

# Request for Quotation

FROM	NORWEGIAN REFUGEE COUNCIL
Address	NRC office - Hay El Matar - district block 2, Port Sudan, Sudan- Country Office
City	Port Sudan
Country	Sudan
Phone #	+249 911696517/+249 91125285
Email	<a href="mailto:sd.procurement@nrc.no">sd.procurement@nrc.no</a>

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 out the table below. Please read carefully the instructions on page 2.

Request for Quotation Requirements (To be filled by NRC Procurement staff)			
RFQ # :	RFQ-SD/CO/RFQ/1033/2025	Currency	USD or SDG
RFQ Issuing Date:	6th of March 2025	Bid Validity Period (days):	Preferably 30 days
RFQ Closing Date:	27th of March 2025	Required Delivery Date:	
RFQ Closing Time:	03:00 PM (GMT +2)	Required Delivery Destination:	NRC – Port Sudan Office, Hay El Matar.
Questions to the RFQ	<a href="mailto:sd.procurement@nrc.no">sd.procurement@nrc.no</a>	Required Delivery Terms:	

This Request for Quotation procedure is divided into lots

Lots: The interested suppliers are required to bid by lots

## [LOT 1: Customs Clearance full service:](#)

### A. Custom Clearance Service: Financial Offer

No	Specifications	Unit	Qty	Price VAT Inclusive
1	BY AIR - Customs clearance of NRC consignments in Khartoum 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	<b>BY SURFACE - Full Container Load (FCL)</b> 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	

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

No	Specifications	Unit	Number of Days to complete service
1	<b>BY AIR - Customs clearance of NRC consignments in Port Sudan AirPort</b>		
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	<b>BY SURFACE - Full Container Load (FCL)</b> 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	

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

Client/company name	Contact person	Phone	Email	Contract details (works, location, size, value, etc)
1.				
2.				
3.				
4.				
5.				
6.				
7.				

**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:

Client/company name	Contact person	Phone	Email	Contract details (works, location, size, value, etc)
1.				
2.				
3.				
4.				
5.				
6.				
7.				

**2 - Please answer the questions:**

Questions	Answers
What is the currency of the offer? (SDG, USD, other...) <b>NRC can accept quote in USD or SDG, but supplier must choose and provide quotation in only one currency. In case a supplier provides quotes in both currency, only the SDG quote will be considered.</b>	
If your offer is in USD => payment will be made by bank transfer. - Do you have a USD account in Sudan? - if YES, then in which bank. (Preferable) - Do you have a USD account abroad? if YES, then in which bank. (please provide bank details for each account)	
Please confirm that the General Manager, CEO or owner of the company gives his consent to the mandatory Counter Terrorism check that will be conducted by NRC. <b>Providing a copy of the ID or Passport of the person.</b>	
Please confirm your prices include all taxes and fees (net prices): (if not, please explain and detail the taxes & fees)	
Do you accept payment after delivery? Payment will be within 30 days after the delivery of service	
What is the validity period of your offer? (in days) – minimum 30 days	

**3 - Accepted methods for submission of quotation/offer:**

We recommend you to fill up this Request for Quotation directly on your computer. You can also print it and fill it up by hand if you have no access to a computer. You can submit the price offer by using the tables on pages 1 to 6, or by using your own proforma document including all information requested in this RFQ. Your quotation/offer **must be** signed and stamped on all pages (including the present Request for Quotation). You are requested to submit your RFQ/proforma document via email to [SD.procurement@nrc.no](mailto:SD.procurement@nrc.no)

**IMPORTANT NOTE regarding USD quotes and payments:**

- You must choose between quoting in USD or quoting in SDG.
  - o **Do not provide quotes in both currencies. If you do so, only your quote in USD will be considered for assessment.**
- If your quote is in USD, then you will be paid in USD.
  - o **You must be in capacity to accept the payment.**
- NRC will favour payment in SDG
- In case your company quoted in USD, in Sudan, in the same bank.
- NRC has USD bank accounts in :
  - o Blue Nile Mashreq Bank
  - o Bank of Khartoum
  - o United Capital Bank.
- For payment within Sudan, you must have a bank account in one of the same bank as NRC.

**We encourage you to contact us directly if you have questions or need clarifications before submitting your quotation.**

**5 - Your Company details:**

Name of the company		
Name of the owner(s) (mandatory for screening)		
Date of birth of the owner(s) (mandatory for screening)		
Address of the company		
Name of contact person		
Position		
Email		
Phone		

**6 - Mandatory documents to attach to your quotation / offer:**

Please check that you are providing all of the below mentioned documents:

Mandatory documents	Checked (Y/N)
Company registration certificate	
Company tax registration certificate	
Company profile	
NRC Request for Quotation (filled up, signed and stamped) <ul style="list-style-type: none"> <li>- You can use the RFQ table above</li> <li>- OR any other format of your choice, but specifying all items in the RFQ list.</li> </ul>	
<b>You must Sign and Stamp each page.</b>	

Proof of previous experience (Contracts/recommendation letters)	
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You can also attach additional documents such as photos, company profile, certify

### 7 - Payment information:

**For payment by cheque**, please indicate under which name NRC shall issue the cheque. You can write **your** name in Arabic or in English.

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Attention: if the name is not the company name, please provide a supporting letter to **the** authorized NRC to issue the cheque under the name of the owner of the company or under the name of one of its **employees**. Contact us directly for more details.

For payment by bank transfer, please provide us with bank account information.

### 8 - Other information:

- Payment will be made by bank transfer/cheque only.
- All suppliers doing business with NRC should maintain high standards on ethical issues, respect and apply basic human and social rights, ensure non-exploitation of child labour, and give fair working conditions to their staff. NRC reserves the right to reject quotations provided by suppliers not meeting these standards.
- Vendors doing business with NRC will be screened on anti-corruption due diligence before NRC confirms an order or contract.
- NRC aims to purchase products and services that the 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.
- 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 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.
- Shortlisted suppliers may be required to submit samples of each item. Please be sure to have all samples available at short notice, and wait for a response from NRC if you have been shortlisted.

Delivery Lead Time (in days, from receipt of NRC Purchase Order)	
Bid Validity Period (in days from receipt of NRC Purchase Order):	
Defects liability and guarantee period:	
Country of origin of the goods	
Name	
Position	
Date Signature Stamp	



## Terms of Reference

### Provision of Customs Clearance Services

#### **1. Introduction**

The Norwegian Refugee Council (NRC) is seeking a qualified contractor to provide customs clearance services for its shipments in Sudan. The selected contractor will be responsible for handling all necessary procedures to ensure timely and efficient clearance of goods, in compliance with national regulations.

#### **2. Scope of Work**

The contractor shall be responsible for the following tasks while providing customs clearance services:

#### **3. Customs Clearance Process:**

- Upon receipt of the customs exemption certificate and shipping documents, the contractor must initiate the clearance process immediately with the customs authorities at the designated terminal.
- The contractor shall provide a written timeline for each shipment's clearance process, which will be used as a performance measure.
- Any anticipated delays in the clearance process must be documented and reported to NRC in writing as soon as they arise.

#### **4. Compliance and Advisory Services:**

- The contractor shall ensure that all shipments are cleared in accordance with Sudanese legal procedures.
- The contractor must advise NRC on all required governmental permits and approvals from relevant authorities, including but not limited to:
  - Customs Headquarters
  - National Telecommunications Corporation
  - National Publications Council
  - National Medicines and Poisons Board
  - Press Council

#### **5. Transportation & Handling:**

- Upon customs clearance, the contractor shall immediately arrange for the transportation of goods from the customs terminal to NRC's designated delivery point as per NRC's request
- The contractor must ensure that goods are stored and handled in good condition, protected from water, rain, and heat while under the custody of the airport customs administration.

#### **6. Regulatory Updates & Compliance:**

- The contractor shall keep NRC informed of any newly issued customs regulations or importation guidelines that impact INGOs.
- The contractor must provide NRC with updated customs fee booklets upon request.

#### **7. Nationwide Coverage:**

- The contractor must be capable of providing customs clearance services at airports and land terminals across Sudan.

- Services must include clearing charges, transport, tracking, handling, loading, and offloading of shipments.

**8. Cost and Financial Obligations:**

- The quoted price shall be inclusive of VAT as imposed by the Government of Sudan.
- The contractor shall offer expert advice to exporters regarding various logistics-related expenses, including but not limited to:
  - Freight expenses
  - Port Expenses
  - Consular fees
  - Documentation costs
  - Insurance fees
  - Merchandise costs
  - Customs clearance and related charges
- The contractor shall cover government fees incurred during the customs clearance process and ensure all payments are made in a timely manner.

**9. Additional Responsibilities:**

- The contractor must immediately notify NRC if goods are transferred to the airport customs bin.
- The contractor is responsible for closely monitoring the customs clearance process and ensuring that all NRC shipments are handled efficiently and professionally.

**10. Submission Requirements**

Interested contractors should submit their quotations, including:

- A detailed financial proposal outlining the cost per service.
- A technical proposal demonstrating experience in customs clearance for INGOs.
- A timeline for service delivery and past performance references.

**11. Evaluation Criteria**

Quotations will be evaluated based on the following criteria:

- Compliance with NRC's requirements
- Experience and technical capacity
- Cost-effectiveness and financial proposal
- Delivery timelines and service efficiency

## RFQ Terms & Conditions

### Manner of Submission:

- 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 provider. Incomplete quotations which do not comply with our conditions will not be considered.
- Provide Samples for the items listed in annex, together with your offer (if relevant)

### 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
- Price (including transport)
- Quality
- Delivery Time

### Payment terms:

- Payment will be made within 30 days of receipt of goods, by bank transfer/cheque only.

<p>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.</p> <p>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.</p> <p>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.</p>	<p>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.</p> <p>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.</p> <p>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. <b><u>Suppliers will be required to sign and submit an Ethical Standards Declaration, together with their bid.</u></b></p> <p>NRC reserves the right to reject quotations provided by suppliers not meeting these standards.</p>
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*Signature & Stamp*