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## REQUEST FOR PROPOSAL RFP 011/18

NAME & ADDRESS OF FIRM	DATE: February 13, 2018
	REFERENCE: Long-Term Agreement for the <b>Customs Clearance and Freight Forwarding Services</b>

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Long-Term Agreement for the Customs Clearance and Freight Forwarding Services (the detailed TOR is attached separately as Annex 1a)**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals need to be submitted on or before **Tuesday, 27 February 2018, 4:00pm** local Yerevan time (GMT +4) via email, courier mail to the address below:

**United Nations Development Programme / UNDP**  
14 Petros Adamyan St., Yerevan 0010, Republic of Armenia

Or submit via e-mail to the following e-mail address: [tenders.armenia@undp.org](mailto:tenders.armenia@undp.org)

***Please note that proposals received through any other e-mail address will not be considered.***

**Your Proposal must be expressed in English**, and valid for a minimum period of 60 calendar days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit / UNDP Armenia*

## Description of Requirements

Context of the Requirement	<b>Customs Clearance and Freight Forwarding Services</b>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services <sup>1</sup>	Please see attached Terms of Reference (TOR), Annex 1a
List and Description of Expected Outputs to be Delivered	Please see attached Terms of Reference (TOR), Annex 1a
Person to Supervise the Work/Performance of the Service Provider	Mariam Mkhitarian, Admin and Procurement Assistant, UNDP Armenia
Frequency of Reporting	<i>As per request</i>
Progress Reporting Requirements	On regular basis
Location of work	<input checked="" type="checkbox"/> Exact Address: UN House in Armenia, #14 P.Adamyan St., Yerevan, RA <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work/services	Three years with possible extension for two additional periods of one year each.
Target start date	March 15, 2018
Latest completion date	March 15, 2021
Travels Expected	N/A
Special Security Requirements	<input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
	<input checked="" type="checkbox"/> United States Dollars

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Currency of Proposal	<input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency								
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes								
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.								
Partial Quotes	<input checked="" type="checkbox"/> Not permitted								
Payment Terms <sup>3</sup>	<table border="1"> <tr> <th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr> <tr> <td>Delivered services</td><td>100</td><td>As per agreed timing</td><td>Upon provision of services/deliverables</td></tr> </table>	Outputs	Percentage	Timing	Condition for Payment Release	Delivered services	100	As per agreed timing	Upon provision of services/deliverables
Outputs	Percentage	Timing	Condition for Payment Release						
Delivered services	100	As per agreed timing	Upon provision of services/deliverables						
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Mariam Mkhitarian, Admin and Procurement Assistant, UNDP Armenia								
Type of Contract to be Signed	<input checked="" type="checkbox"/> Long-Term Agreement <sup>4</sup>								
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.								
Criteria for the Assessment of Proposal	<ul style="list-style-type: none"> <li>- Expertise and Capability of Proposer (Business Licenses – Registration Papers, Tax Payment Certification);</li> <li>- Proof of at least five (5) years of working experience in the Customs Clearance and Freight Forwarding Services;</li> </ul>								

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

<sup>4</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$100,000.00.

	<ul style="list-style-type: none"> <li>- Track Record – list of clients for similar services;</li> <li>- Names and qualifications of the key personnel (account manager) that will perform/monitor the services indicating who is main contact person and who is alternate contact person</li> </ul>
UNDP will award the contract to:	<input type="checkbox"/> One and only one Service Provider <input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: <ul style="list-style-type: none"> <li>- LTA will be awarded to the technically responsive company (ies) that offers the lowest price.</li> <li>- The LTA shall be awarded to ensure equal distribution and based on need, urgency and availability.</li> </ul>
Annexes to this RFP <sup>5</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <sup>6</sup> <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others <sup>7</sup> [pls. specify]
Contact Person for Inquiries (Written inquiries only) <sup>8</sup>	<p>Procurement Unit, UNDP Armenia  <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information [pls. specify]	

<sup>5</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>6</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>7</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>8</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

**Terms of Reference (TOR)**  
**Customs Clearance and Freight Forwarding Services**

**1. Background**

In order to achieve further time and cost efficiency from economies of scale while ensuring outstanding quality of service, UNDP and other UN agencies wishes to enter into a Long Term Agreement with one of the most competent companies to serve its customs clearance, freight forwarding and inland transportation services.

The contractor shall provide the necessary equipment (Trucks, Cranes, Forklift including drivers/operators), facilities, qualified personnel, expertise and other means necessary to perform the customs clearance, freight forwarding and inland transportation and related services in accordance with the best commercial practice.

UN agencies will negotiate an agreement for an initial period of One (1) year with a Contractor for the provision of customs clearance services. This Agreement may be renewed, at the sole option of the UN agencies, on the same terms and conditions, for Two (2) additional periods of One (1) year each, by means of a written notification of such renewal by the UN agencies to the Contractor and upon an Annual Performance Appraisal of the services provided.

**2. Objectives:**

To provide comprehensive, high quality, efficient and well managed customs clearance and Freight Forwarding services for the following UN agencies in Armenia.

**Customs Clearance and Forwarding**

The contractor shall manage customs clearance of goods from point of entry for road surface shipments and air shipments. The contractor will also manage warehousing, cargo handling and freight forwarding services.

**Expected Types of Consignments**

The main commodities to be customs cleared, warehoused and transported are, but will not be limited to, the following:

- Vehicles, motorcycles etc.
- Drugs, laboratory equipment and medical supplies
- Various Machinery equipment
- Educational and printed materials
- Office supplies and equipment
- IT equipment, telecommunications equipment, consumables etc.
- Personal effects of UN staff under re-assignment
- Dangerous Goods
- Other items that are not listed above but are necessary for the activities of the UN agencies in Armenia.

**3. Scope of Work**

**Customs Clearance**

The Contractor shall provide full clearing and forwarding services as and when requested by UNDP and UN agencies, in Armenian Drams (AMD), in its capacity as an accredited clearing and forwarding company. The scope of such services shall include the following:

**a) Air freight Imports.**

- Airfreight clearance on tax free basis;
- Provisional clearance pending perfection of documents (undertaking);
- Arrangement of proper warehousing facilities and delivery to the final destinations;
- Arrangement of required transit insurance up to the place of final delivery;

**b) Surface Imports**

- Surface imports clearance, mostly containerized cargo and vehicles on tax free basis;
- Administrative payments at border points for all applicable expenses;
- Arrangement of proper warehousing facilities and delivery to the final destinations;
- Arrangement of required transit insurance up to the place of final delivery;

**The Contractor also should:**

- Promptly inform the UN agency for purpose of approval of any situation under the Contract, which might impose additional financial obligations on the UN agency.
- Arrange with the UN agency for timely transportation of consignments to avoid storage or demurrage charges.
- Provide attendance at Customs Physical Examinations, at a required time and relevant point of entry;
- Collect and deliver cargo, if required;
- Provide diplomatic car registration, if required;
- Provide handling and processing of export documentation, if required;
- Manage the entire transport chain and logistical functions from the point of origin to the point of destination, including all elements of the various modes of transport necessary up to and including the delivery to the pre-defined destination. This will include all necessary equipment, facilities, qualified personnel, expertise and other means necessary to perform the transport, freight forwarding and related services in accordance with best commercial practice;
- Provide services to UN on a priority basis throughout the contractual period.

The Contractor shall have their full attention and dedicated staff for all UN consignments, and shall have the supplies cleared in a limited time in order to avoid delays and demurrage.

The Contractor is expected to promptly notify UN agencies' logistics focal points of any loss, damage or delay in respect of the goods as may be required under the applicable contract of carriage or under the applicable transport document.

**Shipping Documents:**

The UN agencies will ensure that the following documents are handed to the contractor as soon as they are received from the supplier:

**For Surface shipments:**

- Original copy of the bill of lading;
- Original copy of the supplier's invoice;

- Copy of packing list (if different from invoice);
- Authorization letters/other related documents;

**For air Shipments:**

- Copy of air waybill;
- Original copy of the supplier's invoice;
- Copy of packing list (if different from invoice);
- Authorization letters/other related documents;

**4. Organizational Requirements**

**Management and Liaison with UN agencies**

- The Contractor shall nominate a professional and reliable contact person (s) who will be responsible for the performance of the obligations and to liaise with the UN agencies' procurement/logistics focal points at all times;
- UNDP, on behalf of other UN agencies, reserves the right to request the Contractor at any time during the term of this arrangement to assign additional personnel or to replace any of the Contractor's designated staff dealing with UNDP shipment and the Contractor shall promptly comply with such request;
- The Contractor shall provide the names, contact and CV(s) of the designated staff dealing with the UN shipments.

**5. Required Qualification:**

The Contractor is expected to provide high quality services in an efficient manner and is expected to have the following service qualities:

- The service provider should be knowledgeable and familiar with relevant customs regulations, especially those applicable to Humanitarian Aid and International Organizations.
- The service provider must be knowledgeable of international conventions and local laws with regards to carriage of goods by sea, air and land.
- The service provider shall provide the necessary equipment, facilities, qualified personnel, expertise and other means necessary to perform the customs clearance, warehousing and transportation services in accordance with the best commercial practice to deliver promptly.
- Must demonstrate sound financial stability.
- Provide inventory monitoring and reporting.

***The Contractor should have valid license for the activity of the customs broker issued in the Republic of Armenia.***

**6. Other Tasks to be performed by the Contractor on behalf of UNDP Armenia.**

The Contractor, in addition to its regular tasks stated in the scope of work, will, on behalf of the UN agencies and in liaison with their procurement/logistics focal points, represent and/or negotiate with the relevant authorities and third parties for issues that don't require the presence of a UN representative. This can include but not be limited to:

- Processing of export permits and related licenses for UN consignments;
- Prepay or arrange for prepayments of all applicable charges from the point of delivery by the supplier as indicated in the purchase order to point of ultimate destination named in the purchase order, provided that the Contractor shall ensure that such charges do not include taxes, excises or other duties imposed.



## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>9</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>10</sup>)*

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

### B. Proposed Methodology for the Completion of Services

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

<sup>9</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>10</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**C. Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide :*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

**D. Cost Breakdown per Deliverable\* (please refer to Appendix 1 of Annex 2)**

*[Name and Signature of the Service Provider's  
Authorized Person]  
[Designation]  
[Date]*

## APPENDIX 1 TO ANNEX 2

### SCHEDULE OF REQUIREMENTS OF SERVICES

UNDP Armenia is intended to establish a Long-Term Agreement for Customs Clearance and Freight Forwarding Services.

We, the undersigned, hereby accept in full UNDP General Terms and Conditions, and hereby offer services in conformity with requirements of UNDP as per RFP

Offers to Supply Services Compliant with Requirements

N	Description of Services	Regular Price, AMD	Discounted Price, AMD
1	Price for customs declaration registration		
	a. By post		
	b. By air		
	c. By land		
2	Price for obtaining documentation		
3	Price for more than 4 titles (for each additional item)		
4.	Price for transportation services	Per km	Amount, AMD
	0-50 kg		
	51-100 kg		
	101-500 kg		
	501-1500 kg		
	1501 kg and more		

## **Annex 3**

Attached separately.