



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**RFP/2023/005**

## **TERMS OF REFERENCE**

### **PROVISION OF INTERNATIONAL COURIER SERVICES**

#### **FOR UNHCR LEBANON**

##### **1. Background:**

UNHCR Lebanon dispatches letters, documents, materials, booklets, posters, books and CD-ROMs to various destinations worldwide.

These materials must be sent throughout the world, in the form of parcels, letters, diplomatic pouch or other special packages.

The recipients may be international organizations, UN specialized agencies, governmental bodies, non-governmental organizations (NGOs) or private addresses.

However, whatever the recipients, the present specifications refer to the "official" type of consignment handled for the organization.

##### **2. Scope of the service to be provided:**

The service corresponds to "door-to-door" routing and must cover several types of service delivery to group conveyance by either surface or air freight, being of lesser urgency yet requiring an individual follow-up.

The picking point is UNHCR Beirut office, S&K Building, Nicolas Ibrahim Sursock Str., Jnah, Beirut, Lebanon or any other as may be advised by UNHCR.

Delivery is to various locations worldwide. However, and as per previous record 78% of UNHCR courier are distributed among below 5 countries:

SWITZERLAND – HUNGARY - JORDAN - TURKEY - UNITED STATES

Many other destinations can be requested such as Canada, Australia, Norway, France, Malaysia, Iceland, Chad, Denmark, Germany, Ireland, Italy, Netherlands, Tanzania, Tchad, United Kingdom etc.

Mainly but not limited to delivery of documents (94%) of less than 1 kg (70%).

*Note: Above figures are only indicative and can change during the Frame agreement period, therefore the company should be able to arrange for different type of courier services around*

Service will be divided between urgent and normal delivery service.

- For normal delivery, a weekly dispatch upon request during working hours between 10:00 am and 03:00 pm.



- For urgent delivery pick up should be arranged within a maximum of two hours from request time.

**3. Deliverables:**

**3.1 Routing**

Routing information is required in respect of each countries destination and where differences exist in a same country, for each zone/town of that country.

**3.2 Dedicated contact person:**

The service provider must designate one account manager who will be available, responsible and able to channel all requests and questions (technical, financial, administrative, rate-related) and to follow them up actively;

The service provider must designate a back-up and communicate his/her name to UNHCR, at least 24 hours in advance, in case the primary designated contact person is on leave;

The dedicated contact Person must speak English fluently;

The working language at all levels (contractual, operational, administrative and financial) should be English.

**3.3 Handling of undelivered items**

Undelivered items shall be re-attempted for delivery next business day:

Please specify how many times an item is presented, and the procedure followed before considering it undeliverable:

- Number of times presented before considering undeliverable: .....
- Procedure followed before considering it undeliverable:
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Please specify the type of storage and how long an item is kept when undeliverable;

- Type of storage: .....
- How long an item will be kept when undeliverable: .....



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Undelivered items are required to be returned to sender free of charge, unless it is requested (in writing) by the sender that the consignment be locally destroyed (at no charge).

*Note:* Any return that may be charged to the sender must be agreed upon by the sender prior to its return. Unless agreed prior to sending, the Organization shall not accept any related invoicing from the contractor.

### **3.4 Routing security**

- Specify the procedures guaranteeing that the consignments arrive in good condition:

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- Specify the investigating procedure regarding lost items:

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- Specify the damage report/claim procedures:

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- Specify the compensation procedures (amounts and payment times for damage and loss);

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### **3.5 Insurance**

Please specify the amounts insured without additional premiums for the Courier service and transportation (air or surface):

Please indicate the method used for calculating the premiums and indemnifications and, specify the insurance of which (certain) consignments confer entitlement:

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### **3.6 Invoicing**

A monthly invoice should be submitted within the first week following the month in question.

A supporting document should be attached to the invoice showing details of each picking. It should include but not be limited to:

- Picking date and place;
- Requestor name;
- Type and weight of package;
- Recipient name and address;
- Delivery date;
- Consignment number;
- Price.

It is the service provider responsibility to make sure that invoice prices are according to submitted financial proposal and signed frame agreement.

UNHCR will only process checked and corrected invoices for payment.

#### **4. Time frame:**

Normal shipments are to be collected every Friday between 12.00 AM to 2.00 PM.

Urgent shipments are to be collected within 2 hours from the date of the request, any day of the week.

#### **5. Client support:**

UNHCR will facilitate access of service provider personnel to designated picking point.

#### **6. Constraints:**

All shipments are strictly confidential and are not to be shared.

#### **7. Reporting requirements**

##### **7.1 Online Tracking system**

The service provider shall make available to UNHCR a real time online tracking system.

The online tracking system shall be updated all time and shall include but not be limited to the following:

- Recording shipments with all relevant details (picking date and time – actual status – delivery date and time – receiver name and signature etc.);
- Proof of delivery signature image retrieval service;



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The service provider shall be obliged to follow the registered item and to inform the Organization of any routing and/or delivery problems that arise or may arise, but in any case, less than 24 hours after the problem has arisen;

## **7.2 Investigation report**

In case of delays, opened, lost or non-arrival of consignments or documents; the service provider is required to submit an investigation report immediately (within 24 hours) with the following format:

- Shipment details;
- Sequence of events;
- Failure Analysis;
- Investigation Results;
- Containment Plan;
- Recommended Corrective Actions.

## **8. Key performance indicators**

UNHCR expects to monitor the performance of the selected supplier. The following Key Performance Indicators will be measured:

- Number of lost shipments (in % of the total number of shipments)
- Number of damaged shipments (in % of the total number of shipments)
- Response time of Dedicated Contact Person
- On time delivery depending on the agreed routing as per the technical proposal of the service provider
- Online tracking system updated at any time
- Billing within the 1<sup>st</sup> week of the coming month

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End Of  
Terms of Reference