

UNHCR REQUEST FOR PROPOSAL
RFP/2018/1151
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT
FOR PROVISION OF WAREHOUSE MANAGEMENT AND CUSTOMS CLEARANCE SERVICES IN DOUALA GLOBAL STOCKPILE
Technical Evaluation Matrix

Name of Evaluator:		(field to be completed by UNHCR)		
Date:		(field to be completed by UNHCR)		
Name of Service Provider:		(please write here the name of your company)		

Please write the Name of your company in the cell above.
Please indicate the page number of your proposal refering to the respective requirement in column F below.

Technical Evaluation Overall

I. MANDATORY REQUIREMENTS FOR PASS/FAIL CRITERIA			
Company details and Services proposed Component	Vendor to please write in this column the number of the page of your proposal addressing the respective requirement	(filed to be completed by UNHCR)	
1) Company Qualifications	page # of the proposal	PASS/FAIL	Comments
Proof of Company Legal Framework: Is the Company legally permitted to operate in Douala, Cameroon? Proof of Valid Registration, Business Licenses and Permits shared.			
Proven experience for a minimum of 3 years in the domain of Logistics and freight forwarding: Has the Company served in the domain of Logistics for 3 years and more?			
The Company's Audit report with "Unqualified Opinion" for the last three years provided?			
2) Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	page # of the proposal	PASS/FAIL	Comments
Demonstrated ability to manage warehouse referring to at least 3 successfully completed or currently underway contracts for similar services. Has the Company provided evidence of having successfully performed three or more similar projects within the last 3 years?			
Evidence of a proven ability for clearing and handling of shipments for a minimum number of 90 x 40ft containers respectively for incoming and outgoing shipments per year. Proof of total number of 40 ft containers handled per year.			
3) Organizational Chart	page # of the proposal	PASS/FAIL	Comments
Proposed Organigram with a warehouse Manager at Douala GSM level, who will acts as UNHCR Focal Person in the Depot, and be ready to respond to emergency situations, at any time.			
Acceptance of UNHCR General Conditions of Contracts for the Provision of Services (Signed Annex D submitted in the Technical Offer).			

OVERALL FOR PASS/FAIL CRITERIA : PASS OR FAIL?

IF THE COMPANY PASSES THE MANDATORY REQUIREMENTS, IT WILL THEN BE SCORED

II. SCORED CRITERIA			
The Pass score ranges from 70 to 100 percent			
Technical Evaluation Scale		Description of Scale	Percentage
Excellent/ Pass		Evidence of ability to exceed contract requirements	100
Good/ Pass		Evidence of ability to meet all contract requirments	80
Satisfactory/ Pass		Evidence of ability to meet basic contract requirements	70
Unsatisfactory		Inability to provide evidence of ability to meet basic contract requirements	Fail
		Weak or poor evidence of ability to meet contract requirements	
		Information has not been submitted or is unacceptable	

1. Company Qualifications			(field to be completed by the Vendor)	(field to be completed by UNHCR)	
Description	Detail description	Maximum Score	page # of the proposal	Obtained Score	Comments
Relevant Experience and Expertise in the domain of freight forwarding, warehousing management, customs clearance and Import and Export arrangements.	3 to 5 years of Experience	10			
	5 to 10 years of Experience				
	Above 10 years of experience				
	3 to 5 successfully completed or currently underway contracts for similar services. Please mention any specific UN experience(s)	10			
	5 and more successfully completed or currently underway contracts for similar services. Please mention any specific UN experience(s)				
Demonstrated ability and capacity to organize domestic/regional Transport	Company represented in the Central and West African regions	5			
	Company represented in the Central and West African regions and internationally. HQ Location stated.				
Company Certifications: Provision of ISO certificates or equivalents in relation to management system in Logistics services.	Sea Logistics	5			
	Sea + Overland Logistics				
Section Maximum Score:		30			

2. Warehouse management services proposed			(field to be completed by the Vendor)	(field to be completed by UNHCR)	
Description of service+B58:G58	Detail description	Maximum Points	page # of the proposal	Obtained Score	Comments
2.1 The Warehouse premises and equipment					
General description of the area, the available storage space and secure parking space offered, access to roads and the surface of roads and truck manoeuvring area outside the warehouse; Preferable warehouse located inside Douala Dry Port.	Available storage space of 4,000 sqm inside Douala dry Port, with access to roads and trucks manoeuvring options	5			
	Available storage space of above 4,000 sqm inside Douala dry Port, with access to roads and trucks manoeuvring options				
Description of the building(s), including the type, size and condition of the building(s), storage capacity of the area designated for the inventory items; Structure of walls, columns, roof, windows and ventilation system.	Warehouse buildings in non-combustible materials, metal structure with wall in concrete; with readily available of dry, covered and secure inside bulk storage space	10			
	Warehouse buildings in sustainable materials; with readily available of dry, covered and secure inside bulk storage space				
2.2 Incoming and outgoing consignments					
Capacity to receiving goods, offloading, inspection and storage of the Core Relief Items, as well as the handling services. Capacity to prepare the cargo for export.	Capacity to handle at least 3 x 40 ft containers in and 3 x 40 ft containers out per day	10			
	Capacity to handle 5 x 40 ft containers in and 5 x 40 ft containers out or more per day				
2.3 List the Basic warehouse equipment					
Offloading and loading equipement	Owned heavy lifting machine (capacity 30 tons), Forklifts and Hand pallet trucks. With proof of ownership	5			
	Available heavy lifting machine (capacity 30 tons). Forklifts and Hand pallet trucks				
Security and safety equipments	Standard Security and safety equipments in the warehouse	2			
ICT equipment and 24/7 Internet connectivity.	Proposed ICT equipment and 24/7 Internet connectivity.	3			
2.4 Reporting and Performace Management					
Description of a Periodical reporting tool on incoming and outgoing shipments and necessary customs requirements	Regularly/ Weekly/ Monthly reporting	5			
Description of the existing warehouse management system and its benefits	Has the company have an existing warehouse management system? Description	5			
Provide set of previous Key Performance Indicators summary report approved by Clients pertaining to the work experience as mentioned under section 1 Company qualification		5			
2.5 Customs clearance and import / export formalities					
Proposed timeframe for clearing and handling cargos in Douala Port, including sea and land import and export clearance.	Proposed timeframe of 7 days maximum to clear cargo in and out.	10			
	Proposed timeframe of less than 7 days maximum to clear cargo in and out.				
Section Maximum Score:		60			

3) Organizational Chart			(field to be completed by the Vendor)	(field to be completed by UNHCR)	
Description of service	Detail description	Maximum Points	page # of the proposal	Obtained Score	Comments
Staffing: Sufficent qualified and experienced Warehouse manager, UNHCR Focal Person in the Depot, and other staff , very flexible and ready to respond to any emergency situation, whenever it occurs. With copy of the staff CV.	Has the Company provided evidence that its staff, especially the warehouse manager, has the right level of skills to carry out the tasks as detailed in the TOR?	10			
Section Maximum Score:		10			
GRAND TOTAL SCORE		100			

* Minimum overall score for a company to qualify the Technical Part is a Score of 70 points out of 100.