

UNITED NATIONS CHILDREN'S FUND

Terms of Reference for

Warehousing and stock management

Programme information:

UNICEF Lebanon Terms of Reference (TOR) for LTA for Warehousing Services

- Purpose of assignment

To enter into a Long-Term Arrangement with a company to provide warehousing for UNICEF programmatic and emergency supplies as well as stock management services. The validity of this arrangement is anticipated for three years renewable for two additional years up to five years based on market rate, office need and satisfactory performance.

- Background:

Since 1948, UNICEF has been operating in Lebanon to fulfill its mandate to protect children and providing support and services to both refugees and Lebanese vulnerable communities. All sections of the organization work with the Lebanese government to mobilize material resources to meet the needs of children and their families. The materials used for this assistance are sourced from local and international suppliers.

In order to effectively manage these materials to beneficiaries, UNICEF establishes working relationships with commercial companies that have the capability to perform essential functions. These relationships are formalized through Long Term Arrangements. This TOR constitutes the basis for the service provisions to UNICEF Lebanon Country Office for warehousing and stock management.

UNICEF Lebanon CO requires different services for programmatic and emergency related handling, storing, and managing of goods. The proposed set-up of related logistics services is based on a Service Provider facilitating different service levels, depending on the location. For main storage requirement at central (Beirut) level, the requirement exists of the provision of warehouse space, warehouse management, inventory handling, storage, and management, including reporting. For multiple facilities in locations outside of Beirut, which are rented by UNICEF, the required services include warehouse management and inventory handling, storage, and management, including reporting. While the provision of security arrangements is obligatory for the Beirut central storage facility, such should be an optional provision for the zonal warehouses.

1- UNICEF Main Commodities:

- Emergency items, e.g. blankets, plastic sheeting, tarpaulins, winter, and dignity kits.
- Sanitation supplies and equipment: Hygiene kits, bleach, sanitizer, buckets, washing powder, shampoo, and soap.
- Education kits: Books, recreation kits, early childhood development kits, flyers, and brochures.
- Heavy machinery and vehicles
- IT equipment e.g. computers and printers
- Telecommunications equipment e.g. HF/VHF radios and V-SAT's
- Vaccines, pharmaceutical and health related products
- Any other item required

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2. Scope of work:

2.A Warehousing – (At Service Provider warehouse in Beirut)

The Service Provider (SP) will provide UNICEF with warehousing services. The services will be paid on a basis of used space, i.e. per cubic meter (CBM) stored.

The SP shall be responsible for storage, inventory management and control, receiving of goods and inspection of incoming supplies packaging, readying for distribution and inspection of outgoing supplies packaging. The goods stored and inventorised at the SPs warehouse and managed by the SP will remain UNICEF's property and will be released against an appropriate requisition issued by the UNICEF Lebanon Country Office.

The storage facility shall be a fixed covered structure and lockable. The SP is responsible to provide 24/7 security at the premises, including guards from a recognized security company.

The SP shall provide:

- Solid construction, and covered warehouse location to the highest industry standard
- Storage of the goods in a controlled environment (i.e. air temperature, humidity, etc).
- Professional staff for warehouse management and logistics specialists.
- Stock management system with modern warehouse/logistics/tracking software.
- Loading/unloading areas suitable to handle trucks and up to 40 feet container trucks.
- Modern lifting equipment for loading, unloading, transport and stacking of goods.
- Cold rooms.
- Independent power supply.
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- Storage facility must be secure with security guards, security monitoring equipment, fences around perimeter, access gates, sufficient lightning system, tested fire alarm/suspension system and CCTV 24/7.
- Stock insurance per value per month should be provided by SP based on UNICEF specific request. UNICEF may insure its own goods through a separate arrangement.
- SP shall be able to provide a dry storage area at any time up to 10,000 CBM pallet racking storage capacity.
- The SP shall be able to provide temperature-controlled storage for the storage of materials requiring cold storage (including vaccines and medicines) and have staff trained on cold storage management (Temperatures at +2c to +8c degrees and -30c to -25c degrees approx. volume 5 CBM, and 20c to 25c approx. volume 1,000 CBM). All materials stored in the temperature-controlled storage facilities are to be included in the weekly stock report to be provided to UNICEF.
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- Warehouse must have the capacity of at least 7 docks for loading and unloading of trailers at the same time.
Warehouse shall be able to operate simultaneously at least four loading/unloading docks with ramps, run by different receiving teams made up of at least 5 staff.

The SP facilitates access to the warehouse and records to the UNICEF logistics staff when requested. If the WH is utilized for multiple clients, the UNICEF owned goods should be

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consolidated in one area and segregated from other goods as much as practical. Good warehouse practices are expected with regards to storage of different commodities, including such with odor or fluids.

2.B Inventory Management – (At UNICEF zonal warehouses):

UNICEF has currently two zonal warehouses in Zahle, and Tyre. These warehouses are rented by UNICEF; however, they are and should be managed by 3rd party service provider.

The SP will provide UNICEF Lebanon Country Office warehouse and inventory management at dedicated zonal warehouses in different regions in Lebanon. These locations are not exclusive and are subject to relocations.

The SP shall provide:

- A physical warehouse management structure to ensure UNICEF requirements are met and guarantee most effective use of space.
- Ensure cleanliness of the UNICEF warehouse, this includes cleaning services at least once per week.
- Conduct weekly physical counts and submit reports to UNICEF.
- Apply regular pest control measures.
- Ensure that fire safety equipment is installed and well maintained.
- The SP shall visit UNICEF zonal warehouses at least once per week.
- If required by UNICEF, the SP shall provide required services at any time and day of the week, if during off-working hours starting within a maximum of three hours after the official request by UNICEF regardless of any external conditions.

2.C Service Provider shall provide possible option of providing UNICEF a zonal warehouse option in South, Bekaa, and North fully operated by the service provider. This include SP to provide the facility and all the services mention in this scope.

- South warehouse, possible options Tyre or Saida region – volume 300 CBM, dry storage, same commodities mentioned in 1. above.
- North warehouse, in Tripoli region – volume 200 CBM, dry storage, same commodities mentioned in 1. above.
- Bekaa warehouse, in Zahle– volume 500 CBM, dry storage, same commodities mentioned in 1. above.

UNICEF is not limited to the above location and is open for any proposal suggested by SP with the same requirements mentioned.

The financial proposal of the above should be included in 2.C.

The 11% VAT should be reflected on all issued invoices in LBP according to the BDL official rate.

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Supply Handling – (at both SP Beirut warehouse, UNICEF zonal warehouses, and proposed warehouse)

UNICEF shall provide the SP with relevant documentation or provide a description and particulars of the goods, the terms of delivery, special handling instructions and other pertinent details. The documentation shall indicate the expected delivery date from the supplier or arrival of the shipment in order for the SP to be in a position to arrange for receipt of goods. Omission of any of the foregoing information shall not diminish the SP's obligation under this arrangement.

The SP shall issue a Certificate of Receipt for all received shipments, with a copy to the UNICEF Lebanon Country Office.

Any discrepancies shall be notified to UNICEF Lebanon Country Office within 1 working day.

The SP shall provide:

- Unloading of incoming supplies.
- A check of all consignments received and verification of completeness and conformity with the Purchase Order instructions
- Counting **accurately** the incoming supplies to ensure it match what should be received as per UNICEF advice (number of packing units).
- Quality check for the status of received supplies (packing, marking, documentation).
- SP will be accountable if any discrepancies (quantity & quality) is being identified later after receiving and signing the delivery note from the supplier.
- A systematic check of the stored goods for quality. Quality of goods should be maintained (as initially received from the suppliers), including outer packaging condition and properness, and inner content.

- Registration of received supplies based on UNICEF requirements and maintaining of documentation.
- Put-away of supplies at bin level while ensuring maximum and effective use of warehouse space.
- Ensuring stock cards are allocated for all supplies at bin level and data on stock cards is updated on a real time basis.
- Receiving and processing dispatch request from UNICEF (Waybills), by arranging picking, and loading into the vehicles arranged by UNICEF.
- Prepare supplies for shipment as per UNICEF release order in a timely manner.
- Load and dispatch released supplies on transporter truck/vehicles in a timely manner.
- Provide and upload to UNICEF information system the signed waybills for released supplies per truck / shipment load on behalf of UNICEF on daily basis
- Update warehouse stock report on a real time basis, the report should include status of supplies requested for release.
- Provide and ensure fire safety equipment is installed and well maintained in the warehouses.
- Provide and ensure sufficient quantities of pallets are available in the warehouses.
- All movement are documented with UNICEF reference and documents are maintained

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and available for UNICEF at all times and upon request.

- A detailed inventory and dispatch reports should be submitted to UNICEF on daily basis or whenever needed. The report should include but not limited to shelf life monitoring.
- The service provider stock reports should include UNICEF Item codes, sales order number and purchase order number, a brief and concise description of goods, value, quantity, expiry date, gross weight, and volume in cubic meters, dimensions, and markings.
- SP should alert UNICEF of any near expired supplied at 6 months prior to expiration date.
- Warehouse facility is well maintained.
- Supervise and advise on storage requirements based on the required and applied UNICEF standards.
- Provide the needed warehouse reports on a daily basis i.e. Goods Receipt, Goods Issuance, damage report, etc... in addition to sending the softcopies of the Goods Receipt, Waybills dispatched form, etc...
- Conduct monthly physical inventory checks at Beirut warehouse and weekly at UNICEF zonal warehouses.
- Undertake monthly warehouse quality checks and provide reports which include but not limited to fire safety, smoke detectors, pest control system, etc...
- Packing or re-packing of loose goods.
- Preparation for off-take/distribution of goods.
- Capability to handle piece picking process quickly and accurately where individual items are picked before dispatch.
- Ensure to follow UNICEF system in receiving, storing, and dispatching of UNICEF goods.
- Ability to provide additional skilled and experienced workers/resources for a particular project.
- SP shall be capable to respond to any emergency dispatch at all time including weekend, 24/7.
- Ability to increase human resources, and experienced labor/resources for big distribution project of over 500-1000 location across Lebanon.
- Capacity to promptly handle picking process accurately and count recheck in the dispatch area before handling out for an effective physical count process.
- Ability to work during emergency with an increase in staff capacity.
- Ability to work after working hours when needed.
- Arrange kitting of supplies when needed. The SP will be fully responsible for the warehouse facility and supplies stored/received/loaded (until transporter signs on the waybill). The SP will have sufficient and adequate handling equipment at Beirut warehouse such as, forklifts (2 Tons up to 7 Tons) for off-loading of trucks, hand pallet trucks, trolley, etc. with the possibility of providing such handling equipment at UNICEF zonal warehouses when needed

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3. Deliverables and performance

At the end of each given assignment, the incumbent is expected to have delivered:

- Handling in and out UNICEF supplies within the agreed timeframe.
- Upload online electronic copies for the delivered waybills and delivery notes within 24 hours of receiving / dispatching of UNICEF supplies.
- Provide signed copies of the monthly stock movements with the invoices for payment.
- Capability to respond to UNICEF emergency needs immediately at any time including weekend or as instructed by UNICEF.
- The contractor confirms that it has read UNICEF's Policy on Conduct Promoting the Protection and Safeguarding of Children. The contractor will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The contractor will further cooperate with UNICEF's implementation of this policy.

4. Reporting Requirements

Any feedback and performance/reports to be provided to UNICEF Lebanon Country Office, Supply & Logistics Unit

5. Duration:

Three years, with a possible extension of two additional years.

6. Mandatory Qualification/Special Knowledge/experience: Desired background and experience

- Minimum eligibility criteria: Owned a covered operating and fully equipped warehouse within Beirut with cold rooms for medicines storage.
- Minimum 5 years' experience in warehousing, inventory management and handling of medical supplies.
- Having expert and available staff for quick action upon arrival or dispatches of goods.
- Ability to receive up to 4x40 ft containers and dispatch up to 4x 40 ft containers at any time on short notice, including any holidays, weekends, and off-working hours.
- Awareness of and/or experience with UNICEF's activities in Lebanon with at least 2 years related experience with a large humanitarian organization in Lebanon or large commercial operation.
- Documents and Communication in writing in English, oral communication in Arabic and English.
- Equipped with modern lifting equipment for loading, unloading, transport and stacking of goods.

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- Stock management system with modern warehouse/logistics/tracking tool.

Bidders to provide supporting documents for the above.

• **Technical Evaluation of the proposals**

- The company should have expert staff in warehousing and inventory management Evidence and CVs to be provided, [2 pts per staff] (10 Points).
- Minimum 5 years' experience in warehousing and inventory management with all Lebanese official registration documents. [below 5 years is Zero Points, 5 years will be 5 points and 1 point per year after 5 years up to 10 points] (Maximum 10 Points).
- Past experience in the similar work with a large humanitarian organization in Lebanon or large commercial operation. [5 points per contract] (10 Points).
- Availability of at least 7 docks between receiving and loading with a dedication to UNICEF for receiving up to 4x40 ft containers and dispatch up to 4x 40 ft containers at any time on short notice, including any holidays, weekends, and off-working hours. (10 Points).
- Equipped with modern lifting equipment for loading, unloading, transport and stacking of goods and availability of Cold Rooms to store medicines -Temperatures at +2 to +8 degrees and -30 to -25 degrees- [3 points for cold room (+2 to +8 degrees), 3 points for cold room (-30 to -25 degrees), 2 point for 4 forklifts, 1 point for 4 trans pallets and 1 point for pallet shrink wrap automated tool] (10 Points).
- Stock management system with modern warehouse/logistics/tracking software (10 Points).

All total 60 points Minimum successful score for the technical evaluation is 49 points.

- **Financial evaluation:** Only bidders obtaining the minimum pass mark in the technical evaluation (49 points) will be considered for the financial evaluation. Financial evaluation is composed of 40 points. The lowest financial offer will obtain 40 points.
- **Bidders are requested to submit their rates in the attached Annex.**

Handling rates should be per volume as shown in the attached excel sheet.

Timing/Duration of LTA: Initially for three years, starting in 2021 with possible extension of two years based on satisfactory performance and need as well as a market assessment with regards to process and availabilities of the required services.