TERMS OF REFERENCE FOR LONG TERM ARRANGEMENT (LTA)

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| **Assignment** | LTA for Air and sea freight customs clearance, road and sea transportation, and warehouse services in Amman, Jordan. |
| **Estimated budget** | NA - LTA |
| **Budget Source** | NA - LTA |
| **Location** | Jordan |
| **Duration** | 24 Months *(contract may be extended for further one year with same terms and conditions based on satisfactory performance in 2018 and 2019)* |
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1. **JUSTIFICATION/BACKGROUND**

The Regional Office of the United Nations Children’s Fund (UNICEF) in Amman, Jordan, invites qualified Service Providers to make an offer for the establishment of a Long-Term Agreement for the provision of logistics services consisting of air and sea freight customs clearance, road and sea transportation, and warehouse services in Amman, Jordan under the terms and conditions contained herein.

A Long-Term Agreement (LTA) will be awarded to the best technical and financial offer, based on highest weighted score, valid from 1st April 2018 to 31st March 2020, with the option to extend under the same terms and conditions for an additional 12 months, through 31st March 2021, upon satisfactory performance evaluation.

Attached as annexes to this Request for Proposal is a price proposal that must be completed and submitted.

1. **OBJECTIVE AND TARGETS**

To provide the following services:

* customs clearance of UNICEF imported and exported cargo through air and sea entry points in to Jordan.
* road transportation of UNICEF cargo from warehouses in Jordan to border points and other locations requested by UNICEF.
* sea transportation from Aqaba port to Mersin port, Turkey.
* store and manage UNICEF cargo in a suitable, safe and secure bonded warehouse in Zarqa Free Zone, Jordan.

1. **SCOPE OF THE WORK (WORK ASSIGNMENT) IN JORDAN**
   1. **Customs Clearance formalities and transportation to warehouses**

To provide customs clearance formalities for UNICEF cargo that is imported through Queen Alia International Airport and Port of Aqaba and with on carriage deliveries to UNICEF warehouses (Zarqa Free Zone and Mafraq). To provide customs clearance from the same warehouses for exported cargo through the same gateways.

For information only (not contractual) in 2017 a total of 22 x 40 foot sea containers and 15 x 20 foot sea containers of UNICEF cargo were cleared through Port of Aqaba and delivered to warehouses. A total of 200 kg of UNICEF airfreight cargo was cleared through Queen Alia International Airport.

* + 1. **Customs clearance of imported shipments**
* UNICEF will provide pre-alert shipment documents detailing all required cargo details, arrival dates, invoice and packing list to ensure customs clearance can be conducted in a timely manner upon cargo arriving.
* Customs clearance on tax-free basis of UNICEF imported cargo.
* Provisional clearance pending finalisation / perfection of documentation.
* Vaccine clearance, including maintaining cold-chain storage at Queen Alia International Airport before onward delivery to UNICEF warehouse. Vaccine storage temperatures range from +2°C to +8°C and -25°C to -18°C (only valid for air shipments)
  + 1. **Customs clearance of exported cargo from UNICEF warehouses (Zarqa Free Zone and Mafraq)**
* Undertake export customs clearance formalities for cargo in UNICEF warehouses in timely manner.
* Communicate with UNICEF named Freight Forwarder to arrange collection of cargo from UNICEF warehouse.
* Provide all export documents to UNICEF named Freight Forwarder prior to collection of cargo from UNICEF warehouse.
* UNICEF MENARO Logistics staff will provide the necessary documentation for export of cargo out of Jordan in a timely manner.
  1. **Road Transport**

Service Provider to provide suitable commercial road vehicles to transport cargo from Zarqa Free Zone warehouse to Ramtha and Jaber borders and other destinations decided by UNICEF.

For information only (not contractual) in 2017 a total of 72 x 40 foot containers delivered UNICEF cargo from warehouse to Ramtha border.

* For all types of 20 foot and 40 foot containers
* Provide refrigerated vehicles to transport vaccines and other temperature sensitive cargo as required.
* Ensure vehicles are road worthy, certified for usage and have valid road insurance as per Government of Jordan rules and regulations.
* When UNICEF will require transport, it will issue a Work Order to the Service Provider to formalise the transport agreement
* Upon receipt of the Work Order, the Service Provider must position trucks at UNICEF warehouse within 24 hours of loading date.
* The Service Provider shall issue one waybill per truck for supplies loaded and must ensure it is duly signed by the consignee as proof of delivery.
  1. **Warehouse Services**

To provide UNICEF with warehouse facility and services in Zarqa Free Zone. The Service Provider will be responsible for inventory control, management of incoming, stored and outgoing cargo, and reporting.

The estimated storage requirement of warehouse is 1,000 square metre (sqm) per year but could change according to needs. Figures are indicative and do not represent a commitment that UNICEF will utilize the above quantity. Quantities may vary and will depend on the actual requirements.

Warehouse service will be paid according to square metre (sqm) occupied.

UNICEF will prefer a dedicated warehouse, however, if the warehouse is utilised for multiple clients, the UNICEF owned cargo should be consolidated in one area and segregated from other clients’ cargo. Best warehouse practices are expected with regards to safe storage environment.

**3.3.1 Receipt of imported cargo in to warehouse**

* Receipt and storing of cargo in a suitable bonded warehouse in Zarqa Free Zone.
* Check all consignments received and verification of completeness and conformity with UNICEF pre-alert documents.
* Counting of units of incoming cargo to ensure completeness and conformity with UNICEF pre-alert documents.
* Inform UNICEF MENARO Logistics staff that cargo has been received and detail any damage to cargo or short shipments. Request copy of Goods Received Note (GRN). Return signed copy of GRN to UNICEF MENARO Logistics staff confirming reception as complete.
* Allocate UNICEF stock cards to received cargo stacks, and ensure data on stock cards is updated on a real-time basis.

**3.3.2 Dispatch of cargo from warehouse**

* Provide advice to UNICEF MENARO Logistics staff on the quantity, size, type of vehicles and containers to transport the cargo out of warehouse, when requested.
* Receive waybills and gift certificate from UNICEF MENARO Logistics staff and prepare cargo for loading in to vehicle(s) and dispatch within maximum two working days.
* Load cargo on to transporter vehicle and containers, ensuring cargo is secure and will not be damaged during transportation.
* Provide scanned copies of waybills for released supplies per vehicle and vehicle registration numbers and driver contact details to UNICEF MENARO Logistics staff when cargo is loaded.
  + 1. **Warehouse facility to include but not limited to**:
* Walls, floors, roof must be in good condition.
* Closed compound with security fences.
* Loading and unloading areas suitable for trucks to manoeuvre.
* External and internal lighting.
* Daily labourers included in the services.
* Solid construction, and covered warehouses with fences limiting the compound.
* 24 hour, 7 days a week security guards provided.
* Suitable firefighting equipment is located in warehouse compounds.
* Repacking, break and build and reconstitution of consignments as required.
* Professional staff for warehouse management and logistics specialists.
* Warehouse is equipped with at least a fork lift truck (lifting capacity of 2,500 kg) and at least one pallet jack.
* Apply regular pest control measures.
* Ensure cleanliness of the warehouse, this includes cleaning services at least once per week.
* Facilitate access to the warehouse and records to UNICEF MENARO Logistics staff when requested.
  + 1. **Temperature controlled storage**
* If requested, ability to provide temperature controlled storage facilities in Free Zone area on a square metre on monthly rate for imported vaccine and pharmaceutical items and have staff trained on cold chain management. Storage temperatures range from +2°C to +8°C and -25°C to -18°C.
* Temperature controlled storage facility can be sub-contracted, however Service Provider is responsible to ensure cargo is safely stored as per UNICEF guidelines.

**3.4 Sea Transport**

* Manage the sea shipment of general cargo, in 20 and 40 foot containers from Zarqa Free Zone warehouse, via Aqaba port to Mersin port, Turkey.
* Undertake the cargo loading in to 20 and 40 foot containers, export customs clearance at Zarqa Free Zone and Aqaba port, inspection, handling, transportation from Zarqa Free Zone warehouse to Aqaba port

**3.5 Reporting requirements**

* Service Provider to manage UNICEF cargo in warehouse using modern inventory management software. This software must be able to note all cargo details including material item number, material description, Sales Order number, Purchase Order number, Delivery number, quantity and unit.
* Weekly inventory reports to be provided to UNICEF.
* Inbound shipment report detailing imported UNICEF cargo through Jordan border entry points, as per UNICEF requirements.

**3.6 General requirements**

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* All losses, shortages and/or damages that occur due to poor storage and handling will be reimbursed by the Service Provider to UNICEF based on UNICEF item price.
* Service Provider should be able to mobilise staff within 24 hours’ notice.

1. **REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED**

Long-Term Agreement to be valid for two years.

Actual work will depend on the frequency of receipts and dispatches and will be requested in writing by UNICEF

1. **OFFICIAL TRAVEL INVOLVED**

NA – Institutional Contractor

1. **DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE**

* Service provider or designated agent is registered in Jordan
* A member of FIATA - International Federation of Freight Forwarders Associations
* Strong knowledge of Local and Regional logistics challenges
* Minimum ten years’ experience in providing logistics services in Jordan
* Cold chain experience in Jordan
* Experience of working with UN Agencies or International Non-Government Organisations or Embassies in Jordan.

1. **PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS**

* Orders are cleared and dispatched within 48 hours of arrival
* % loss / damage of goods in transit
* % loss / damage of goods in stock
* Accurate invoices shared monthly
* Accurate stock report shared weekly

1. **FREQUENCY OF PERFORMANCE REVIEWS**

* Mid-contract review at 6 months

1. **CALL FOR PROPOSALS**

Bidders are to include the following in their bids:-

* Information as noted in the Technical Evaluation Criteria for country of operation
* Completed UNICEF price proposal for Logistics Service in Jordan
* Business Registration Certificate(s)
* Company Profile
* Certificates demonstrating that the Bidder operates at FIATA or greater standards
* CV for key account manager

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

Standard liquidated damages and/or termination to apply as per UNICEF terms and conditions

1. **REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA**

Bids will be evaluated based on weighting of 70% technical and 30% financial = 100% total.

Technical evaluations of the proposals will be based on the criteria as shown in Annex B.

Bidders are requested to submit their price proposal as per the format in Annex C.

The price should be broken down for each component of the proposed work, as per the attached price proposal templates (Annex C). 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; e.g.:

Max. Score for price proposal \* Price of lowest priced proposal

Score for price proposal X = ---------------------------------------------------------------------------

Price of proposal X

1. **CONDITIONS**

* The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. **The contractor’s fee shall be inclusive of all office administrative costs**
* Please also see UNICEF’s Standard Terms and Conditions attached.

Prepared: Date:

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Reviewed: Date:

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Authorised: Date:

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