



**UNHCR**

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

**DATE: 15/09/2024**

**REQUEST FOR PROPOSAL RFP/CO/YEMSA/24/08  
FOR**

**ESTABLISHMENT OF FRAME AGREEMENT FOR  
THE PROVISION OF CARGO TRANSPORTATION SERVICES FOR THE UNHCR YEMEN**

**CLOSING DATE AND TIME: Tuesday 15/10/2024 – 23:59 hrs. Local Time**

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## **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 environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

UNHCR, with its Branch Office Sana'a, and offices in Aden, Hudaydah, Sa'ada and Ibb, has an international mandate to provide international protection and to seek solutions for persons of concern, including refugees and asylum seekers in Yemen. In addition, the Office assumes the lead responsibility for protection, emergency shelter and camp coordination and management for internally displaced persons in Yemen. The work of the Office is of an entirely non-political character and UNHCR engages in partnerships with non-profit organizations and entities that are committed to UNHCR's core values, including professionalism, integrity and respect for diversity and its commitment to persons of concern.

## **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Branch Office Sanaa, invites qualified business entities and service providers to make a firm offer for the establishment of Frame Agreement for the provision of Cargo Transportation Service described in the Terms of Reference as Annex A

<b>IMPORTANT:</b>
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The Terms of Reference (TOR) are detailed in Annex A of this document.
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UNHCR may award Frame Agreement with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year.

**This tendering process will result in establishing contracts (Frame Agreements) on equal footing with several vendors offering the respective to their accept technical offers and of lowest-priced for the request service conforming to the UNHCR TOR. These vendors will form a "pool" of suppliers of the concerned Cargo Transportation Services for the subsequent secondary bidding (i.e. mini competition) for all the mention routs mentioned in (Annex-A) and for any additional routs may differ comparing to the announced one. Further, Purchase Order(s) will be placed with the vendor(s) offering the lowest overall price under each separate instance of the secondary bidding.**

The estimated annual requirement for provision of services is according to this Request for Proposal document and its Annexes.



Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. 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 bidders and could form the basis for a Frame Agreement with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days' notice, in writing to the other party.

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 in itself a termination clause.

It is strongly recommended that this Request for Proposal and its **annexes should 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 D).

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 Request for Proposal:

- Annex A: Terms of reference (TORs)
- Annex B: Financial offer form.
- Annex B-1: Financial offer form (Loading & Unloading & Detention charges)
- Annex C: Vendor registration form.
- Annex D: UNHCR general conditions of contracts for the provision of services – 2018
- Annex E: UNHCR Code of Conduct
- Annex F: Clients Information and Contracts
- Annex G: Fleet Information Check List
- Annex H: Workshop table.
- Annex I: Fuel sourcing table.
- Annex J: CRI Measurements
- Annex K: Template for vehicles required info.
- Annex L: Confirmation that the Service Provider(s) is not on any sanctioned lists.
- Annex M: E-Tender Box Supplier User Manual
- Annex N: Online Link for Pre-Bid Meeting

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [yemsasu@unhcr.org](mailto:yemsasu@unhcr.org) as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid
- Whether or not you will participate at the supplier conference
- The source where you have acquired this tender document (e.g. E-Mail, UNHCR Office, Friend etc.)

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

### 2.3.1 Pre-Bid Meeting

UNHCR will organize a supplier **pre-bid conference** on **Monday 30 of September 2024 at 02:00 pm to 04:00 pm, attendance could in any of the following**

- o Interested bidders can attend personally in UNHCR main office at algeria street, building 32 behind Al Mukhtar fuel station, Yemen – Sana'a. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided, at least two working days in advance, by e-mail to [yemsasu@unhcr.org](mailto:yemsasu@unhcr.org)
- o **Or** can attend online via the link provided in **Annex N**.

### 2.3.2 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to the generic email of UNHCR Supply Unit, at [yemsasu@unhcr.org](mailto:yemsasu@unhcr.org) . The deadline for receipt of questions is 23:59 hrs., Sana'a local time, Yemen on **Thursday 03 October 2024**. Bidders are requested to keep all questions concise and clear to the point.

UNHCR will compile the questions received. UNHCR may, at its discretion, respond to these questions at once. A Questions & Answers document will be prepared, and all questions raised will be compiled, clarified, and brought forward by means of email as well as on publication on Yemen HR website and UNGM for your information.

**IMPORTANT:**

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above.

### 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 be not 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
- Financial offer

#### 2.4.1 Content of the TECHNICAL OFFER (60%)

**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.

**IMPORTANT:**

Condition of the award of contract: The Company should be a core business in the field of **TRANSPORT SERVICE**

The Terms of Reference (TORs) of the services requested by UNHCR can be found in Annex A.

**Technical Offer:**

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



**A. Valid Company registration certificates:**

- Valid business registration certificate in the field of in-land cargo transportation services issued by the relevant local authorities.
- Valid tax membership ID issued by the relevant local authorities.
- License from General Authority for Land Transport in Yemen.

**B. Vendor Registration Form:**

If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form **Annex C**.

**C. UNHCR General Conditions for Provision of Good and Services:**

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

**D. UN Supplier Code of Conduct:**

Your technical offer should contain your acknowledgement of the UNHCR -UN Supplier Code of Conduct by signing **Annex E**.

**E. Confirmation that the Service Provider(s) is not on any sanctioned lists.**

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex L**.

**F. Audited financial report:**

Your technical offer should contain:

- Confirmation of a valid commercial bank account – personal accounts are not acceptable
- Audited financial reports or Bank Financial statements from a financial institute for the past 2 years showing an annual turnover of minimum (75,000 USD), must include the financial institute logos, signatures, and official stamps.

**G. A dedicated email address:**

Your technical offer should contain A dedicated email address and qualified Key Account Manager for UNHCR transport coordination, by sending UNHCR official letter mentioning the required details

**H. Comprehensive Insurance:**

Your technical offer should contain on of the following documents.

- A letter from bidders to UNHCR or to guarantee that all the trucks have valid comprehensive insurance coverage for war, rioting & disorders, natural disasters, robbery, and terrorism.
- Letter from insurance company that all bidder trucks are insured and bidders must attach the insurance policy of the trucks.

**I. Company Core Business and qualifications:**

The following documentations are required to evaluate the core business component.

- **Years of Business:** Bidders need to present your registration license which will shows the establishment year of the company.
- **Relevant Experience:** Bidders have demonstrated experience in the field of in-land cargo transportation services in Yemen with international organization or UN Agencies. (Through presentation of copies of the contracts / purchase orders / work orders as documented evidence) during the past 3 years.
- **Fleet size owned/managed by the company:** List truck information in Annex H & attach a copies of trucks registration cards, Insurance documentation (Under the name of the service provider), contracts in case of managing them.

**G. Company Fuel sourcing, Maintenance capacity:**

- Provide a proof of availability of workshop and/or have a valid truck maintenance contracts. **Fill in Annex H**
- Provide a proof of availability of fuel station and/or have a valid fuel supplying contracts. **Fill in Annex I**

**K. General:**

Company provided description of the approach and methodology (Standard operating procedures – SOPs) of how they would roll-out and implement the requested services outlined in the TORs as well as detailed description of the way the company would respond to the TOR (Annex A)  
Safety standards policy, emergency response plans (emergency response lines, escalation matrix), procedures for handling security risks and incidents.

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

**2.4.2 Content of the FINANCIAL OFFER (40%):**

Your separate **Financial Offer** must contain an overall offer in **US Dollars**. The financial offer must cover all the services to be provided (price “all inclusive”).

The Financial Offer is to be submitted as per the **Financial Offer Form (Annex B & B-1)**. Bids that have a different price structure may not be accepted.

UNHCR is exempted from all direct taxes and customs duties. With this regards, price has to be given all inclusive.

**Bid Validity:** You are requested to hold your offer valid for **180 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period.

**Payment Terms:** UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of Invoice and supporting document 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.

**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:

- A. Financial standing;
- B. Core business;
- C. Track record;
- D. Contract capacity.

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

**2.5.2 Technical Evaluation (60%):**

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:

A. The **Technical Proposals** will be evaluated using, inter alia, the following criteria and percentage distribution: **60%** from the total score. The technical evaluation consists of two (3) steps.

At first, compliance with the established mandatory **eligibility criteria** will be assessed as follows:

**TENDER ELIGIBILITY CRITERIA**

Stage I	Tender Eligibility Criteria	Evaluation Method
<b>Minimum Tender Requirements</b>	1. A valid business registration certificate in the field of inland cargo transportation services or any related services, issued by the relevant local authorities, with a minimum establishment period of 5 years.	<b>PASS/FAIL</b>
	2. Valid tax membership ID issued by the relevant local authorities.	
	3. Confirmation of a valid commercial bank account – personal accounts are not acceptable.	
	4. Duly signed and stamped Vendor Registration Form ( <b>Annex - C</b> ).	
	5. Acknowledgement of General Terms and Conditions for Services ( <b>Annex - D</b> ).	
	6. Acknowledgement of UN Code of Conduct ( <b>Annex-E</b> ).	
	7. Duly signed and stamped confirmation that the Service Provider(s) is not on any sanctioned lists from the UN Security Council, World Bank, EU, UNGM, or UN Secretariat ( <b>Annex-L</b> ).	
	8. Audited financial reports or Bank Financial statements from a financial institute for the past 2 years showing an annual turnover of minimum (75,000 USD), must include the financial institute logos, signatures, and official stamps.	
	9. A dedicated email address and qualified Key Account Manager for UNHCR transport coordination, by sending UNHCR official letter mentioning the required details.	

Only the Technical Proposals that have been assigned “**PASS**” for all above-listed eligibility criteria will be considered for further evaluation.

During the second step of the technical evaluation, offers passing the first phase (i.e. Eligibility Criteria) will be assessed against the following criteria, maximum and minimum scores against each criterion:

Minimum scores to be considered technically compliant	<b>Scores (36)</b>
Maximum scores	<b>Scores (60)</b>

**TECHNICAL ELIGIBILITY CRITERIA**

Stage I	Technical Mandatory Criteria	Evaluation Method
<b>Minimum Technical Requirements</b>	1. License from General Authority for Land Transport in Yemen.	<b>PASS/FAIL</b>
	2. Trucks assigned to UNHCR must be covered by comprehensive insurance, including coverage for war, rioting & disorders, natural disasters, and terrorism. The Bidders must provide at least one of the below documents: <ul style="list-style-type: none"> <li>. A letter from bidders to UNHCR or to guarantee that all the trucks have valid comprehensive insurance coverage for war, rioting &amp; disorders, natural disasters, robbery, and terrorism.</li> <li>. Letter from insurance company that all bidder trucks are insured and bidders must attach the insurance policy of the trucks.</li> </ul>	

**TECHNICAL EVALUATION CRITERIA**

Stage	Technical Evaluation Criteria	Weight
<b>1. Company qualifications and experience</b>	<p><b>1.1</b> Years of Business:</p> <p>Evaluate the stability and experience of the company: Minimum 5 years of relevant working experience in the field of in-land transportation. (Provide registration certificates)</p> <ul style="list-style-type: none"> <li>- 5-7 years = 2 points.</li> <li>- 8-10 years = 3 points.</li> <li>- 11 years or more = 5 points.</li> </ul>	<b>5</b>
	<p><b>1.2</b> <b>Relevant Experience:</b> Bidders have demonstrated experience in the field of in-land cargo transportation services in Yemen with international organization or UN Agencies. (Through presentation of copies of the contracts / purchase orders / work orders as documented evidence) during the past 5 years (Minimum 3 contracts)</p> <ul style="list-style-type: none"> <li>- 3-5 contracts / purchase orders = 5 points.</li> <li>- 6-10 contracts / purchase orders = 10 points.</li> <li>- 11 contracts / purchase orders or more: 15 points.</li> </ul> <p><i><b>*In addition to the documentary evidence, Service Provider(s) are requested to complete Annex F - Clients Information and Contracts.</b></i></p>	<b>15</b>
	<p><b>1.3</b> <b>Fleet size owned/managed by the company and Subcontractors</b> – List truck information in <b>Annex G</b> &amp; attach a copies of trucks registration cards or subcontracts with third party, (<b>Under the name of the service provider</b>).</p> <p>At least 2 trucks for each category (5Mt, 10Mt, 20MT, 40M) must be available (Owned / Managed)</p> <p><b>For each category:</b></p> <ul style="list-style-type: none"> <li>- Less than 2 for each category: 0 points</li> <li>- 2-5 Trucks for each category = 10 points.</li> <li>- 6 and above Trucks for each category = 15 points.</li> </ul> <p><i><b>*Trucks, original registration documents, and contracts will be verified during the site visit.</b></i></p>	<b>15</b>
<b>Sub-total</b>		<b>35</b>

	Technical Evaluation Criteria	Maximum Scores
<b>2. Company Fuel sourcing, Maintenance capacity</b>	<p><b>2.1</b> Available workshop and/or have a valid truck maintenance contract.</p> <ul style="list-style-type: none"> <li>- Workshop or truck maintenance contract = 5 points.</li> <li>If not Zero.</li> </ul> <p><i><b>*Service Provider(s) are requested to complete Annex H</b></i></p>	<b>5</b>
	<p><b>2.2</b> Available fuel station and/or have a valid fuel supplying contract.</p> <ul style="list-style-type: none"> <li>- Fuel station or valid fuel supplying contract: 5 points</li> <li>If not Zero.</li> </ul> <p><i><b>*Service Provider(s) are requested to complete Annex I</b></i></p>	<b>5</b>
<b>Sub-total</b>		<b>10</b>

Technical Evaluation Criteria		Maximum Scores
3. General	Company provided description of the approach and methodology (Standard operating procedures – SOPs) of how they would roll-out and implement the requested services outlined in the TORs as well as detailed description of the way the company would respond to the TOR (Annex A) <b>(8 Mark)</b> . Safety standards policy, emergency response plans (emergency response lines, escalation matrix), procedures for handling security risks and incidents <b>(7 Mark)</b> .	<b>15</b>
<b>Sub-total</b>		<b>15</b>
<b>Grand Total</b>		<b>60</b>

The total cut-off points for submissions to be considered technically compliant will be 36 points out of 60 points attainable under the technical evaluation.

### 2.5.3 Financial Evaluation:

The financial proposal will be opened for evaluation only if a company is qualified in the Technical Evaluation. The Financial offer will use the following percentage distribution: 40% from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among the companies who had qualified the Technical Evaluation.

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 proposal submission offer must bear your official letter head, clearly identifying your company.

#### IMPORTANT NOTE FOR TENDER SUBMISSION:

##### 1- Technical and Financial proposals

Submission of both technical and financial offers should be submitted E-tender box <http://etenderbox.unhcr.org> . Please carefully read the e-Tender Box user manual attached as Annex J for submission of your **Technical and Financial – Offers** submitted in any other manner will be disqualified.

The deadline for Technical & Financial proposals submission through the e-tender Box will be on

**The Technical and Financial offers shall be clearly separated.**

#### **IMPORTANT:**

The technical offer and financial offer documents are to be separated in E-tender box. Failure to do so may result in disqualification.

**Deadline: Tuesday 15 October 2024, 23:59 hrs. (11:59 pm), Yemen Local 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.

It is your responsibility to verify that all your submission offer proposal have been uploaded in e-tender box properly before the deadline. The proposals must bear your official letterhead, clearly identifying your company name.



Bids should be submitted by file and uploaded to e-Tender Box, the online bid registration tool of UNHCR. The e-Tender Box can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use e-Tender Box, registration on the website is required. This registration is exclusively for e-Tender Box and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that e-Tender Box account for managing its offers for UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The e-Tender Box Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

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.

## **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 Orders for Services.

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 (BVM).

## **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 Services 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 CONTRACT:**

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

## 2.10 ENVIRONMENTAL POLICY

UNHCR's policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods form part of UNHCR's evaluation and selection criteria.

## 2.11 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such, advises Suppliers not to offer any gifts, favour, hospitality, commission, etc. to UNHCR Staff. Any Supplier found to be offering gifts, favour, hospitality, commission, etc. to UNHCR Staff will be placed on the United Nations sanctioned list and UNHCR will not do business with them anymore.

Martha Ācey Kĭrĭyewala  
Suby Officicer  
*mak*  
UNHCR Cntry Offiffice, Sana'a