

DATE: 27TH APRIL 2020
REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2020/005
FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR PROVISION OF WAREHOUSING SOLUTIONS FOR MEDICINES,
MEDICAL SUPPLIES AND EQUIPMENT FOR UNHCR SUDAN OPERATIONS.

CLOSING DATE AND TIME: SUNDAY 10TH MAY 2020 – 23:59 HRS SUDAN STANDARD TIME.

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.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 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) in Sudan, invites qualified companies to make a firm offer for the establishment of Frame Agreement for provision of warehouse solutions for Medicines and medical supplies and Equipment for UNHCR Sudan Operations.

IMPORTANT:

The Terms of Reference (TORs) are detailed in [Annex A](#) of this document.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year and for maximum of three years. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Other United Nations Agencies, Funds and Programs 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 Service Contract with other UN Agencies.

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 General Terms and Conditions - [Annex E](#).

Note: This document is not construed in any way as an offer to contract with your agency.

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 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

2. BIDDING INFORMATION

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

Annex A: Terms of reference and requirements
Annex B: WHO Guidelines for storage of essential medicines and other health commodities
Annex C: Technical Evaluation Criteria
Annex D: Financial Offer Form
Annex E: Bid Data Sheet
Annex F: Vendor Registration Form
Annex G: UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex H: Supplier's Code of conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to SUDKH-SU@unhcr.org as to:

- Your confirmation of receipt of this RFP
- 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 SUDKH-SU@unhcr.org . **Latest by 4th May 2020 23:59 HRS. Sudan Standard Time.** 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. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible to each and every participating bidder shortly after query deadline **4th May 2020-23:59HRS.**

2.4 YOUR OFFER

IMPORTANT:

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

Your offer shall be prepared in English.

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will not be taken into consideration for evaluation.

The following annexes form integral part of this Request for Proposal:

Annex A: Terms of reference and requirements
Annex B: WHO Guidelines for storage of essential medicines and other health commodities
Annex C: Technical Evaluation Criteria
Annex D: Financial Offer Form
Annex E: Bid Data Sheet
Annex F: Vendor Registration Form
Annex G: UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex H: Supplier's Code of conduct

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 technical detail of the required service provider for the warehouse management are specified in the Terms of Reference and requirements in [Annex A](#).

The following details shall also be provided in the Technical Offer:

1. **Similar Experience:** 3 years experience in provision of similar services.
2. **Storage Capacity:** 600 to 800 square metres.
3. **Racks:** Enough storage space.
4. **Warehouse temperature:** As per [Annex B](#): Requirements. The use of the following labelling instructions are recommended:

<i>On the label</i>	<i>Means</i>
"Do not store over 30°C"	from +2 °C to +30°C
"Do not store over 25°C"	from +2 °C to +25°C
"Do not store over 15°C"	from +2 °C to +15°C
"Do not store over 8°C"	from +2 °C to +8°C
"Do not store below 8°C"	from +8 °C to +25°C
"Protect from moisture"	no more than 60% relative humidity in normal storage conditions; to be provided to the patient in a moisture resistant container."
5. **Handling Services:** The service provider to provide handling services as detailed in **Terms of Reference and requirements in [Annex A](#)**
6. **Technical Qualification:** of Staff managing the warehouse: Minimum of one qualified pharmacist.
7. **Vendor Registration Form: Duly completed Vendor Registration Form [Annex F](#).**
8. **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of and Services by signing [Annex G](#).

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, must in a single currency, US Dollar (USD), SDG or Currency of your company's country.

The financial offer is to be submitted as per the Financial offer form [Annex D](#). Bids that have a different price structure may not be accepted.

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.

You are requested to hold your offer valid for 90 (ninety) 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 delivery of goods/services and receipt of the invoice and supporting document by UNHCR.

The Financial Offer is to be submitted as per the Financial Offer Form [Annex D](#). Bids that have a different price structure may not be accepted.

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

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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or ongoing proposals 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:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic testing of the supplier's facilities,
- Ability to respond quickly to Agency's needs,
- Dependability of services.

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

- Technical Offer will be weighed at 60 points (or 60%)
- Financial Offer will be weighed at 40 points (or 40%)

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score, with a minimum passing score of 35 points.

IMPORTANT: Failure to submit a valid registration certificate as a MEDICINES, MEDICAL SUPPLIES AND EQUIPMENT warehousing Management company will lead to disqualification.
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The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution:
The technical offers will be evaluated as follows:

Evaluation Factors
Mandatory
Valid Registration Documents / Certificate issued by competent authority
Company Age Not less than 3 years from the date of registration / incorporation
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed contract. General Conditions of Contracts for the provision of and Services -2018 (Annex G)
Scoring Criteria
Responsiveness to RFP (0-30) marks
Location and accessibility (0-10) marks
Warehouse management systems (0-10) marks
General Experience of Firm (0-10) marks
Qualified pharmacist 1 No. (0-15) marks
Asst. Qualified pharmacist 1 No. (0-10) marks
Annual Turn over- (0-15)
Total Marks (100)
Passing Marks (60 out of 100)

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 out of 100 points (60%) and those who will not reach the score will be excluded from further evaluation.

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.

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

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., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-mail:

Bids should be submitted by e-mail and all attachments should be 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 clearly separated.

Bid must be sent by e-mail **ONLY** to: EMAIL_SUDKHBOC@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [8] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid [Number]

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/2020/005 Company ABC (email 1 of 3)

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:

Attention:

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS
REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2020/005 FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR PROVISION OF WAREHOUSING SOLUTIONS FOR MEDICINES,
MEDICAL SUPPLIES AND EQUIPMENT FOR UNHCR SUDAN OPERATIONS.

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD
KHARTOUM

IMPORTANT TO NOTE: The submission of based on two envelop system separating the technical and financial offer;

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: NOT TO BE OPENED BY REGISTRY

Deadline: Sunday 10th May 2020 - 23:59 HRS Sudan Standard Time

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.

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.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

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 duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

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 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 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 RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods 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 CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES - 2018

Please note that the General Conditions of Contracts for the provision of Services -2018 ([Annex G](#)) 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.

**Muhammad Abdul Mueed Khan
Sr. Supply Officer
UNHCR Representation Office in Sudan**

ANNEX A: TERMS OF REFERENCE AND REQUIREMENTS

TERMS OF REFERENCE AND REQUIREMENTS WAREHOUSING SOLUTIONS FOR MEDICINES, MEDICAL SUPPLIES AND EQUIPMENT FOR UNHCR SUDAN OPERATIONS.

BACKGROUND

The United Nations High Commissioner for Refugees (UNHCR) Representation office in Khartoum seeks proposals from qualified suppliers (legal entities) avail storage space for Rental, Warehouse Management and Handling for in- coming and outgoing UNHCR medical Supplies.

UNHCR Representation Office in Khartoum is looking for a warehouse in secure location in Khartoum.

The warehouse to be used for the purpose of storage of medicines, medical supplies and equipment for UNHCR SUDAN OPERATIONS.

Location and Access. The storage facilities shall be situated in the territory of the fenced compound and in the proximity of the main access road. The compound shall have sufficient space for the trucks' maneuvering and parking. The storage premises shall not be sited in an area susceptible to flooding and/or landslides. The warehouses must not be located near military quarters or close to hazardous substance manufacturing facilities.

Period: 1 year extendable for an additional 1 each for a maximum of 3 years

Space: Approximately 600 to 800 square meters (with a preference of one storage and or several storages in one compound) Clean the areas used for receiving and storing the products. Racked warehouse storage.

If using pallets, stack cartons on pallets:

- at least 10 cm (4 inches) off the floor
- at least 30 cm (1 foot) away from the walls and other stacks
- no more than 2.5 m (8 feet) high (general rule).

Disposal Zone: Separate zone for damaged or expired products from the usable stocks.

Access-controlled environment for: Narcotics, Other opioid and strong analgesics and Psychotropic drugs.

Standard forms used for inventory management as described in attached "The guidelines for storage of essential medicines and other health commodities" ([Annex B](#))

Protection Against Fire: The facilities must be secured against internal and external fire hazards such as wild fire, loose electrical wires, etc. Availability of regularly maintained fire extinguishers (portable and stationary units) fire alarm, smoke detectors, sprinklers and/or proximity to the operating water pipe or water tank with fire hoses will be considered as a plus and as described in the attached ([Annex B](#))

Safety Considerations: The warehouses are to have strong and well-fitted metal gates and other anti-burglary protection elements such as strong metal bars on the windows, operational CCTV equipment with power back-up and digital recording capabilities, Lighting the interior yards and fences with lighting units that are resistant to weather factors, of a minimal capacity of 250 Watts and should be connected to an independent distribution board in the guard's room. (preference may be given to the sheds having secondary exits for evacuation of personnel). Layout of the storage compound must allow for limited and controlled access to the area.

Specific Pests Control: mechanisms are in place as per ([Annex B](#))

Controlling Temperature: Summarized below: (by zone) (As per Annex B)

Store frozen: Some products, such as certain vaccines, need to be transported within a cold chain and stored at -20°C (4°F). Frozen storage is normally for longer-term storage at higher-level facilities. (**Refrigerators and freezers**)

Store at 2°–8°C (36°–46°F): Some products are very heat sensitive but must not be frozen. These are usually kept in the first and second part of the refrigerator (never the freezer). This temperature is appropriate for storing vaccines for a short period of time.

Defined storage instructions (Annex B)

Drug products that must be stored under defined conditions require appropriate storage instructions. Unless otherwise specifically stated (e.g. continuous maintenance of cold storage) deviation may be tolerated only during short-term interruptions, for example, during local transportation.

The use of the following labelling instructions are recommended:

<i>On the label</i>	<i>Means</i>
“Do not store over 30°C”	from +2 °C to +30°C
“Do not store over 25°C”	from +2 °C to +25°C
“Do not store over 15°C”	from +2 °C to +15°C
“Do not store over 8°C”	from +2 °C to +8°C
“Do not store below 8°C”	from +8 °C to +25°C
“Protect from moisture”	no more than 60% relative humidity in normal storage conditions; to be provided to the patient in a moisture resistant container.”

Keep cool: Store between 8°–15°C (45°–59°F).

Store at room temperature: Store at 15°–25°C (59°–77°F).

Store at ambient temperature: Store at the surrounding temperature. This term is not widely used due to significant variation in ambient temperatures. It means “room temperature” or normal storage conditions, which means storage in a dry, clean, well ventilated area at room temperatures between 15° to 25°C (59°–77°F) or up to 30°C, depending on climatic conditions.

Humidity: No more than 60%

Ventilation: Maintenance of proper ventilation to allow air circulation.

Power supply

Arrange for a solar panel generator or alternative supply of electricity for cold rooms and refrigerators if the main source of electricity is not reliable.

If the generator is not solar-powered, maintain a stock of fuel sufficient to run the generator for at least a few days. Run the generator on a regular basis (at least once a month) to ensure the system is working properly. Larger facilities may want to contract out the maintenance of the generator and electrical system.

Drainage: The store must be on a raised foundation to allow rainwater to drain away from the store.

Accessibility: Supplies can be easily received and distributed. This can be near an airport, or near the MAIN highway road.

Cold storage: Cold rooms rather than numerous refrigerators or freezers (which generate heat). Should have one room with a negative temperature for frozen products (-20°C) and another room with a positive but cold temperature (2°–8°C) for products requiring refrigeration. **Preferable**

Secure storage: Stores should have a secure storage area for products that are likely to be stolen or abused.

Structural soundness:

The Construction materials used for walls must be non-flammable especially in warehouses that are aimed at storing highly flammable substances (insulation constructing material will be considered as plus).

Flooring must be made of reinforced concrete (by using BRC to increase the bearing load) (crack-free), floor finishing should be anti-slipping

Walls and floor: The walls and floors of a medical store should be permanent and smooth for easy cleaning.

Doors: Plan doors wide enough to allow for the free and easy movement of supplies and handling equipment.

Roof must be leak-proof and is being regularly inspected and maintained.

All wires and electrical devices must be secure and correctly installed. An independent storm water drainage network (open channel or pipe lines) is set up and connected to the street level to evacuate the rain water during winter out of the warehouse.

Lighting: Storeroom must have as much natural light (sunlight) in the day as possible to avoid the use of either florescent or incandescent bulb lighting.

Windows: Plan windows that are high and wide to allow adequate ventilation. They should be high enough to not be blocked by shelves, have wire mesh to keep out insects, and be burglar proofed.

Shelves: Shelves and racks in lines with a passageway not less than 90 cm wide. Ideally adjustable shelves.

Tables: In the packing area

Pallets: Pallets for storage of bulk items and larger cartons.

Waste Management: Preferably Medium- and high-temperature incineration devices will be an added advantage.

RESPONSIBILITIES AND OBLIGATIONS:

Service Provider:

The Contractor shall provide, at its own expense, all personnel, equipment, supplies, materials, tools, transportation and other facilities required for the performance and completion of the Services.

The facility Manager shall be a Qualified Pharmacist with a good command of the English language.

The Contractor shall ensure that it and its personnel shall perform the Services with the necessary care and diligence, and in accordance with the highest professional standards.

The Contractor acknowledge and confirm that title to all Supplies with respect to which the Contractor stores or handles for UNHCR hereunder shall be and remain solely and exclusively with UNHCR. The Contractor shall not permit any lien, attachment, and encumbrance against any of the Supplies.

The Contractor shall be responsible for all utilities cost, handling costs, loading and unloading at the warehouse including casual labour costs, ex-gratia and overtime payments to handlers, store men, warehouse staff, Security Personnel and the hiring or operating costs of any mechanical loading or off-loading devices as required and as necessary in the context of fulfilling the contractual obligations.

The Contractor shall be responsible for supervision of employees of the all-movements of supplies including the off-loading and loading of vehicles and the recording of losses during handling.

No Supplies may be released by the Contractor out of the Warehouse unless UNHCR has given specific written instructions to the Contractor. The Contractor shall be responsible for any Supplies released without specific written instructions from UNHCR.

The Contractor shall ensure that all Supplies delivered out of the Warehouse are in the same condition as they were when they were delivered to the Warehouse normal wear and tear and deterioration resulting from proper storage excepted. The Contractor shall be liable to compensate UNHCR for any damage, normal wear and tear and deterioration resulting from proper storage excepted.

The Contractor shall be liable to compensate UNHCR for the loss incurred by UNHCR in the event that any Supplies are stolen or are otherwise missing from the Warehouse when compared with the Contractor's reports.

The Contractor acknowledges that UNHCR shall have no obligation to provide any assistance to the Contractor in performing the Services other than expressly set forth herein.

Take complete responsibility for the receipt, storage, accounting and reporting of all commodities received and stored in the warehouse.

Ensure that accurate and complete accounting, reporting and internal control systems are functioning, and that all relevant records are properly maintained. Produce regular stock reports, daily stock position, and monthly commodity reports.

The Contractor shall be responsible to assess availability of space and prepare stacking/storage plans prior to commodities arrivals.

Ensure that all receipts of the medical supplies are properly documented, including any damages or shortages. Make periodic random checks during loading/unloading operations to ensure that commodities delivered by the trucks confirm to the quantity record on the truck waybill.

Issue the Goods Receipt Notes (GRN) for all incoming shipments.

Monitor the quantity and quality of commodities stored.

Prepare loading plans and ensure that standard waybills are duly filled for outgoing stock. Keep updated records of Stock/Bin Cards for each item.

Ensures the quality/ quantity of goods in conformity with specifications mentioned in UNHCR Purchase Order.

Conduct Monthly, Quarterly and Yearly physical count of inventories and report any discrepancies to UNHCR.

Reports to UNHCR in timely manner on Damage/ obsolete stocks and prepare all procedures and necessary steps for commodity disposal.

Where Supplies are to be delivered or moved out of the Warehouse, the Contractor shall arrange for the offloading or loading of the Supplies from or into trucks just outside of the Warehouse, and shall ensure that a receipt or waybill is issued and signed by the driver certifying the quantity of Supplies loaded or off-loaded at the Warehouse. Any discrepancies must be notified to UNHCR, in writing, within 2 working days.

Carry out regular commodity physical random check/inventory of the warehouse.

Ensure security of warehouses, commodities and staff.

Ensure the adequate provision of all warehouse equipment such as pallets, tools, fork lift and the provision of reconstitution materials such as sacks and strings.

When necessary, arrange fumigation of infested stocks and inspection certification of damaged cargo.

Reports to UNHCR in timely manner on Damage/ obsolete stocks and prepare all procedures and necessary steps for commodity disposal.

Provide technical advice to UNHCR on storage needs and options. Identify alternate warehouse facilities as contingency for emergency or unforeseen reasons.

Organize with Transporter on timely loading/ offloading of goods at the warehouse.

The Contractor is responsible for appropriate Insurance of the warehouse Building. UNHCR shall arrange the insurance of its medical supplies stored in the warehouses.

Ensure an office space at warehouse.

Arrange for adequate parking space for trucks waiting for loading/ offloading.

Obtain all necessary permission from Authorities to carry out the warehouse operations.

Organize and facilitate training of staff, Non-Governmental Organizations (NGO) partners and government counterparts in warehouse management best practice.

Provision of utilities and additional services:

The contractor shall be responsible to provide following utilities and services to UNHCR. The amount of any such utilities/services to be included in the Management fee:

Hot and cold water for lavatory purposes;

Adequate inside and outside light, electricity and land line phone;

Adequate light in public spaces and stairwells

Payment of all utility charges (Electricity, water, gas, land line phone) to be made by the Contractor

Adequate number of Fire Extinguishers to be provided by Contractor at the warehouse

Adequate number of Security Guards to be provided by Contractor

Backup Generator, its maintenance and fuel to be provided by Contractor. The generator to be kept on especially during the night in case of no electric supply from the Government.

Where necessary, Fork lifter with driver to be provided by Contractor

Toilet facilities, including necessary sewage facilities;

All other facilities and services which it makes available generally to tenants in the building; and

Cleaning services, adequate to maintain the entrances and common areas of the building in condition and at a standard of cleanliness appropriate for the use for which they are intended by UNHCR.

Responsibilities of UNHCR:

Notice of expected deliveries of Supplies to the Contractor/ Warehouse

The required list of supplies, dispatch schedule and destinations for all movement of Supplies out of the warehouse;

Provide relevant documentation for the release of Supplies from Supply-Chain Management Section; and

Immediately upon becoming aware of any error or discrepancy between the statements contained in any documentation provided by UNHCR to the Contractor and the actual contents of Supplies handed to the

Contractor hereunder, UNHCR shall notify the Contractor of such discrepancy.

UNHCR shall not be liable to indemnify any third party in respect of any claim, debt, damage or demand arising out of the implementation of this Contract and which may be made against the Contractor.

UNHCR shall not be liable for any claims for compensation for death, disability or other hazards which may be suffered by personnel of the Contractor as a result of their employment on work which is the subject matter of this Contract.

Annex C: Detailed Technical Evaluation Criteria

Technical Evaluation Matrix	
Evaluation Factors	Max Scores Allocated
Mandatory	
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL
Company Age Not less than 3 years from the date of registration / incorporation	<i>(failing to meet a single mandatory criterion will result in disqualification of the contractor from further technical evaluation)</i>
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed contract.	
General Conditions of Contracts for the provision of Services -2018 (Annex E)	
Scoring Criteria	
Responsiveness to RFP (0-30) marks	Required Parameters:
	1. Understanding of, and responsiveness to, UNHCR requirements.
	2. Understanding of scope, objectives and completeness of response.
	3. Overall concord between UNHCR requirements and the proposals.
	a. Full understanding of UNHCR requirements: the proposal made by the bidder is complete and is fully responsive based on above parameters and is in line with "The guidelines for storage of essential medicines and other health commodities" (Annex B) =30
b. To a larger extent understands UNHCR requirements and the proposal made by the bidder is complete and is mostly responsive based on above parameters and is in line with "The guidelines for storage of essential medicines and other health commodities" (Annex B) = 18	
c. Does not understand UNHCR requirements and the proposal made by the bidder is not complete and is not responsive based on above parameters and is not in line with "The guidelines for storage of essential medicines and other health commodities" (Annex B) = 0	
	Total= 30 Marks
Location and accessibility (0-10) marks	The storage facility is securely located within 10 - 15 Km radius from Khartoum international Airport and is accessible on 24 / 7 basis and is not in close proximity to any industrial production unit which emits hazardous waste = 10 marks
	The storage facility is securely located within 16 - 20 Km radius from Khartoum international Airport and is accessible on 24 / 7 basis and is not in close proximity to any industrial production unit which emits hazardous waste = 6 marks
	Total= 10 Marks

Evaluation Factors	Max Scores Allocated
Warehouse management systems (0-10) marks	<p>The service provider proposes an efficient warehouse management system that is capable of being monitored remotely with an online access to UNHCR = 10 Marks</p> <p>The service provider proposes a warehouse management system that is capable of recording transactions off-line and is not capable of providing an online access to UNHCR = 6 Marks</p> <p>Total= 10 Marks</p>
General Experience of Firm (0-10) marks	<p>In similar business for up to 5 years = 5 marks</p> <p>In similar business for over 5 years= 1 mark for each year up to maximum of 10 marks</p> <p>Total= 10 Marks</p>
Qualified pharmacist 1 No. (0-15) marks	<p>Qualified pharmacist with M.pharm degree in pharmacy with Minimum 5yrs experience in pharmaceutical warehouse management 15 Marks</p> <p>Qualified pharmacist with M.pharm degree in pharmacy with Minimum 3yrs experience in pharmaceutical warehouse management 12 Marks</p> <p>Qualified pharmacist with B.Pharm in pharmacy with Minimum 5yrs experience in pharmaceutical warehouse management 09 Marks</p> <p>Total=15 Marks</p>
Asst. Qualified pharmacist 1 No. (0-10) marks	<p>Qualified pharmacist with D.pharm in pharmacy with Minimum 10yrs experience in pharmaceutical warehouse management 10 Marks</p> <p>Qualified pharmacist with D.pharm degree in pharmacy with Minimum 3yrs experience in pharmaceutical warehouse management 06 Marks</p> <p>Total=10 Marks</p>
Annual Turn over- (0-15) (within pervious five year)	<p>Annual turnover up to USD 20,000 = 5 marks</p> <p>Annual turnover up to USD 30,000 = 10 marks</p> <p>Annual turnover up to USD 50,000 or above= 15 marks</p> <p>Total=15 Marks</p>
Total Marks (100)	Passing Marks 60%

ANNEX D: FINANCIAL OFFER FORM

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

 YES NO
Price proposals for Warehouse Management Services

S/NO:	ITEM DESCRIPTION	UNIT	UNIT COST	CURRENCY	TOTAL COST
1	Rent of the warehouse per Month	Month			
2	Handling services (Loading, offloading charges per truck/Container)	Month			
3	Utilities	Month			
4	Warehouse Management (all inclusive) on (Monthly Basis)	Month			
TOTAL AMOUNT					

BIDDERS NAME: _____

DATE: _____

NAME: _____

SIGNATURE: _____

IN THE CAPACITY OF: _____

DULY AUTHORIZED TO _____

SIGN BID FOR AND ON BEHALF OF: _____

Official Stamp of The Company:

ANNEX E: BID DATA SHEET

THE FOLLOWING SPECIFIC DATA FOR THE GOODS AND SERVICES TO BE PROCURED SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	10 TH May 2020, 1159 HRS. (Sudan Standard Time) BIDS TO BE MARKED:
SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	<p>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL SUDKHBOC@unhcr.org</p> <p>OR COURIER</p> <p>ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p>REQUEST FOR PROPOSAL NO.: RFP/HCR/ROK/2020/005 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR PROVISION OF WAREHOUSING SOLUTIONS FOR MEDICINES, MEDICAL SUPPLIES AND EQUIPMENT FOR UNHCR SUDAN OPERATIONS. Clearly Marked: NOT TO BE OPENED BY REGISTRY</p>
LATE SUBMISSION OF OFFERS:	OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME. IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.
BID VALIDITY PERIOD:	180 DAYS
PRICE VALIDITY PERIOD:	180 DAYS
REQUIREMENTS:	KINDLY NOTE THAT FOR THE SERVICE THE REQUESTED SPECIFICATIONS MAY BE CONSIDERED IF IT CONFIRMS TO THE PRESCRIBED QUALITY AND STANDARD
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS:
LANGUAGE OF THE BID:	ENGLISH
BID SUBMISSION	UNHCR REPRESENTATION OFFICE SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.
REQUESTS FOR ADDITIONAL INFORMATION:	BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@unhcr.org BEFORE 11:59 HRS on Monday 4 th May 2020 (CUT-OFF DATE FOR QUERIES). UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.