

ANNEX A TERMS OF REFERENCE (TOR)

REQUEST FOR PROPOSAL: No. RFP 23-004

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF WAREHOUSE RENTAL, MANAGEMENT AND HANDLING SERVICES FOR UNHCR ROMANIA

1. OBJECTIVE

The United Nations High Commissioner for Refugees (UNHCR) in Bucharest, 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 or within accessibility to main roads in or around Bucharest, Romania, to be used for storage of the UNHCR non-food commodities.

The Contractor must be authorized by the competent bodies to provide the required services in accordance with Romanian regulations and have the necessary knowledge and expertise to carry out the required services within the highest standards of quality and compliance.

Please note that UNHCR's minimum needs are detailed in the "SCOPE OF SERVICES" section below. However, UNHCR has the right to request from the contractor to increase or decrease the rented space, management requirements, or equipment, as necessary.

UNHCR may award a contract for providing warehouse space and management services under their terms and conditions. The price quoted in the Supplier's proposal shall remain valid for the entire validity period of the future contract. The rate must be inclusive of all stated expenses, including maintenance. The planned start date of the services is July 1st, 2023.

Among the main goods acquired, imported, and exported by UNHCR, as well as distributed throughout the country, include, but are not limited to:

- Hygiene kits, clothing, diapers, and mattresses.
- Blankets, quilts, and pillowcases.
- Folding beds and family tents.
- Power generators and Rubb Halls.

2. SCOPE OF SERVICES

Specialized warehousing services include the lease of the warehouse space, handling in/out, inventory control & management, quality check of goods, shelf-life monitoring, packing of loose cargo on pallets and stacking properly, packaging, packing/re-packing of stored goods, and timely reporting.

The contracted company must have sufficient capacity to carry out the required services (e.g., knowledge and experience in warehouse and inventory management, specific knowledge of local

regulations and how they apply to humanitarian organizations, trained personnel, access to equipment, etc.).

The contracted company must be compliant with the following:

- A. Must not be or have been involved in the default or liquidation, and no processes or judicial actions are pending against the company that could harm its operations in the near future.
- B. The Contractor must be authorized to carry out warehouse management services in Romania, a holder of a valid commercial license(s) and permit(s), as applicable.
- C. The contractor must be registered in Romania for a minimum of three (03) years as of the submission deadline of this RFP.
- D. Provision of third-party liability insurance, service provider personnel, third parties, laborer, and equipment insurance, as necessary.

3. LEASE OF THE WAREHOUSE (RENTAL)

A. Structure and Facilities

- 1) The facility should be of dry storage capacity to accommodate approximately 30,000 cubic meters of non-food items. Considering the nature of goods, size and packaging, the storage space requirements will be as follows:

Storage Space Requirements		
Type	Capacity	Remarks
Storage floor area	4,000 sqm	with minimum height of 10-12 meters
Pallet Racking Structure	up to 4,000 pallets	Standard Euro Pallet dimensions (120x80 cm) pallets height varies, the structure must be adjustable

Pallet Info		
Type	Qty	Weight
Category 1	1,000	above 600.00 kg/pallet
Category 2	1,000	between 300.00 - 599.00 kg/pallet
Category 3	2,000	below 299.00 kg/pallet

Handling IN/OUT Requirements					
Daily		Monthly		On Emergency basis	
IN	OUT	IN	OUT	IN	OUT
3.3 pallets	7 pallets	66 pallets	140 pallets	165 pallets/day	330 pallets/day



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- 2) The warehouse storage area should be dedicated to UNHCR stocks. In case the proposed storage area is located within a shared facility (multi-client), UNHCR stocks must be consolidated in a self-contained area, within individual and separate building.
- 3) A ready solid construction and covered warehouse located to the highest industry standard, and with access to main routes. The facility is to be located within no more than 40 km of Bucharest city center.
- 4) The warehouse area should have adequate open space for trucks' maneuvering, parking, loading, and offloading materials. UNHCR shall not pay for the open space.
- 5) Storage facility must be secured with 24/7 security guard(s), security monitoring system, sufficient lightning system, robbery intrusion alarm system, fire alarm, fire extinguishers, office space with heating/cooling system, and bathroom facilities.
- 6) Warehouse access doors and emergency exits are secure and exit routes are clearly marked.
- 7) Security cameras (CCTV) shall be installed at the WH premises to secure access control and monitor the goods flow in and out. UNHCR shall have the right to request access to the recordings at any time.
- 8) The facilities must be secured against internal and external fire hazards such as loose electrical wires, etc. All wires and electrical devices must be secure and correctly installed.
- 9) The availability of regularly maintained fire extinguishers and evacuation maps placed in prominent locations in the warehouse.
- 10) The construction materials used for walls must be non-flammable. Flooring must be made of reinforced concrete and floor finishing should be anti-slipping. The storage facility roof must be leak-proof and regularly inspected and maintained.
- 11) Loading/offloading docks capacity of at least five (05) operational docks suitable to handle 40' boxed or curtain side trailer.
- 12) The storage space should have Pallet Racking Structure with the capacity of accommodating 4,000 pallets, to allow the storing of palletized goods.
- 13) Office space and utility areas - availability of heated and air-conditioned office space of a minimum of 16 square meters for warehouse staff, pipe-borne water, toilet, and sewage facilities, with regular garbage/ waste disposal.
- 14) Availability of electrical power grid and backup power supply (cost of electricity and generator maintenance and fueling must be included in the cost of rent).
- 15) Availability of at least one electric forklift at the warehouse with a qualified operator. The contractor must have the capacity to provide additional electric forklift upon request. It is the Contractor's responsibility that the forklift is used in a safe and responsible manner, in accordance with safety regulation.
- 16) All windows, doors, gates and the roof shall be in good condition and properly secured, to ensure protection from weather conditions including rainwater.
- 17) The contractor is responsible for monitoring the validation data of fire extinguishers present in all the storage space and carrying out their exchange/recharge, when necessary.

B. Utilities and additional services

- 1) Maintain unhindered access for UNHCR to the warehouse facilities throughout the contract period.
- 2) The Contractor is responsible for appropriate insurance of the warehouse building. UNHCR shall arrange the insurance of its stocks stored in the warehouse.
- 3) Where damages to the existing facility occur, the contractor shall repair them within 48 hours.
- 4) Obtain all necessary permission from local authorities to carry out the warehouse rental, management and handling activities.
- 5) Adequate inside and outside lighting and electricity.
- 6) Internet connection/Wi-Fi.
- 7) 24/7 security guard(s) and security monitoring equipment to be provided and paid for by the Contractor.
- 8) An adequate cleaning service covers the office space and other warehouse facilities.
- 9) Warehouse is equipped with smoke detectors, alarm system, emergency break glass points, emergency signs, and Fire Extinguishers.
- 10) Evacuation plan developed; Evacuation maps are posted at the prominent locations of the warehouse.
- 11) In the warehouse, there should also be basic equipment, such as:
 - Tools for opening cases, such as hammers, crowbars, and steel cutters.
 - Spare sacks, plastic film, tape, twine and small containers or cartons to repack goods when the packaging has been damaged.
 - Scale(s) for weighing commodities, suitable-size sieves, and two-wheeled hand trolleys for moving goods.
 - Brooms, dust pans, brushes, and rubbish bins.
 - First aid kit, flashlight, fire extinguisher and other firefighting equipment, both inside and outside the storage building.
- 12) The contractor shall be responsible to provide the following utilities and services to UNHCR.
 - Electricity
 - Water
 - Gas bills, if applicable
 - Internet
 - Sewage, trash, and recycling

The amount of any such utilities/services to be included in the Warehouse rental and settled by the Contractor.

4. WAREHOUSE MANAGEMENT

1. Dedicated employee acting as Warehouse Manager to coordinate the daily warehouse tasks and activities. As well, to oversee the warehouse operations. Control storage, movement, and receipt/issue of inventories.
2. The Warehouse Manager will need to have experience in this role for a minimum of two (02) years e Warehouse Manager will need to have experience in this role for a minimum of two years.
3. Management of stock, including receiving, storing, and dispatching, control of the validity period when necessary, packaging of loose goods on existing shelves and pallets, repackaging of products and timely reporting.
4. Execute the referred service in a timely manner with the highest professional standards to meet the operation's needs, considering its humanitarian character.
5. The contractor must adhere to the Safety and Health at Work Law related to workplace safety and labor protection rules.
6. The Contractor will be responsible for maintaining a high standard of cleaning in all areas of the warehouse.
7. The Contractor will be responsible for the availability of equipment that may be necessary to perform regular warehouse activities. As a reference, we include below a list of equipment used more frequently, but others may be necessary, and the contractor must guarantee availability:
 - Forklift
 - Lifter
 - Pallet trucks
 - Euro Pallets
 - Printer
 - Copy Printer Paper
 - Markers
 - Adhesive tape
 - Other materials.
 - Wrapping Foil, qty as per demand
 - Sticky labels, qty as per demand
8. The contractor will provide services to UNHCR in an exclusive capacity during the contract term. The UNHCR reserves the right to request the designation of additional personnel, or the substitution of any person designated by the Contractor to deal with UNHCR.
9. Provide staff and laborer fixed rates for managing the goods in the warehouse, including bulk goods, packing, and re-packing.

A. Receiving

- The contractor will be responsible for the physical receipt of the goods, verification of the quantity and quality according to the technical specifications. In addition, the Contractor must verify if the shipping documents are in order and inform the UNHCR accordingly.

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- All incomings must be recorded in the Bin/Stack & Stock Cards provided by UNHCR for each item.
- The contractor will be responsible for receiving the goods; the Contractor may need to provide additional labor, tools, and equipment as necessary. Handling of approximately 3.3 pallets/day (this number can fluctuate and will need to be handled in clusters, depending on shipment received).
- The contractor will be responsible for notifying UNHCR in writing immediately if there is any discrepancy, fault, or problem during the unloading of trucks and for documenting the damages or losses.

B. Storage

- The stored goods are the property of UNHCR and can only be released by written authorization issued by the responsible UNHCR staff. The Contractor will be financially responsible for any release of goods without UNHCR's written instructions.
- Maintain and update a Storage Plan, which includes a plan to facilitate physical verification and consolidation.
- The contractor is responsible for the correct handling of goods, to guarantee the stability of the piles, maximize the use of space, facilitate storage and avoid damage.

C. Release

- The Contractor must maintain daily and formal communication with the designated UNHCR focal point on the daily stock movements.
- All outgoing shipments must be recorded in the Bin/Stack & Stock Cards provided by UNHCR for each item.
- The contractor will be responsible for releasing goods; the Contractor may need to provide additional labor, tools, and equipment as necessary. Handling of approximately 7 pallets/day (this number can fluctuate and will need to be handled in clusters, depending on the qty of goods requested).

4.1 Stock control system

- 1) The Contractor must establish a stock control and a stock management system¹ based on UNHCR unique PO number to provide accurate information on the stock stored and all movements carried out.
- 2) The contractor must use UNHCR standard documentation for issuing and receiving the goods. UNHCR will provide clear information on how the documentation needs to be completed.

4.2 Documentation and Reporting

- 1) Daily: Complete and submit the Incoming/Outgoing Shipment reports; Copies of GRNs, Waybills & Quality Inspection reports to UNHCR office.

¹ It can be a manual system, not necessary an ERP system.

- 2) Weekly: share Stock reports (detailing in/out movements and balances) with UNHCR office.
- 3) Monthly: Submit copies of Stock Cards (also those where the quantity has reached zero during the reporting period) to UNHCR office.
- 4) Quarterly: together with UNHCR team, perform the Physical Inventory Verification exercises.

4.3 Record Keeping

- 1) Ensure records keeping by setting up a well-organized filing system for all warehouse working documents such as Waybills, Goods Receiving Notes, purchasing orders, Stock Cards, Bin Cards etc. to enable good data tracking for reporting and verification purposes.
- 2) Ensure that inventory records (Bin/Stack & Stock Cards) match physical inventory and conduct at the end of every month stock reconciliations and report any discrepancy identified with sound explanation.
- 3) Produce stock reports in excel format detailing opening and closing balances as well as stock movements (receipts and deliveries of goods). This should be performed every time there are movements of incoming/outgoing shipments or at least twice per week.
- 4) Maintain Log-book for warehouse operating hours and personnel accessing the warehouse and report to UNHCR Supply Unit.

5 UNHCR RESPONSIBILITIES

The UNHCR, on the terms of the contract awarded, will be responsible for the following:

- Keep the Contractor informed about the expected deliveries and dispatches of goods for and from the warehouse.
- UNHCR will provide the warehouse manager with the goods' description, ETAs, shipping documents to facilitate the receipt and management of goods at the warehouse level.
- Provide the Contractor with guidance in using UNHCR standard templates:
 - Stock Cards
 - Bin Cards
 - Numbered Waybills
 - Numbered Goods Receiving Notes (GRNs)

6 OTHERS:

A. Payments

The Contractor must respect the prices quoted in the Financial Offer Form during the validity of the Frame Agreement. The invoice must be issued on a monthly basis. All invoices must include an analysis of the services provided and their corresponding assignments, and relevant supporting documents. 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 Contractor will inform the UNHCR in advance and obtain approval for any activity that might trigger additional financial obligations.

B. Contract monitoring

The UNHCR will monitor the performance according to the contract at least one (1) time every three (3) months during the first year and every six (6) months thereafter, based on the following indicators:

- Ability to respond on a timely manner to the needs of UNHCR.
- The service is received in accordance with the signed contract.
- Order processing quality considering stock losses, inventory reports, etc.
- Implementation and monitoring of the Standard Operational Procedures (SOP) for Warehouse & Inventory Management in UNHCR.
- Assignment of dedicated focal point to deal with UNHCR.

In case of any performance issues, UNHCR shall agree on and pursue with the contractor possible appropriate performance improvement actions to ensure that the contractor fulfils its contractual obligations with UNHCR in line with the signed contract.