

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 28th April 2023****REQUEST FOR PROPOSAL: No. RFP 23-004****FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF WAREHOUSE RENTAL,
MANAGEMENT AND HANDLING SERVICES TO UNHCR ROMANIA****CLOSING DATE AND TIME 29th May 2023 – 23:59 hrs (EEST)****INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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), Romania, invites qualified suppliers and service providers to make a firm offer for the establishment of Frame Agreement for the provision of warehouse rental, management and handling services in Romania.

IMPORTANT:

Terms of Reference (TORS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with an initial duration of two (2) years, potentially extendable for a further period of one (1) year. The successful bidders will be requested to maintain their quoted price for the duration of the Frame Agreement(s).

Estimated scope of the service requirement is indicated in Annex A. Please note that figures have been stated to enable bidders to have an indication of the projected requirement. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods / services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidder(s) and could form the basis for

Frame Agreements separate with another UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can only terminate it upon 90 days (3 months) notice, in writing to the other party unless otherwise stated in the Frame Agreement.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** “settlement of disputes” of the UNHCR General Conditions of Contracts for provision of services shall not be deemed to be a “cause” for or otherwise to be a termination clause.

It is strongly recommended that this Request for Proposal 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 F).

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

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this RFP:

Annex A:	Terms of Reference
Annex B:	Technical Proposal Form
Annex C:	Warehouse Checklist (To be used during the site visit)
Annex D:	Financial Proposal Form
Annex E:	Vendor Registration Form
Annex F:	UNHCR General Conditions of Contracts for the Provision services 2018 version
Annex G:	UN Supplier Code of Conduct

2.2. ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to romburfq@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 requests for clarification in respect of this RFP by e-mail to romburfq@unhcr.org. The deadline for receipt of queries is **23:59 hrs (EEST) on 10th May 2023**.

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 may, at its discretion, copy any reply to a question to all other invited bidders. After the deadline for request for clarifications, A Questions & Answers document will be prepared and posted on the UNGM website and also shared with all invited bidders at once.

2.4. YOUR OFFER

YOUR OFFER SHALL BE PREPARED IN ENGLISH.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

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 – submitted to rombusupply@unhcr.org
- Financial offer – submitted to rombufinancial@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in separate emails. Failure to do so may result in disqualification.

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 Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Completed Annex B: Please complete, sign and stamp Annex B and submit as part of your Technical Offer, together with all requested information and supporting documents listed thereof.

Detailed company profile: Short Description of Company background, including organization structure, year founded and relevant experience in the provision of subject services. If multi location company, specify headquarters. Minimum three (03) years of experience is a requirement.

Details of similar contracts: List of minimum two (02) similar contracts (mi/long-term warehouse lease and management with a value above USD 50,000) from the past five (05) years, together with evidential documents, Contracts, POs, reference letters and/ or work completion certificates.

Company registration documents:

Company's trade gazette registration

- Company's Registration Document
- Company's Tax Registration Documents
- Letter from company's bank confirming the bank account of the company as provided on the vendor registration form
- Company's last 3x year financial report certified by chartered accountant
- Last Audit report (if available)

Details of the Proposed Warehouse Facility: Please provide the following information as a minimum, confirming proposed facilities compliance with the requirement:

- Detailed warehouse information (Exact address, distance from Bucharest city center and year of construction)
- Availability of Office space and utility areas with heating/cooling system, and bathroom facilities (minimum of 16 square meters)
- Construction Materials of the main structure (walls, floors and roof)
- Detailed warehouse Structure (Storage capacity and proportion (%) of Pallet Racking Structure, Office space and utility areas)
- Detailed warehouse Facilities (Electricity, water, internet connection (Wi-Fi), sewage, trash and recycling, cleaning services, number of loading Docks, electrical power grid and backup power supply, electric forklift with a qualified operator)
- Availability of basic equipment in the warehouse (First aid kit, tools for opening cases...)
- Mobilization time/ service starting date

CVs of Key Personnel: Please provide the CV of proposed Key Account Manager with a minimum experience of two (02) years including standard background information of the proposed personnel, details of education, list and dates of similar positions held, etc.

Warehouse management system and Reporting Policy: Details of the warehouse management system (inventory and stock management) and reporting procedure, clearly describing task distribution, responsibilities, timelines/frequency, etc. of all related activities; Sample reporting templates, such as daily stock tracking, incoming/outgoing shipment reports, physical counts/stock reconciliation reports, loss and damage report.

Vendor Registration Form: If your company has not been registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex E). **If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.**

UNHCR General Conditions for Provision of Services 2018: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing each page of **Annex UN Suppliers Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Code of Conduct by signing each page of **Annex G.**

2.4.2. CONTENT OF THE FINANCIAL OFFER

Your Financial Proposal must be in a single currency, either in US Dollars, Euros or in the currency of your company's country.

The Financial proposal is to be submitted as per the Financial Proposal Form (Annex D). **Proposals that have a different price structure may not be accepted.**

UNHCR is exempt from all direct taxes and customs duties. In this regard, **price must be given without all applicable taxes.**

You are requested to hold your offer valid for **90 days** from the deadline for submission. UNHCR will make its best effort to select a supplier within this period. Price quoted in the Supplier's offer will remain valid for the duration of the contract. UNHCR's standard payment terms are within 30 days after satisfactory delivery of services, acceptance, verification by UNHCR and receipt of all supporting documents in order.

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 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.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this contract, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical Proposal** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score 1000. The technical evaluation consists of two (2) steps. At first, compliance with established mandatory pre-qualification criteria will be assessed as follow:

Prequalification Criteria	Assessment
The bidding company is registered in Romania for a minimum of three (03) years as of the submission deadline of this RFP	Pass/Fail
The bidding company has an experience of minimum three (03) years	Pass/Fail
The bidding company has submitted copies of the business license and commercial registration documents of the company	Pass/Fail
The company has committed to provide third-party insurance for the warehouse building, if not in place already	Pass/Fail
The bidding company has the necessary Security and Fire Safety Measures (Fire extinguishers, security guards) in the warehouse	Pass/Fail
Acknowledgement of UNHCR General Conditions of Contract (Annex F)	Pass/Fail
Acknowledgement of UN Suppliers' Code of Conduct (Annex G)	Pass/Fail

Only proposals that PASS all mandatory pre-qualification criteria will be further considered. During the second step of the technical evaluation, offers passing the first phase will be assessed against the following criteria and maximum scores:

Technical Evaluation Criteria	Max Points obtainable
COMPANY QUALIFICATIONS	150
Company Profile and years in Business	70



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Minimum two (02) similar contracts (mi/long-term warehouse lease and management with a value above USD 50,000) from the past five (05) years	50
Last 3 years financial report certified by chartered accountant	30
WAREHOUSE BUILDING AND SERVICE REQUIREMENTS	310
Exact address, distance from Bucharest city center and year of construction	40
Storage capacity and proportion (%) of Pallet Racking Structure	60
Availability of Office space and utility areas with heating/cooling system, and bathroom facilities (minimum of 16 square meters)	20
Construction Materials of the main structure (walls, floors and roof)	20
Number of loading Docks suitable to handle 40' boxed or curtain side trailer	15
Availability of electrical power grid and backup power supply	15
Adequate inside and outside lighting and electricity	10
Electricity, water, internet connection (Wi-Fi), sewage, trash and recycling	15
Adequate cleaning service covers the office space and other warehouse facilities	10
Availability of at least one electric forklift at the warehouse with a qualified operator	20
Availability of basic equipment in the warehouse (First aid kit, tools for opening cases...)	15
Mobilization time/ contract starting date	40
Overall compliance with the warehouse checklist in Annex C (to be used during the site visit)	30
REPORTING AND MANAGEMENT SYSTEM	140
The warehouse management system (inventory and stock management)	60
Reporting tools (stock status, incoming/outgoing shipment reports, physical counts/stock reconciliation reports, loss and damage report)	40
Dedicated Focal point to deal with UNHCR	40
Total	600

UNHCR will conduct a site visit for the warehouse locations proposed by the prequalified bidders as part of its technical evaluation process.

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off points for submissions to be considered technically compliant will be **350 points out of 600 points**.

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.

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The financial component will be analyzed only for those suppliers that pass the technical evaluation.

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., $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

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.

2.6 SUBMISSION OF BIDS:

Offers must bear your official letter head, clearly identifying your company.

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:

Technical Proposal to: rombusupply@unhcr.org

Financial Proposal to: rombufinancial@unhcr.org **ONLY**

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

Deadline: 29th May 2023– 23:59 HRS EEST

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.

It is your responsibility to verify that all e-mails 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 20 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Proposal Ref **RFP 23-004**

-Name of your firm with the title of the attachment

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

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Haut Commissariat des Nations Unies pour les réfugiés***For example: RFP 23-004 Technical Offer Form Company ABC (email 1 of 3)***

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough 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.

2.7. BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

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 Order.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers through advertisement in newspaper. 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 based on this RFP will be made in the currency of your offer. Payment will be made in accordance with the General Conditions of Contract for the Provision of Services and in the currency in which the PO is issued¹. 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 SERVICES

Please note that the General Conditions of Contracts (Annex F) 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.

Mohamed Abukhris

Supply Officer

Supply Chain, UNHCR Bucharest, Romania

¹ Except for local suppliers based in Romania, the payment will be made in RON.