certificate and the shipping documents, the contractor shall start the clearance process immediately with the customs authorities, in the respective terminal.
2. The contactor shall provide all necessary services for clearance of cargo/ shipment submitted by NRC, according to the country legal procedures & in a timely manner.
3. The contractor shall be able to advise on all the needed requirements and governmental permits that related to Customs Headquarter, National Telecommunications Corporation, National Publication, National Medicines and Poisons Board and the Press Council that NRC needs to obtain for each specific shipment.
4. Upon clearance of goods, the contractor shall immediately arrange for the transportation from custom authority terminal to NRC point of delivery as requested by NRC.
5. The contractor shall advise NRC on all customs newly issued regulations & instructions related to customs and importation of cargo in relation to INGOs.
6. This service shall include custom clearance at airports and land terminals, all over Sudan
7. The contractor is responsible for the close follow up of customs process and to ensure that goods are kept and handled in good condition, protected from water, rain & heat while goods are in the airport customs Administration.

The price shall include VAT percentage imposed by the government of Sudan

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| --- | --- |
| Name |  |
| Position |  |
| Date Signature  Stamp |  |

**RFQ Terms & Conditions**

**Manner of Submission:**

* By hand in a sealed envelope to NRC office located Block 2 House No.337, Hay-Almattar District , Red Sea State, Sudan
* By email to the dedicated and secured email address: [sd.procurement@nrc.no](mailto:sd.procurement@nrc.no) (offers received on other email addresses will not be considered)
* Before the Closing date & Time mentioned above. Companies who do not submit their quotation by this deadline will not be considered

**Requirements:**

* All Bids must include all customs and taxes payable in the country of delivery unless the RFQ specifically requests differently
* Bids must be submitted in the currency indicated in the RFQ. Bids in other currency might not be accepted
* Bids must be valid for the validity period indicated in the RFQ. Bids not meeting this validity period might be disqualified
* All enquires and questions should be addressed to the email given in the RFQ details section. All questions and answers will be shared with all invited suppliers.
* NRC reserves the right to accept or reject the whole or part of your quotation based on the information provided. Incomplete quotations which do not comply with our conditions will not be considered.

**Assessment Criteria:**

* All bids received and accepted will be evaluated based on the following:
* Step 1: Administrative compliance check: Each bid will be checked to ensure compliance with all the RFQ requirements
* Step 2: Technical Evaluation: All bids will be technically evaluated based on “best value for money”
* Step 3: Financial Evaluation: Price in comparison to NRC established expectation and in comparison, to other bidders of comparable technical quality

**Scoring Criteria:**

* **Price (Custom Clearance): 30%**
* **Payment Terms: 15% - with no request on advance payment**
* **Quality – Lead Time: 20%**
* **Previous Experience with INGOs: 15%**
* **Regulatory Compliance: 10%**
* **Risk Management and Contingency Planning: 5%**
* **Customer Service and Support: 5%**

**Total: 100%**

**Payment terms:**

* Payment will be made within 30 days of receipt of goods, by bank transfer

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| NRC is obliged to ensure that its procurement decisions are clearly justified and documented and keeping within the Donors mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organisation or person mandated by it, to premises belonging to NRC or its contractors. The right to access shall include all documents and information necessary to assess, or audit the implementation of the contract.  NRC also expects suppliers who process personal data to comply with the General Data Protection Regulation (EU GDPR) and any relevant national legislation.  Suppliers processing personal data on an NRC contract will be required to sign a data processing / sharing agreement as part of the contract.  Refusal to sign such an agreement constitutes refusal of the contract terms and forfeiture of the contract on the part of the supplier.  If the activities of the contract take place in areas with Explosive Hazards, NRC accepts no liability for injury and/or death to contractor’s staff or damage to contractor’s property. | Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation and donor regulations require NRC to screen contractors against various international lists to ensure due diligence.  Submission of the quotation constitutes acceptance of these screening practices.  NRC aims to purchase products and services with minimum environmental impact. Environmental considerations form part of the NRC selection criteria, and NRC reserves the right to reject quotations provided by suppliers not meeting these standards.  All suppliers doing business with NRC should maintain high standards on ethical and environmental issues, respect and apply basic human and social rights, ensure non-exploitation of child labour, and give fair working conditions to their staff. **Suppliers will be required to sign and submit an Ethical Standards Declaration, together with their bid**.  NRC reserves the right to reject quotations provided by suppliers not meeting these standards. |

***Signature & Stamp***