

# **REQUEST FOR PROPOSALRFP/2018/1151**

## **FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR PROVISION OF WAREHOUSE MANAGEMENT AND CUSTOMS CLEARANCE SERVICES IN DOUALA GLOBAL STOCKPILE (GSM).**

### **ANNEX A: TERMS OF REFERENCE (TOR)**

#### **I. BACKGROUND INFORMATION**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The Agency has helped tens of millions of people restart their lives. Today, a staff of some 10,966 people in more than 130 countries continues to help about 65.6 million persons.

To be able to respond to humanitarian emergencies in an efficient manner, the agency has multiple strategically located large warehouses worldwide, called the Global Emergency Stockpiles. These stockpiles (also called GSMs) are located in Europe (Copenhagen), MENA (Amman and Dubai), and Africa (Nairobi, Kampala, Accra and Douala). The stock itself – with a majority of Core Relief Items (CRIs) – is owned by the UNHCR's Supply and Logistics Section (SLS), and it is the Emergency Supply Unit (ESU), under SLS, that manages the items and arranges their release to the emergency operations.

Douala GSM has a capacity to support up to 100,000 people of concern with CRIs and it requires a storage space of 4,000 – 4,500 square meters. The stockpile receives core relief items from a wide range of global suppliers that each hold a Frame Agreement with UNHCR. The incoming items, stored in Douala GSM, are replenished on a regular basis in order to provide continuous support to emergency operations in the region. In response to increased humanitarian assistance needs in the region, Douala GSM is replenished regularly to ensure enough stock is available right on time. Based on the past three years, an average of up to 90 x 40ft containers respectively for incoming and outgoing shipments will be expected to cover the targeted 100,000 PoCs.

#### **I.1. OBJECTIVES**

The main objective of the RFP is to secure warehousing and customs clearance services for a period of 3 (three) years, potentially extendable for a further period of 2 years (1+1), under the same terms and conditions. It is intended that the tendering process will lead to the establishment of a Frame Agreement with a qualified Freight Forwarder that will handle the customs clearance, reception, storage of core relief items, and the incoming and outgoing cargo handling at GSM Douala, including the arrangement of import and export formalities, whenever required. The ability to organize domestic/regional transport would be considered as an added value

#### **II. GENERAL SERVICE REQUIREMENTS**

##### **II. 1. INCOMING SHIPMENTS**

The Core Relief Items (CRIs) are procured from various suppliers by UNHCR Headquarters/SMLS/SLS and are ordered through separate purchase orders for each supplier and item for easier customs clearance, reception and items management at the warehouse level.

The Freight Forwarder, once notified on the arrival of goods in Douala seaport, will conduct, depending on the Incoterms, customs clearance, by the following steps:

- Notify all parties upon arrival of the shipment in the port
- Obtain shipping documents from the carrier and on behalf of UNHCR, process customs clearance, receive the Bill of Entry and monitor the clearance process to avoid delay, resulting in port storage charges
- Suggest schedule of delivery to UNHCR GSM and organize transport whenever required (depending on the Incoterms).
- Upon arrival of containers, compare the container numbers against those on the packing list and waybills. In case of doubt or discrepancies, stop all actions immediately and inform UNHCR for further corrections.
- Once the clearance and handling of the received shipments is completed, the cargo is ready to be received in the warehouse.
- Produce periodical report on incoming shipments and necessary customs requirements.
- Report on estimated number of units (incoming shipments) to be cleared per Year for planning purpose.

## **II. 2. WAREHOUSING AND WAREHOUSE MANAGEMENT**

The Freight Forwarder, FA holder, shall provide UNHCR with the following warehouse management services: provision of available storage space, receiving, storing, handling and releasing of Core relief Items, including reporting. UNHCR must be informed immediately of any changes in relation to the conditions of storage or any additional storage costs.

Under vendor's own responsibility, the FA holder will provide UNHCR with a warehouse fully suitable to international standards and meeting the "**Inventory**" items storage and management requirements. The Core Relief Items in Douala will be palletized, list and dimensions per items per pallet is attached.

In order to ensure quick response to emergency requests, UNHCR prefers to have a warehouse located inside Douala dry port. This would ensure the following:

- Facilitation of import/export customs clearance
- Better access to containers
- Faster loading / offloading of containers
- Reduced transportation distance, time, and costs from/to the port
- Facilitation of meeting cut-off dates to avoid delay
- Facilitation of inspection of containers during customs processes
- Access to cargo handling equipment (large forklift, crane, etc.)

### **A. Warehouse – Main Information Sheet**

The bidder should offer to UNHCR the standard Warehouse with the following details:

- Address of the warehouse, and its GPS coordinates;
- General description of the area, access roads and the surface of roads and truck manoeuvring area outside the warehouse;

- 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); and Insurance arrangements for the building(s);
- In case of a rented warehouse, the details of the legal owner of the building, the notice period for cancellation of rent and the monthly rental fee;
- Description of access control and security arrangements, system for control of key(s) and the location of spare keys;
- If the warehouse operation is outsourced, the name of the Implementing Partner/commercial company operator, including the contact details of the personnel in charge;
- Contact details of Warehouse Manager and the back-up persons.

## **B. Responsibility of receiving and releasing the inventory items**

The UNHCR office shall initiate the receiving of consignments and approve the release of inventory items from the warehouse. The Freight Forwarder offering the warehouse management services shall demonstrate the ability to ensure proper receiving, storing and releasing of UNHCR items, whenever required.

**Receiving goods:** Receipt of CRIs at the UNHCR warehouse requires valid shipping documents verifying the consignment details.

**Offloading and inspecting:** CRIs should be carefully offloaded and handled to minimize damages and to verify the status of items offloaded.

**Confirming receipts:** by issuance of the Goods Receiving Note (GRN)

**Storage of CRIs:** the consignment accepted should be stored per items and per Purchase Order (PO) number.

**Updating stock/ Recording:** GRN, Bin/ Stack card updated.

**Release of goods:** CRIs to be dispatched only with an approved Material Stock Request (MSR) from UNHCR. The required steps are the following:

- Pick and Reserve the stock MSR-ed
- Prepare waybills/ Issue shipping documents
- Inspect the shipment prior to loading and load the items.

## **C. Basic warehouse equipment**

For the warehouse to function properly, the following basic equipment must be made available by the successful bidder:

- First aid kits (and medical plan) in case of injury of staff
- Telephone or radio communications link
- Internet/fax connection (internet connection should be arranged to facilitate exchange of information with the UNHCR office)
- Warehouse management ERP system

- Computer & multifunctional printer (copier, printer, scanner, fax)
- Tools for opening cases, such as hammers, crowbars, steel cutters, etc.
- Spare sacks, needles, twine and small containers or cartons to repack supplies when packaging has been damaged; Repacking cargo when required – optimal requirement
- Scales for weighing commodities, suitable size sieves, and two wheeled hand and/or jack trolleys for moving goods
- Brooms, dust pans, brushes and rubbish bins
- Flashlights, fire extinguishers and other firefighting equipment, both inside and outside the storage building
- Power cables or extension leads and compressed air unions
- Provision of stand-by generators if the electric supply is not stable
- Provision of extra space outside the warehouse for storage for damaged containers, for cargos in transit or to ground loaded containers prior to departure.

**Specialised equipment for loading and offloading:** Forklifts and conveyors to handle large quantities of supplies or heavy items, and Power generators for provision of electricity 24/7.

#### **D. Insurance Obligation for goods and premises**

The UNHCR staff responsible for the warehouse management must arrange adequate insurance for inventories stored, preferably through the global insurance policy offered by SMLS, or, if this is not feasible, through a local insurance company.

The Freight Forwarder must contract Insurance arrangements for the building(s).

#### **E. Summary of Key personnel, Roles and Responsibilities**

In reference to Annex F, UNHCR warehouses need to have competent personnel including a Warehouse Manager that will serve as UNHCR focal point. In addition the warehouse must have adequate equipment and material to manage and control the warehouse and the inventories. In addition, the organisational structure needs to be defined detailing the authority, responsibility and accountability of each role in the warehouse.

It is the responsibility of the Warehouse Manager to ensure that the following key roles and responsibilities are assigned:

Roles	Responsibilities
Warehouse Manager / Supervisor / Storekeeper/ Load Manager	Oversee the warehouse operations. Control storage, movement and receipt/issue of inventory.
Controller / Tally clerk(s)	Match physical quantities against receipt/release documents and ensure that inventory records (Bin/Stack & Stock Cards) match physical inventory.
Record-keepers	Update and track inventory files and shipping documents, ensure proper filing routines.

Security	Ensure 24 hour protection of warehouse premises and items stored.
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All warehouse staff should recognise their responsibility for the caretaking of the inventories during receipt, storage and dispatch, including the handling and filing of documents. It is equally important that all warehouse functions including load masters, loaders, tally clerks, cleaners, casual workers, etc. have clear job descriptions detailing the procedures to be followed. Their job descriptions should include:

- Clearly defined responsibilities
- Defined tasks to be performed
- Planned working hours and shifts
- Defined standards for good job performance
- Documents to be used and document flows
- Usage of tools and equipment

All staff should be trained to perform their functions, and regular staff meetings be held, specifically on safety and quality assurance matters.

### **Responsibilities of the Warehouse Manager**

The Warehouse Manager must ensure that the UNHCR office receives the following information in timely manner:

- Daily: Incoming/Outgoing Shipment reports; Copies of GRNs, Waybills and any daily issue
- Quality Inspection reports
- Weekly (or as otherwise instructed): Stock reports (detailing in/out movements and balances)
- Monthly: copies of stock cards (also those where the quantity has reached zero during the reporting period)
- Quarterly: Physical Inventory Verification Reports

It is the responsibility of the Warehouse Manager to plan and implement the daily activities based on information on incoming/outgoing movements received from the UNHCR office, through:

- Ensuring the correctness of documents, such as Incoming/Outgoing Shipment reports, Waybills, GRNs, Inspection reports, etc. and finalized and delivered to the UNHCR office as instructed;
- In case of inventory discrepancies, investigate and notify the UNHCR office as soon as possible (this includes discrepancies between warehouse records and the reports from the UNHCR office);
- Verify that personnel report at the start of their shift, verify absences, train newly recruited personnel in their tasks, plan for and task personnel for the activities to take place;
- Inspect the general condition of the warehouse premises;
- Ensure cleanliness of the building and premises, and ensure that waste disposal routines are environmentally friendly. This would include the required daily, weekly and monthly cleaning with the required products.
- Security and safety checks.

- Insuring full implementation of UNHCR Standards Operating Procedures (SOP) for Warehouse and Inventory Management at related level of responsibility.

## **F. Reporting responsibilities**

**KPIs:** The Company shall be capable of providing periodic performance reports as per defined Key Performance Indicators (KPIs) on incoming and outgoing shipments, as well as on the best practice of the warehouse management services. The report should be shared daily, monthly and quarterly, as required by UNHCR. Periodic meeting with the Management team of the Freight Forwarder will be arranged to discuss the necessary improvements.

The service provider should advise the existing warehouse management system and briefly describe it and its benefits.

## **G. Safety and Security of warehouse**

Goods should be protected from the risks of fire, loss, breakage, leakage, damage and theft. A security risk assessment and facilities assessment should be undertaken. The warehouse Manager shall have an infrastructure plan covering:

- Security lighting, evacuation plan (escape exits) and assembly points clearly identified and marked;
- Appropriated fencing and other security measures as deterrent; perimeter walls/fences towards adjoining buildings/areas. This may include security guards/ response plan / support from Host Government Security Forces;
- No smoking policy;
- Firefighting equipment and fire safety plan;
- Limited and controlled entry/exit to the warehouse/storage area;
- Special storage and security conditions for high value items;
- Incident response plan.

Fire: Fire is a major safety and security hazard in a warehouse.

- Ensure regular inspection by firefighting authorities;
- Provide fire extinguishers, regularly maintained (available and tested);
- Post and circulate fire prevention and extinction instructions;
- Organize regular fire drills;
- Place sand buckets and shovels near main exits;
- Prohibit smoking in the warehouse area;
- Nominate and train fire wardens;
- Regularly control the status of the electrical systems;
- Maintain list of relevant emergency contact numbers.

## **II. 3. OUTGOING SHIPMENTS**

UNHCR's Core Relief Items in Douala GSM are meant, under a Budget Transfer Form issued by the Emergency Supply Unit, to be shipped to any emergency operation in the region, subject to the Chief of Supply and Logistics Section's approval. Sea and road shipments are arranged from Douala GSM by

Global Freight Forwarders. The nominated Frame Agreement holder will make the consignment ready for export, based on the requested Incoterms. The required steps are the following:

- Preparation of cargo and loading at the warehouse: cargo is picked and staged according to the load plan and the MSR is issued one day before the actual loading date. Quantities are checked against the load plan and the MSR before the loading begins. Then the shipping documents are issued.
- For road transport, Waybill is issued for each truck, and must be counter-signed by the truck driver, with his name and phone number. Copy of waybills must be shared with UNHCR.
- Coordinate with the carrier to obtain the bill of lading/ other sea/ road shipment documents
- Assist in export formalities if required
- The shipping documents are shared with the GSM FP, the requesting operation and ESU.

## **II. 4. SUMMARY OF DOCUMENTS AND THEIR MANAGEMENT**

**Waybill:** used as the warehouse issuing document, certifying the transfer/release of goods. It is the responsibility of the Warehouse Manager to ensure that the Waybill is properly filled in, signed and filed.

**Goods Receiving Note (GRN):** a standard UNHCR Receiving Note document to confirm receipt of goods.

**Bin/Stack Cards:** standard UNHCR documents that are fitted to an item bin/stack in the warehouse. The card displays the beginning balance, movements in and out on any given date, and the current balance of an item per each Purchase Order (PO) number.

**Stock Card:** a standard UNHCR document which consolidates the information of multiple bin/stack cards relating to the same item and PO in case it is stored in different bins/stacks of the warehouse.

**Incoming Shipment Report:** a standard UNHCR document summarising all (weekly) incoming shipments to a warehouse by item, Waybill/consignment and PO number.

**Outgoing Shipment Report:** a standard UNHCR document summarising all (weekly) outgoing shipments from a warehouse by Waybill/consignment and PO number.

**Stock Report:** a non-standard UNHCR document used to report the inventory position/holding for all inventory items by PO, at warehouse level.

**Layout & Storage Plan:** a non-standard UNHCR document showing by lot ID/PO where items are currently stored and where arriving items can be stored. Thus, it facilitates the picking process and warehouse management.

## **II. 5. OTHER SERVICES REQUIRED**

### **A. Managing/organizing the import/export process**

On notification of arrival of goods in Port, the contractor will be informed to prepare reception of the cargo, will collect the Delivery Order (DO) from the shipping-line (carrier) against BL, will move the containers within 48 hours of arrival of ship to the clearance yard and will monitor the duration of clearance as required to avoid port storage charges, keeping an eye on the days free storage period.

The contractor will, when required, process customs clearance, receive the Bill of Entry and will suggest schedule of delivery to UNHCR GSM. The contractor will, when required, ensure the export formalities are completed in time, in respect to the cut-off date provided by the carrier.

#### **B. Domestic/ Regional Transport by road – optimal requirement,**

Located in Cameroon, a part of CRIs from Douala GSM, will be shipped inside the country. In addition, several shipments will be arranged to the neighboring Countries in the region: CAR, DRC Congo, Congo, Angola, Chad and a part of Nigeria. The Freight Forwarder will be, if necessary, required to arrange domestic and multimodal transport.

#### **C. UNHCR quality control process**

Upon arrival receipt of a new shipment, or on a case by case basis post-delivery inspection, the contractor will assist UNHCR in quality control process:

- Monitor off-loading (at least spot checks), document with photos of any quality issue compared to good quality examples.
- Reserve advised quantities / samples as required as part of quality control and set aside for quality testing.
- If a pallet/bale/box has been opened for customs inspection, check the quality and quantity.
- Prepare Quality Field Feedback Form for all receiving, send to buyer in HQ SMLS and record the report to common drive and PO File.



**MANDATORY REQUIREMENTS FOR PROVISION OF WAREHOUSING AND CUSTOMS CLEARANCE SERVICES/ GUIDANCE TO THE TECHNICAL OFFER PREPARATION**

	Item	Response/ Description of the proposed services	Mandatory response required, or an action, or provision of additional information
<b>1</b>	<b>Company legal description</b>		
1.1	Full company registered name (as per certificate of incorporation) and Year of incorporation.		Company name as per certificate of incorporation; supported by a copy of the certificate of incorporation.
1.2	Other business interests, or public or private legal or financial activities associated with the company (if any).		Opportunity to describe total extent of related business activities.
1.6	Does your company have relevant licenses or interest body memberships relevant to delivery of warehousing services?		Yes/No response, with description of such licenses or memberships.
1.7	Number of years delivering warehouse management and customs clearance services in the country under current company name (and as previous legal entity, if any).		
<b>2.</b>	<b>Warehouse – Main Information Sheet</b>		<b>Detailed in the TOR</b>
2.1	Warehouse physical location and description		
2.2	Warehouse readily available of dry, covered and secure inside bulk storage space: # Cubic meters storage space in total # square meters secure outside parking and inside		Written description; supported by a representative set of maximum 6 pictures of the insides of your warehouse and 6 pictures of the courtyard of your warehouse.
2.3	Is your warehouse self-contained on its own plot, within its own walled perimeter, with its own designated security measures not allowing free access to the public, with its own main entry gate designated for access to your company premises only? OR located inside a common plot (business park)?		Written description of the specific physical security circumstances; supported by a representative set of maximum 6 pictures of own perimeter, security features and access gate OR for your own warehouse within the common plot; supported by a representative set of maximum 6 pictures of common perimeter, security features and access gate.
<b>3.</b>	<b>Warehouse access</b>		
3.1	Can at least 3 units of 40' trucks load/ offload simultaneously at your warehouse?		Description of courtyard maneuvering space and number of access doors, loading bays/ docks, and/or other access facilities; supported by a representative set of maximum 6 pictures.
3.2	Does your warehouse courtyard consist of a hard standing area?		Description (i.e. compacted gravel, concrete, asphalt/ tarmac, cobble stone finish); supported by a representative set of maximum 6 pictures.
3.3	Is your warehouse easily accessible from the main road during all seasons?		Description of the “last mile” of public road; supported by a representative

			set of maximum 6 pictures of various road segments from the “main road” up to the access gate
<b>5.</b>	<b>Security and safety of the premises</b>		
5.1	<b>Security of Premises</b> Entry/ Exit Control/ Provision of Security Guards/ Lights. Building should be within a dedicated perimeter with controlled access via security gates and easy in and out traffic. <b>Fire Safety Measures</b> Provision of <b>fire Extinguishers</b> Adequate portable & stationery units including fire alarm, smoke detectors, sprinklers or water tank with fire hoses:		Description of the security status of the physical business area where your warehouse is located, listing other main reputed businesses located within the area, naming police posts, or army barracks, or other government facilities that contribute to overall 24/7 patrolled security and safety in the immediate surroundings.  Details the Safety measure in place
5.2	<b>Warehouse Building Requirements:</b> Un-obstructed height of the warehouse: <b>Walls</b> made with/ <b>Column Construction</b> Spacing: <b>Roof</b> structure description: <b>Gates</b> , windows and Ventilation system		Description of the building and masonry
<b>6.</b>	<b>CUSTOMS CLEARANCE</b>		
6.1	Capability to provide Clearing and forwarding cargo services from Douala GSM/ Port of entry Sea and Land Import and Export Clearance		<b>Clearly demonstrate through a written proposal, mentioned experiences in providing required custom clearance services.</b>
6.2	Proposed Timeframe to clear goods from the day the shipping documents are received		
<b>7.</b>	<b>Organizational Chart and equipment</b>		
7.1	Number of Sufficient Qualified Staff to ensure warehouse management and timely clearance.		Current human resources structure in as far as it relates directly to provision of the services proposed
7.2	Types and numbers of hand-operated or machine-/ engine-operated mechanical equipment for provision of warehousing services/ number of Forklifts/ Loading/ Offloading daily capacity		Describe extensive equipment fleet, such as weighing scales, hand-pallet-jacks, hand-carts, trolleys, forklifts, static lifts/elevating equipment, strapping/ binding machines; yard-truck/ tractor, etc.; supported by a set of maximum 12 pictures.

# UNHCR Core Relief Items list

UNHCR Core Relief Items		Physically verified data up on received goods						
Item description	Country of Origin	Unit/ PU	PU	PU/ Pallet	No. of Units per 40' container as received	weight per pallet in KG	volume per Pallet in CBM	Dimensions: L x W x H, in CM
JERRYCAN,SEMI-COLLAPSIBLE,10 L	China	50	box	8	24,000	106.00	0.89775	114x75x105
	India	50	box	8	24,000	107.50	0.77246	114x77x88
Mosquito Net, Polyester	Pakistan	50	bale	12	28,800	320.33	1.05600	120x80x110
MAT SYNTHETIC SLEEPING	India	25	bale	6	9,000	133.67	0.97405	115x77x110
Plastic Sheet w/Eyelets, Fire Retardant (4x5 m)	Pakistan	5	bale	20	6,000	399.16	0.96096	112x78x110
Plastic Rolls, Fire Retardant (4x50 m)	Pakistan	1	bale	12	720	445.50	1.00464	112x78x115
BUCKET,HEAVY DUTY PLASTIC,14/15L	India	20	box	6	7,200	125.33	1.04052	115x78x116
FAMILY TENT, FIRE RETARDANT, caged	Pakistan	1	bale	15	300	897.33	3.09465	230x115x117
BLANKET, SYNTHETIC (FLEECE) 1.5 x 2 m, HIGH THERMAL	Pakistan	15	bale	4	3,600	113.00	0.91728	112x78x105
BLANKET, SYNTHETIC (FLEECE) 1.5 x 2 m, MEDIUM THERMAL	Pakistan	18	bale	4	4,320	107.83	0.91728	112x78x105
	India	18	bale	4	4,320	31.83	1.11821	112x78x128
KITCHEN SET, TYPE B, STAINLESS STEEL KITCHEN SET TYPE B - ALUMINIUM	India	1	box	52	2,392	384.33	1.10400	120x80x115
	India	1	box	52	2,392	377.00	1.12320	120x80x117
Solar Lantern	China	20	box	9	10,800	56.50	0.99176	115x77x112
Prefabricated Warehouse. (a)- Accessories box 1, (b)- Accessories Box 2 ( c)-Aluminium Frame	Norway	1	set	1		1,821.00	4.16000	6 sets in a 20 feet container