

DATE: 27TH MAY 2020
REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2020/007
FOR THE ESTABLISHMENT OF A SERVICES CONTRACT FOR THE PROVISION OF COMMERCIAL WAREHOUSING
SOLUTIONS FOR CORE RELIEF ITEMS FOR UNHCR SUDAN OPERATIONS.

CLOSING DATE AND TIME: TUESDAY 23rd JUNE 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 Service Contract for the provision of commercial warehousing solutions for Core Relief Items for UNHCR Sudan Operations.

IMPORTANT:

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

UNHCR may award Services Contract (s) with initial duration of 2 (Two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Services Contract (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 I](#).

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

IMPORTANT:

When a Services Contract 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

Annex B: Responsibilities and Obligations:

Annex C: Detailed Technical Evaluation Criteria

Annex D: Standard Operating Procedures for warehouse and Inventory Management of Dec 2013

Annex E: Core Relief Items Catalogue

Annex F: Financial Offer Form

Annex G: Bid Data Sheet

Annex H: Vendor Registration Form

Annex I: UNHCR General Conditions of Contracts for the Provision of Services – 2018

Annex J: Supplier's Code of conduct

Annex K: How to Join Microsoft Teams without an Account

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 PRE-BID CONFERENCE AND REQUESTS FOR CLARIFICATION

We would also like to inform you that UNHCR Representation Office Khartoum will organise a Pre-Bid conference Meeting via Microsoft Teams on the 10TH June 2020 at 10:00 Hrs to discuss details of the Terms of Reference for the tender. All bidders are encouraged to participate in order to ask questions and raise concerns to UNHCR.

Bidders should therefore submit their details including phone number and email address for the purpose of inviting them to the meeting via Microsoft Teams on or before 7TH June 2020 for us to prepare the platform for the virtual meeting.

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 8th June 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 participating bidder shortly after query deadline **8th June 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

Annex B: Responsibilities and Obligations:

Annex C : Detailed Technical Evaluation Criteria

Annex D: Standard Operating Procedures for warehouse and Inventory Management of Dec 2013

Annex E: Core Relief Items Catalogue

Annex F: Financial Offer Form

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Annex I: UNHCR General Conditions of Contracts for the Provision of Services – 2018

Annex J: Supplier's Code of conduct

Annex K: How to Join Microsoft Teams without an Account

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 provision of commercial warehouse solutions are specified in the Terms of Reference and Requirements in [Annex A](#).

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

1. **Evidence on previous Simlar Experience:** 3 years experience in provision of similar services.
2. **Storage Capacity:** As per Annex A: Terms of Reference for commercial warehouse solution for core relief items for unhcr sudan operations
3. **Racks:** Ideally the warehouse should have racking system but it is not a mandatory requirement as long as the appropriate solutions are provided such as pallets providing required elevation to the items being stored; protecting it from any form of damage.
4. **Temprature and Ventilation:** The warehouse must have proper ventilation system to control humidity levels and temprature at all given times.
5. **Handling Services:** The service provider required to provide handling services as detailed in **Terms of Reference and requirements in [Annex A](#)**

6. **Technical Qualification and Experience of Staff:** The proposed to manage the warehouse should have relevant technical qualification and experience in inventory management at a large scale.
7. **Vendor Registration Form:** Duly completed Vendor Registration Form [Annex H](#).
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 I](#).

2.4.2 Content of the FINANCIAL OFFER

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

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 F](#). 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 on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered 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:

- The performance of the service provider will be monitored on a regular basis by UNHCR and feedback will be provided. The supplier is expected to be responsive in-case of any adjustment to the quality and delivery of the services is required

- 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 legal entity will lead to disqualification.

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 of the proposed contract: Annex I: General Conditions of Contracts for the provision of and Services -2018 Annex J: Supplier's Code of conduct
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 Administrator 1 No. (0-15) marks
Asst. Qualified Administrator 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 (hence 40 marks).

The maximum number of points (40%) will be allotted to the lowest valid 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 be separated and sent in the different e-mails below:

The Technical offer of the Bid must be sent by e-mail **ONLY** to: SUDKHTO@unhcr.org

The Financial offer of the Bid must be sent by e-mail **ONLY** to: SUDKHFO@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please know 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/2020/007 Company ABC (email 1 of 3)

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:

Attention:

TO: THE SECRETARY OF THE LOCAL COMMITTEE ON CONTRACTS
REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2020/007 FOR THE ESTABLISHMENT OF A SERVICES CONTRACT FOR PROVISION OF COMMERCIAL WAREHOUSING SOLUTIONS FOR CORE RELIEF ITEMS UNHCR SUDAN OPERATIONS.
UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission is 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: Tuesday 23rd June 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 I](#)) 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
Snr. Supply Officer
UNHCR Representation Office in Sudan

ANNEX A: TERMS OF REFERENCE AND REQUIREMENTS

TERMS OF REFERENCE FOR COMMERCIAL WAREHOUSE SOLUTION FOR CORE RELIEF ITEMS FOR UNHCR SUDAN OPERATIONS

1. BACKGROUND:

The United Nations High Commissioner for Refugees (UNHCR) Representation office in Khartoum seeks proposals from qualified suppliers (legal entities) to avail a turnkey solution for inventory and warehouse management across Sudan through professional commercial solution provided by specialized service providers in the particular to the service industry of inventory management.

The service provider will be required to come up with a recommendation on the best possible ways to manage/Administer the warehouse effectively and efficiently to the satisfaction of UNHCR. The warehouses will be used for storage of Core Relief Items, vehicles, spare parts and other equipment.

2. GEOGRAPHICAL LOCATIONS AND MINIMUM SPACE REQUIREMENTS:

The warehouses in UNHCR Sudan operations support refugees and internally displaced people (IDP's) in different field locations across the country.

Find below UNHCR Sudan Warehouse Registry which are managed by UNHCR. The location and GPS coordinates are given for your guide so that you can understand the operations context in terms of geographical presence and where the commercial warehouses will be placed.

No.	Location	Area in Square Meter	Storage Capacity m3	GPS Coordinates
1	UNHCR El Fasher CHP Warehouse	1,440	1,152	N:1337.22.14 E:25-22.18.27
2	UNHCR El Fasher 2 Warehouse	1,440	1,152	N:1337.22.14 E:25-22.18.27
3	UNHCR El Geneina Warehouse 1	1,600	1,280	N: 13 26 9 91 E: 022 25 15 68
4	UNHCR El Geneina CHP Warehouse	2,000	1,600	N: 13 26 9 91 E: 022 25 15 68
5	UNHCR Khartoum Warehouse	1,400	1,120	N:15 28.9164" E32 31' 52.55184"
6	UNHCR Kassala Warehouse	5,000	4,000	15°25'43.3"N 36°21'50.4"E
7	UNHCR Kosti Warehouse	1,410	1,128	N: 13-07-54 E: 032-41-59
8	UNHCR Kosti 2 Warehouse	1,000	800	N: 13-07-58 E: 032-41-52
9	UNHCR Nyala CHP Warehouse	480	384	N: 12.0515.2 E: 24 54 34
10	UNHCR Nyala Warehouse	480	384	N: 12.0515.2 E: 24 54 34
11	UNHCR El Obeid CHP Warehouse	2,310	1,848	N; 13.20829/E30.226799
12	UNHCR El Obeid 2 CHP Warehouse	720	576	N; 13.20829/E30.226799

In addition to the warehouses, UNHCR through its partners manages 19 distribution storage points (DSP). Distribution storage points are secure, enclosed, sheltered storage area with sufficient capacity to hold supplies received in the camp for several days pending distribution. DSPs servers as main locations to receive the items for further distribution to the persons of concern to UNHCR.

2.1 Access:

The information provided above is give an idea to the potential services providers. They are not required to maintain or take over the same facilities unless they are deemed fulfil the minimum criteria of UNHCR requirement in its current shape or after required alterations to the buildings in meeting some basics

requirements and fulfilled such as: Fenced compound and in the proximity of the main access road. The compound shall have enough space for the trucks' manoeuvring 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.

3. PHYSICAL CHARACTERISTICS OF STRUCTURE AND BUILDING:

3.1 Permanent or Semi-permanent structures:

The proposed warehouse buildings must be suitable for storage of UNHCR commodities within a covered space of either permanent or semi-permanent structures.

3.2 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.

The walls and floors of the warehouse should be permanent and smooth for easy cleaning. Plan doors wide enough to allow for the free and easy movement of supplies and handling equipment. The roof must be leak-proof and is being regularly inspected and maintained. Minimum 15-foot ceiling height clearance. Minimum 2 or 1 loading bays that can handle both trailers and straight trucks. Availability of secure storage yard /Parking area for vehicles. A yard/parking should have capacity of 1000 sqm to 2000 Sqm.

Appropriate separate office space (a minimum of two permanent or prefabricated rooms) must be made available for the staff of UNHCR and the service provider. Airconditioning must be provided for the office space. Appropriate facilities must be provided within the premises of each warehouse including necessary sewage facilities.

The warehouse must have appropriate number of 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. Maintenance of proper ventilation to allow air circulation. The store must be on a raised foundation to allow rainwater to drain away from the store.

4. ELECTRICAL INSTALLATIONS:

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

4.1 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. Lighting should be provided on the peripheral area of the building for security purposes.

4.2 Power supply:

Arrange for a solar panel generator or alternative supply of electricity for the warehouse. Maintain a stock of fuel enough to run the generator for at least for a few days. Run the generator on a regular basis (at least once a month) to ensure the system is working properly.

5. SECURITY AND 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.

5.1 Access-controlled and reception:

The proposed warehouse premises must have proper entry and exit with security measures in place.

5.2 Protection Against Fire:

The facilities must be secured against internal and external fire hazards such as wildfire, 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.

6. MANAGEMENT:

The warehouses should be arranged in to separate areas for receipt, loading and unloading, storage (separated by commodity), re-packing and dispatch. The warehouses should have an overflow of about 10-20% of the total area to accommodate additional warehousing space.

As part of the Turnkey Solution the Service Provider (Supplier) will be required to manage the warehouse in line with the standard operating procedures (**ANNEX D**) provided by UNHCR. Service provider will be accountable for the safe custody of the items stored in the premises.

6.1 Staffing and Working Hours:

The Contractor shall provide personnel in adequate numbers located at the Warehouse at all times during Working Hours to provide additional handling services for Supplies.

The Service Provider shall be responsible for the professional and technical competence of its staff, and, will select reliable individuals that will perform effectively in the implementation of this **Contract**. The Contractor's staff will conform to a high standard of moral and ethical conduct. The staffing must at a minimum include one warehouse supervisors and two clerks for each location (dependent on the size of the warehouse and monthly transactions in the inventory).

In the case of emergency situations, UNHCR may require access to the Supplies 24 hours per day, seven days a week. In such case, UNHCR shall give the Contractor 1-day advance notice of the occurrence of an emergency situation and the Contractor shall make available the services of personnel to provide access and handling services outside Working Hours as UNHCR may request.

6.2 Services

The turnkey solution must include cleaning, security and fumigation-pest control and other services such as maintenance of the premises.

6.3 Utilities:

The service provider must bear all the cost related to the provision of basic utilities such as: Electricity and Water. Internet connectivity must be ensured in all warehouse location.

6.4 Receipt of Goods:

For incoming shipments, UNHCR shall provide the Contractor with relevant shipping documents, which will include Air and Sea Waybills, packing lists, invoices, duty free document granted by the Ministry of Foreign Affairs (MFA), certificates where applicable and UNHCR Purchase Order.

These documents will provide a description and particulars of the supplies, special handling instructions and other pertinent details. The Contractor shall inspect all consignments received and verify completeness and conformity to Purchase Order instructions with regard to quantity of packing units and packages, markings, expiry dates, batch details, and condition of supplies.

Any discrepancies shall be notified to the concerned UNHCR staff immediately. After inspection of supplies, the Contractor shall issue a Certificate of Receipt in the form of a Goods Receipt Note (GRN) to responsible UNHCR staff. Omission of any of the foregoing information shall not diminish the obligations of the Contractor under this arrangement.

6.5 Storage

UNHCR supplies must be stored in a secure and controlled environment in accordance with the standard operation procedures (**Annex D**). Core Relief Items must be segregated in accordance with categories such as tents, mosquito nets, plastic sheets etc. as detailed in the attached (**Annex E: Core Relief Items Catalogue**). Other items which may include shelter kits, insecticides soaps, emergency vs non-emergency supplies etc.

Storage of supplies should be either by racking or using pallets depending on nature of supplies. The warehouses should have the capacity to arrange storage to carry out fumigation, where it is necessary. The warehouse facilities should preferably have a place that should be lockable for high value items and or damaged / expired items that need to be separated.

6.6 Racks:

Shelves and racks in lines with a passageway not less than 90 cm wide. Ideally adjustable shelves. (Ideal but not a mandatory requirement) Pallets for storage of bulk items and larger cartons. Disposal Zone: Separate zone for damaged or expired products from the usable stocks.

6.7 Repacking:

The service provider should provide repacking services inclusive of all repacking material, if required and upon request by UNHCR. Repacking material to include of boxes, tapes, strapping material and equipment.

6.8 Dispatch

The supplies stored and inventoried at the warehouses will be owned by UNHCR and will be released by the submission of an approved Release Order and Waybill by UNHCR staff. The Contractor will ensure there is enough space in the warehouses for the dispatch including labour arrangement and equipment for preparation of dispatching supplies.

The Contractor shall ensure that packing is suitable for shipment in accordance with the best commercial practice, sufficient to withstand damage to supplies in transit, including special requirements of any dangerous or hazardous commodities. The UNHCR Waybill must accompany the supplies when dispatched, and signed copies must be returned to the warehouse offices for record keeping.

6.9 Equipment:

The Contractor should have enough and adequate handling equipment for general warehousing activities to allow for proper handling and storage of items, such as hand pallet trucks, trolleys, weighing scales, protective equipment, top loader.

6.10 Documentation and Record Keeping:

The Service Provider will be provided with the SOPs (**ANNEX D**) and a standard set of documentation by UNHCR which shall be employed for the day to day management of the warehouse. The service provider must maintain an up-to-date record of all the transactions in the warehouse at any given time and all the standard documentation must be properly filed including but not limited to bin cards, GRNs, waybills, stock counting and reconciliation etc.

UNHCR maintains its records in an online database i.e. MSRP. The service provider will also be required to maintain its own standalone record maintenance database available to UNHCR with real time data on an online platform to ensure that records can be reconciled at any given time.

The Contractor shall maintain a separate and complete set of records, which shall include UNHCR submitted Release Orders (Material Stock request - MSR) and Waybills and other documents relating to the services performed. The Contractor will share GRNs and GDNs within 48 hours of the action to enable UNHCR staff to provide information to partners.

6.11 Periodic Reporting:

The following reports and activities are to be conducted:

Stock Reports:

The service provider will provide a monthly stock report that will show all receipts, storage location of supplies per batch, dispatches and the final balance of supplies. All supplies must align to UNHCR generated stock report.

Shelf Life Monitoring:

The Contractor will ensure that all expiration dates are monitored and reported each month.

Stock Counts:

The contractor will conduct monthly warehouse stock inventory count (alone or with a UNHCR staff). UNHCR staff will conduct stock counts in the warehouses as per below schedule from the HQ.

Calendar for Inventory Verification Activities			
Activity	Reporting Date	Start Date	End Date / Latest date for submission
June (Quarterly Physical count)	30-Jun	1-Jul	9-Jul
August (Monthly Reconciliation)	31-Aug	1-Sep	8-Sep
YEAR-END (Physical Count)	Between 21 Nov. and 2 Dec.	23-Nov	4-Dec
December (Monthly Reconciliation)	31-Dec	4-Jan	11-Jan

7. ORGANIZATIONAL REQUIREMENTS**7.1 Management and Liaison with UNHCR**

The Contractor shall nominate a professional key Administrator or Account Manager that will be responsible for the performance of the obligations and to liaise with UNHCR and consignees with all the current day to day activities.

7.2 Invoicing and Payment

Invoices must be submitted to UNHCR Supply section and conform to the currency used in the submitted price proposal, which is US Dollar. UNHCR shall, on fulfilment of the delivery terms, make payment within 30 days of receipt of the Contractor's invoice for the services.

Signed Waybills confirming receipt of supplies by Consignee and signed Goods Receipt Notes must be submitted with invoices as per services rendered.

If the Contractor accepts to provide a service outside of the signed Services Contract and rate, the submitted invoice must include written approval or confirmation from UNHCR staff. All payments shall be made by UNHCR to the provided bank account by the Contractor.

8. INSPECTION:

At the request and expense of UNHCR, the Contractor shall permit UNHCR staff and its authorized representatives to have access to the warehouses, books, records and accounts as may be necessary to enable UNHCR to verify that the Contractor has complied with the terms of this Services Contract.

Access by other UN Agencies

The Contractor agrees that other United Nations agencies will benefit from this Services Contract on the same terms and conditions subject to UNHCR prior approval.

9. RISK OF DAMAGE AND LOSS:

UNHCR will have the right to recover financial losses if supplies are stolen, broken, or lost. UNHCR will deduct the cost of losses from the Contractor's invoices.

In the event that the Contractor requires the services of sub-contractors, the contractor shall obtain written approval and clearance from UNHCR. The approval of UNHCR of a sub-contractor shall not relieve the contractor of any of its obligations under this contract.

10. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNHCR in connection with the performance of its services under this **services contract**. The Contractor shall refrain from any action that may adversely affect UNHCR or the United Nations and shall fulfil its commitment with the fullest regard to the interests of UNHCR.

11. AMENDMENT TO THE SERVICES CONTRACT

No change, amendment or modification to the scope of works and prices of this Contract will be accepted unless agreement has been made in writing between UNHCR and the Contractor. These changes will be incorporated through an amendment to this CONTRACT, which will be duly signed by representatives of each party.

ANNEX B: 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 have relevant qualification and experience in warehouse management 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 stock 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 Core Relief 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.

Facilitate the Monthly, Quarterly and Yearly physical count of inventories conducted by UNHCR.

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

Contractor shall arrange for the offloading or loading of the Supplies from or into trucks 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 1 working days.

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

Ensure security of warehouses, commodities.

Ensure the adequate provision of all warehouse equipment such as pallets, tools, forklift 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 Items 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

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 I)	
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 "Standard Operating Procedures for warehouse and Inventory Management of Dec 2013" and the TOR. (Annex A) =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 " Standard Operating Procedures for warehouse and Inventory Management of Dec 2013" and the TOR (Annex A) = 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 " Standard Operating Procedures for warehouse and Inventory Management of Dec 2013" and the TOR " (Annex A) = 0	
Total= 30 Marks	
Location and accessibility (0-10) marks	The storage facility is securely located within 10 - 15 Km radius from UNHCR field offices 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 UNHCR Field Offices 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	The service provider proposes an efficient warehouse management system that is capable of being monitored remotely with an online access to UNHCR = 10 Marks
	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
	Total= 10 Marks
General Experience of Firm (0-10) marks	In similar business for up to 5 years = 5 marks In similar business for over 5 years = 1 mark for each year up to maximum of 10 marks
	Total= 10 Marks
Qualified Administrator 1 No. (0-15) marks	Qualified Administrator with B.Com in Accounting, other Management or other related field degree in Business Management with Minimum 5yrs experience in Commercial warehouse management = 15 Marks
	Qualified Administrator with Diploma in Business Mgt in Accounting, or other related field Diplomas in Business Administration with Minimum 3yrs experience in Commercial warehouse management = 12 Marks
	Qualified Administrator with Certificate in Business Management with Minimum 5yrs experience in Commercial warehouse management = 09 Marks
Total=15 Marks	
Asst. Administrator 1 No. (0-10) marks	Qualified Asst. Administrator with Diploma in Business Management with Minimum 10yrs experience in Commercial warehouse management 10 Marks
	Qualified Asst. Administrator with Certificate in Business Management with Minimum 3yrs experience in Commercial warehouse management 06 Marks
Total=10 Marks	
Setup Time (0-15) marks	SETUP TIME 1- 60 DAYS = 15 marks Setup time 61 – 90 Days = 12 marks Setup time 91 – 120 days = 9 marks Setup time 121 and above = 0 marks
	Total=15 Marks
Total Marks (100)	Passing Marks 60%

ANNEX F: 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 G: 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	23 rd June 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:</p> <p>The Technical offer of the Bid must be sent by e-mail ONLY to: SUDKHTO@unhcr.org The Financial offer of the Bid must be sent by e-mail ONLY to: SUDKHFO@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/2020/007 FOR THE ESTABLISHMENT OF A SERVICES CONTRACT FOR PROVISION OF COMMERCIAL WAREHOUSING SOLUTIONS FOR CORE RELIEF ITEMS 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:	90 DAYS
PRICE VALIDITY PERIOD:	90 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:	SETUP 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 8 th June 2020 (CUT-OFF DATE FOR QUERIES). UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.