TERMS OF REFERENCE FOR LONG TERM ARRANGEMENT (LTA)

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| **Assignment** | LTA for the Provision of Logistics Services |
| **Location** | Jordan |
| **Duration** | 12 Months *(LTA maybe extended for additional 12 Months)* |
| **Reporting to** | Supply and Logistics Manager, UNICEF Jordan Country Office |

1. **JUSTIFICATION/BACKGROUND**

The ongoing armed conflict in Gaza started on October 7th, 2023, has adversely impacted the lives of almost 2.3 million Palestinians living in Gaza. The escalation of hostilities in the Gaza Strip is having a catastrophic impact on children and families. Children are dying at an alarming rate – more than 45 thousand have been killed and more than 105 thousand more injured. Around 1.9 million people in Gaza are estimated to have been internally displaced – half of them children.

UNICEF Jordan Country Office (JCO) aims at fostering further its capacity to respond to the emergency humanitarian support to the populations in Gaza. The support includes pre-positioning locations for the critical humanitarian supplies that are temporarily diverted to Jordan for forwarding to Gaza through the logistics supply chain i.e warehousing, transportation, handling, inventory reporting and general logistics. Loading and off-loading inspection and supervision is an important service that contribute to the efficient delivery of the emergency supplies to Gaza to ensure the safe and efficient loading and unloading of supplies. The supplies are transported via the Jordan Humanitarian Corridor i.e King Hussein Bridge (KHB)/Allenby Bridge, Sheikh Hussein Bridge/ Jordan River and any potential crossing points that could come up in the future.

UNICEF Jordan operates through several warehouses; Aqaba’s DSV, Zarqa Free Zone, Queen Alia Airport, Amman, the Jordanian Hashemite Charity Organization (JHCO) as well as the Logistics Cluster (LG) whereemergency supplies will be loaded on trucks from any of these warehouses. before moving to the named border crossing. The estimated average number of trucks for loading and/or offloading per week keeps fluctuating, but currently UNICEF is sending between 8 & 24 Trucks.

For this purpose, UNICEF JCO intend to establish Long Term Agreement (LTA) for the provision of logistics services with emphasis on the loading and offloading services.

1. **OBJECTIVE AND TARGETS**

UNICEF Jordan Country Office seeks to contract a qualified institutional Consultancy for the provision of reliable timely and cost-effective logistics services. The required services shall focus on loading and offloading for UNICEF supplies; the services may include that includes proper receipt and despatch, storage, repacking, warehouse operation and general logistics support, as required.

**3. SCOPE OF THE WORK (WORK ASSIGNMENT)**

The purpose of the LTA for the provision of comprehensive inspection and supervision services, for loading and offloading of supplies (before loading, during loading, and after offloading) ensuring that they are handled safely and efficiently, secured correctly and that they arrive at the destination in good condition the same condition it leave the warehouse location. The loading and offloading inspection and supervision functions should include, but not limited to the below:

1. **Pre-loading inspections:** conduct thorough inspections of supplies before loading to ensure that they are properly packaged, labelled, and secured for transport. This includes verifying that the packaging is intact and free from damage, checking that the weight and dimensions of the supplies are correct, and ensuring that any hazardous materials are properly identified and labelled, condition of the palletized supplies.
2. **Loading supervision:** conduct comprehensive supervision and support during the loading process to ensure that the correct supplies are properly handled, secured, and protected. This includes ensuring that supplies are loaded in the correct sequence and orientation, and that any special handling requirements are met.
3. **Transit monitoring:** verifying that the truck is properly loaded, the supplies are properly secured, and that any special handling requirements are being met. Examine the general appearance of the packing and the palletized supplies; the standard of the transport and that it is adequate to withstand the conditions likely to be encountered during shipment.
4. **Offloading supervision:** provide comprehensive supervision and support during the offloading process to ensure that the supplies are properly handled, secured, and protected.
5. **Documentation and reporting:** provide detailed documentation and reporting on our findings, including photographs and recommendations for corrective action if necessary. This documentation can be used for insurance claims, legal proceedings, or other purposes as needed. The report to be submitted within two (2) days after each inspection. The report shall include the minimum following information:
   * UNICEF PO number
   * Description of supplies inspected for loading/offloading
   * Time date and place of inspection
   * Summary of findings and additional comments, if any

Exceptionally, a draft report detailing any major issues will be accepted, by agreement with UNICEF Jordan, where the reporting will take longer due to any complicated or challenging inspections that have been conducted.

**It is important to ensure:**

* Timely coordination between UNICEF Jordan Country office logistics team and contractors on site.
* Check all relevant documents and ensure that it comply with the contract requirements, WB, invoices, etc.

**4. PAYMENT SCHEDULE**

Payment is contingent on acceptance of work and approval by the Contract Manager and will be made 30 days upon satisfactory completion of service after receipt of invoice. Payment will be affected by bank transfer in the currency of billing.

**5. LOCATIONS OF INSPECTION:**

The company shall perform inspection services required by UNICEF at the at the following warehouse:

1. Aqaba DSV,
2. Zarqa Free Zone
3. Amman Warehouse.
4. Queen Alia Airport Warehouse
5. JHCO.
6. Suppliers Warehouses

**6. OFFICIAL TRAVEL INVOLVED**

Travel shall be required within Jordan.

**7. FREQUENCY OF PERFORMANCE REVIEWS**

Quarterly meeting shall be held between the Logistics Team from UNICEF and the LTA Holder to go through to evaluate the services provided and overall performance.

1. **UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE**

UNICEF reserves the right to withhold payment and consolidated output until the contractor provide satisfactory quality output as reviewed by the project manager / supervisor. In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted and subsequently, the contract will be terminated in accordance with the General terms and conditions stated in the tender document if the contractor fails to deliver.

**9. CALL FOR PROPOSALS RFP (RQUEST FOR PROPOSAL)**

A two-stage procedure for evaluation and weighting criteria, shall be utilized in assessing the proposals, with an assessment of the technical proposal being completed before any price proposal is compared.

* + Technical Proposal – 70 Points
  + Financial Proposal- 30 Points
  + Pass Mark – 49 Points

**Technical proposal (70 points)**

Detailed criteria will be prescribed in the solicitation documents and a scoring matrix will be used. Evaluation of the bids will be based on the following main criteria:

Part A - The overall response to the RFPS.

Part B – Experience and Expertise of the Company.

Part C – Experience and expertise of company key personnel.

Appropriateness of delivery timelines.

The technical evaluation of proposals will follow the scoring below:

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| --- | --- | --- |
| Technical Criteria T | Technical Sub-criteria | Maximum Points |
| **Part A** |  | **10** |
| Overall Response | Understanding of requirements and responsiveness of proposal to requirement - Completeness of response. | 5 |
| Proposed delivery timelines (Please state date you will be ready to start the service delivery) | 5 |
| **Part B** |  | **35** |
| Experience and Expertise of Company and Key Personnel | Company Experience and expertise in the Supply Chain (Please attach company registration, certificates and Profile and list of key customers) | 10 |
| **Part C** | Experience and expertise of company in conducting similar inspections of Loading and Offloading (Please include description of similar projects) | 15 |
| Key Personnel Key technical skills/expertise of personnel (Please attach resume of key personnel) Level of education and qualification of key personnel. | 10 |
|  | **25** |
| Methodology of Work | Proposed Process for conducting the inspections and quality control mechanism for the inspections (Please submit a workflow for the inspection process and quality control plan) | 15 |
| Service level Agreement (SLA) (Please submit service level for normal and urgent requests, indicating required notice time and response time) | 5 |
| Resources and Proposed Staffing structure for performing the inspection (Please include the manpower and additional resources required for performing the inspection) | 5 |
| Total Maximum Score | Note: the total maximum score must be equivalent to the weight assigned to the technical score) | 70 |
| **Minimum score for technical compliance** | **Any submission not reaching 49 points out of a total 70 points will not be considered further.** | **49** |

**Financial proposal – 30 points**

Following criteria will be used in evaluating the financial proposals:

* The total price should be broken down for each deliverable based on an estimate of days, which needs to be stated. Estimated travel costs should be stated separately as well.
* The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price, for example:

**Summary of Services and Proposed Cost**

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Description of Services** | **Unit** | **Price** |
| 1 | Pre-Truck: Inspection services are charged based on the number of trucks. |  |  |
| 2 | Per Lot or Batch: Inspection services are charged based on a defined quantity of goods inspected as a lot. |  |  |
| 3 | Per Lot or Batch: Inspection services are charged based on a defined quantity of goods inspected as a lot. |  |  |
| 4 | Per Hour or Day: For time-based inspections, where the inspector's hours or days are billed. |  |  |
| 5 | Per Inspection Visit: A fixed fee for each on-site inspection visit, regardless of duration or quantity. |  |  |
| 6 |  |  |  |

**Award**

The proposal obtaining the highest score after adding the scores for the technical and financial offers is the proposal that offers best value for money.

1. **LONG TERMS AGREEMENTS (LTAS)**

* Long-Term Agreement to be valid for initial period of twelve (12) months with the option to extend for additional of twelve (12) months, with same terms and conditions, based on satisfactory performance and need for the service.
* Actual work will depend on the frequency of requests for loading and offloading inspection and supervision from UNICEF or any required services. UNICEF will specify the nature of services required in the relevant purchase order.
* Long Term Agreement are contractual instruments whereby a supplier agrees to fix prices for a defined period for goods and services that are required by UNICEF on a recurring basis. This process has been designed to avoid repetitive competitive procurement process which would reduce the lead-time for delivery of the required services/works.
* Notwithstanding any agreed discounts, prices offered by LTA Holder, shall constitute maximum ceiling prices, and shall remain fixed during the validity of the LTA.
* The LTA shall be non-exclusive and carry no commitment, expressed or implied, of any minimum off-take, and will not accord any exclusivity to the contractor.

**13. OTHER CLAUSES: PSEA LANGUAGE**

Consistent with the UN Secretary General's Bulletin related to "Special measures for protection from sexual exploitation and sexual abuse" (ST/SGB/2003/13), entities and individuals entering into cooperative agreements with an agency of the United Nations are obligated to "take preventative measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred." Failure to do so "shall constitute grounds for termination of any cooperative arrangement with the United Nations." The Contractor is expected to have in place explicit policies related to the prevention of sexual exploitation and abuse of beneficiaries, including a commitment to the IASC 6 Core Standards (IASC/2002) and the investigation of such cases. Where the Contractor does not have sufficient capacity for the investigation of such cases, it should request the support of UNICEF. Any individual may report reasonable suspicion of sexual exploitation or abuse of beneficiaries to UNICEF if the complainant so prefers.