



UNDP Expression of interest EOI.20.071_UNDP Shop Fulfillment Company Services

United Nations Development Programme (UNDP) Headquarters New York, USA invites interested companies/organizations/firms to apply their Expression of Interest (EOI) to become a regional fulfillment service provider for the UNDP Shop <https://shop.undp.org/>.

Summary of proposal:

The UNDP Shop was launched in April 2017 as a pilot with the aim of creating a line of useful products with good design that can help UNDP improve its image and create awareness for the 2030 Agenda and the important work UNDP is doing to help countries reach the SDGs. It is a way for the wider public to connect and support UNDP's work, as well as an excellent marketing opportunity.

This EOI is for the pre-qualification of companies interested in taking part in our RFP to provide 3PL fulfillment services for the UNDP Shop. The UNDP Shop's main product line consists of various promotional and branding materials (e.g. Lapel Pins, Water Bottles, Notebooks). The services are region-specific and will require one (1) or more companies/organizations/firms with storage and fulfillment facilities within the European Economic Community (EEC) to provide fulfillment services to Europe, Africa, Western Asia and/or within Japan to provide fulfillment services to South Eastern/Eastern Asia.

Outputs:

The Contractor shall provide the following services:

- Inventory intake from our vendors
- Inventory storage and a live count of items on hand synced with our online platform and webstore (Shopify)
- Recognition of orders placed on our platform for their region of responsibility
- Order picking, packing and shipping to end customer
- Receipt of returns on an as needed basis

Preference will be given to vendors which can provide a portal with daily or weekly updated information tracking the above services.

Payment process:

The company(ies)/organization(s)/firm(s) must provide monthly detailed invoices for services rendered for payment along with the monthly report of activities.

Eligibility criteria

List of attributes	Benchmark
Established Company/Entity	The Company should be a legally registered entity, operating for at least five (5) years. Copies of the following documents should be provided: <ul style="list-style-type: none">• Certificate of Incorporation / Business Registration;• List of directors/Equivalent form;• Tax Clearance/Payment Certificate evidencing that the Company is updated with its tax payment obligations;• Company Profile, which should not exceed 15 pages.
Presence in required operational areas.	The company(ies) should have a presence in one or both of the following regions: <ul style="list-style-type: none">• European Economic Community (EEC)• Japan
Financial Standing/Soundness	Minimum average annual turnover of USD750,000.00 for the last three (3) years. The company should provide: <ul style="list-style-type: none">• Audited financial statements (balance sheets, including all related notes, and income statements) for the past three years. If the statements are not audited, they should be certified by a public accountant for authenticity.• Banker's reference letter
Effective Communication and Customer Service	The company(ies) should be available by phone/email/VoIP for contact by a UNDP Shop team member minimally Monday through Friday between the hours of 9am-5pm EST

Submission details

UNDP invites fulfillment companies to express their interest in providing the required services. The EOI should be submitted by e-mail to: bera.procurement@undp.org no later than 5pm EST on 10 July 2020 with the subject **EOI.20.071 UNDP Shop Fulfillment Company Services**. The size of the e-mail and attachments should be no more than fifteen (15) MB per email.

Interested Companies/Consultants must provide information indicating that they are qualified to perform the services and meet eligibility criteria listed in this Call for Expression of Interest. The following documents must be submitted at the minimum:

- Completed, signed and date stamped Application Form (Annex i);
- Copy of Certificate of Incorporation/ Business Registration;
- List of directors/Equivalent form;
- Tax Clearance/Payment Certificate evidencing that the Company is updated with its tax payment obligations;
- Company Profile, which should not exceed fifteen (15) pages.
- Audited financial statements (balance sheets, including all related notes, and income statements) for the past three years. If the statements are not audited, they should be certified by a public accountant for authenticity.
- Banker's reference letter.
- Full break down of costs structure for the services that could be rendered.
- Examples of service contracts you provide to other clients.

Companies will be selected in accordance with the procedure set out in the UNDP Procurement Guidelines and UNDP Financial Rules and Regulations.

EOI from suppliers failing to provide the request information will be disregarded. Invitations to bid and any subsequent purchase order will be issued in accordance with the rule and procedures of UNDP

This EOI does not entail any commitment on the part of UNDP, either financial or otherwise. UNDP reserve the right to accept or reject any or all EOI without incurring any obligation to inform the affected applicant/s of the grounds.

Interested companies may obtain further information at the below address.

email: bera.procurement@undp.org

Ref. EOI.20.071_UNDP Shop Fulfillment Company Services

ANNEX 1
FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[insert: Location].

[insert: Date]

To: [UNDP Shop – New York]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in this Expression of Interest request 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*
- c) 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 requested services; 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.

C. Qualifications of Key Personnel

The Service Provider may provide Names and qualifications of the key personnel that will perform the services with a reference to the Team Leader and other staff.;

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

[Designation]

[Date]

¹ This serves as a guide to the Service Provider in preparing the letter.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes