

Annex A: Terms of Reference
Worldwide Courier and Shipping Services
for the UNHCR in Ukraine

Background

Each year, the Organization dispatches a volume of letters, documents, materials, booklets, posters, and books to various locations worldwide.

These materials must be routed throughout the world, in the form of parcels, letters, diplomatic pouch (only to Geneva, Switzerland) or other special packages. The recipients may be international organizations, UN specialized agencies, governmental bodies, non-governmental organizations (NGOs), foreign suppliers or private addresses. However, whatever the recipients, the present specifications refer to the "official" type of consignment handled for the organization.

1 Requirements

1.1 Courier Service

The service corresponds to "door-to-door" routing and must cover several types of service delivery in 7-9 days (or less), to group conveyance by either surface or air freight, being of lesser urgency yet requiring an individual follow-up.

1.1.1 Diplomatic Pouch

- The Diplomatic Pouch is exempted from delivery restrictions, containing mainly diplomatic documents. The parcels are registered, sealed, and the freight company or customs offices are not allowed to open.
- Diplomatic pouch from Kyiv, Ukraine to Geneva/Switzerland are only deliveries upon request
- collection point: 75, Zhyliansk street, Kyiv (Eurasia Business Center)
- Minimum weight of the parcel (average 0.5 kg)
- requirement: up to 9 days delivery

1.1.2 Express Delivery- Worldwide

- Worldwide deliveries from Kyiv, Ukraine (estimated 100% Europe) * pouch excluded
- import services (10% of total deliveries, mainly from Europe)
- approximately 30 deliveries (single parcels) per year
- mainly delivery of documents (0.5 kg/parcel) and above
- tracking deliveries by online system
- collection point in 75, Zhylianska street, Kyiv (Eurasia Business Center)
- requirement in majority of the cases: 7-9 days delivery

1.2 Other services

Routing

Routing information is required for courier and express class in respect of each country's destination and where differences exist within the country, for each zone/town of that country. The guaranteed maximum routing deadline is to be provided.

Security

- Specify the procedures guaranteeing that the consignments arrive in good condition
- Specify the investigating procedure regarding lost items
- Specify the damage report/claim procedures
- Specify the compensation procedures (amounts and payment times for damage and loss)

Collection frequency and schedules at the Organization

- The Diplomatic Pouch is required to be collected twice a month in average
- Collection for Express Delivery services are any working day upon request
- Additional collections (at no extra charge) may be requested in an emergency or when there

is a greater volume of mail than usual.

Import services

- Import Services must be available
- For Import Services the Organization will be invoiced and the sender will have no costs to pay.
- In case of a failed collection (despite agreement between courier service and sender) UNHCR requesting person should be notified, the same day

Handling of undistributed items

- Please specify how many times an item is presented, and the procedure followed before considering it undeliverable.
- Please specify the type of storage and how long an item is kept when undeliverable.
- Undelivered items are required to be returned to sender free of charge, unless it is requested (in writing) by UNHCR that the consignment be locally destroyed (at no charge)
- 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.

Additional Services

Additional services (if not already included in the proposed services), may be requested of the Courier Service:

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.

Packaging materials

Upon request service provider must provide packaging materials free of charge:
service provider's various standard size

- boxes
- envelopes
- bags
- diplomatic seals ("Do not open! - Diplomatic Bag") provided by UNHCR and used by Service Provider upon UNHCR request

Special Service

Please indicate and detail the special services you are able to propose and give an indicative cost (same-day-delivery, etc.).

Private Shipments

UNHCR staff members shall benefit from the quoted rates for the shipment of their personal items.

- The payment of such shipments shall be made directly to the Service Provider by the staff member.
- UNHCR has no payment obligation in case of personal shipments of the staff members.

1.3 Contract Management

1.3.1 Local expenses (any charges and custom duties)

As a UN Agency, consignments sent by the Organization are not subject to any local duties (customs or other).

1.3.2 Invoicing

- The invoicing must be monthly and detailed (including consignment number, date of delivery, recipient name and address, weight, service type).
- E-invoicing option is preferred.

1.3.3 Working language

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

1.3.4 Provision of a consignment follow-up tool

- Regarding Courier Services (Diplomatic Pouch and Express Delivery – Worldwide), the service provider should make available to the Organization a system for tracking these consignments in real time up to the final recipient.
- 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.
- The service provider shall provide a special routing and attentive follow-up procedure for certain sensitive items, the details of which shall be provided by the Organization before the shipments.

1.3.5 Piggy-back for other UN Agencies

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

2 Content of the Technical Offer

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

2.1 Company Qualifications

- A description of your company with evidence of your company's capacity to perform the services required, including Company profile, registration certificate and last 3 years' audit reports
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates
- Three or more references, with contact information

2.2 Proposed Services

- Full List of Transit Times and Destinations must be provided
- Sample invoice must be provided
- Handling policy of lost items must be provided (insurance, compensation system)

2.3 Personnel Qualifications

- The service provider must designate one contact person and the back-up who will be available, responsible, and able to channel all questions (technical, financial, administrative, rate- related) and to follow them up reactively.
- Required response time: 3 hours
- the dedicated contact person must speak English fluently
- The working language at all levels (contractual, operational, administrative and financial) should be English and Ukrainian

2.4 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form.

2.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document and including it in your submitted Technical Proposal.

3 Evaluation

3.1 Technical Evaluation

Pass or Fail criteria.

The answers to all the below questions in the table needs to be marked “Yes”, otherwise the Technical offer is not valid.

1) Does your company offer all requested services? <ul style="list-style-type: none"> • Worldwide Express Delivery • Diplomatic Pouch • Import Delivery 	Yes / No
2) Can you ensure the same prices and terms as those contained in the offer and could form the basis for a Frame Agreement with other UN Agencies in Ukraine?	Yes / No
3) Can you ensure that UNHCR staff members benefit from the offered quoted rates for the shipment of their personal items?	Yes / No
4) Is your system able to handle on-line tracking of parcels?	Yes / No
5) Is on-line booking system available at your company?	Yes / No
8) The Diplomatic Pouch is exempted from delivery restrictions, containing mainly diplomatic documents, the parcels are registered and sealed. Can you comply with mail that the freight company or customs offices are not allowed to open?	Yes / No

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **50%** from the total score.

Company Qualification	<ul style="list-style-type: none"> • Financial Stability • Company Profile 	8 8
Service Requirements	<ul style="list-style-type: none"> • Transit Times • Destinations where service available • Handling of lost items (investigation, compensation system) 	6 6 6
Requirements of Key Personnel	<ul style="list-style-type: none"> • Credentials of proposed Contact Person • Authority and technical ability of Dedicated Contact Person • Response Time 	4 6 6

The technical criteria will be subject to minimum passing scores; if a bid does not meet overall 60% (30 out of 50) as a minimum, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

4 Key Performance Indicators

4.1 Performance Evaluation

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