

Request for Proposal: RFP/SOADEN/001/22

Terms of Reference (ToR)

Provision of Rental of Warehouse Space and Inventory Management Services in Aden, Yemen

1. Introduction:

UNHCR, the UN Refugee Agency, is a United Nations programme with the mandate to protect refugees, forcibly displaced communities and stateless people, and assist in their voluntary repatriation, local integration or resettlement to a third country. UNHCR stands for the Office of the United Nations High Commissioner for Refugees and was created in 1950, during the aftermath of World War II. Its headquarters are in Geneva, Switzerland and it is a member of the United Nations Development Group.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,300 people in more than 138 countries continues to help about 82 million persons (for more information on UNHCR, its mandate, core operations please visit <http://www.unhcr.org>) To maintain its help, protection and humanitarian efforts to its persons of concern in these different locations and environments, UNHCR must obtain high quality of goods and services worldwide.

In the operational context of Yemen, in order to respond to the ongoing activities, UNHCR requires warehousing facilities for the storage of non-food items, essential medicines and medical supplies as well as other operational supplies. Therefore, UNHCR Yemen is seeking offers from experienced/reputable Warehouse Management Service Providers and Property Owners, duly incorporated under the Laws of Yemen to make a firm offer for the establishment of Frame Agreement for the provision of warehouse rental & warehouse management services for a period of three years with the possibility to extend for additional two years subjected to satisfactory performance.

2. Objective

The objective of these Terms of Reference is to outline UNHCR's requirement in order to identify a Service Provider/s, for the Rental of Warehouse Facilities and Inventory Management Services. Based on the responses received for the Request for Proposal, UNHCR reserves the right to identify one or many service providers for the provision of the said services. UNHCR reserves the right to award the contract to one or many service providers by warehouse location or engage separate service providers for the Rental of Warehouse Facilities and Inventory Management Services.

Technical part of the bid is divided on two parts: **Lot 1 – Rental of Warehouse Space** (Pass/Fail criteria and scoring system) and **Lot 2 – Inventory Management Services** (Pass/Fail and scoring system) and UNHCR has a right to award the one or multiple contract(s) to different bidders. Technical Evaluation and Financial Evaluations will be done separately for each Lot.

3. Lot 1 - Rental of warehouse space

3.1 Warehouse Space required:

Minimum interior warehouse space (storage / covered area) with minimum height of 6 meter at sidewalls and 7 meters at the center.

Ideally, UNHCR would prefer if the warehouses for the total storage requirements under each location below, can be identified in one facility for ease of coordination.

#	Location	Space in Square Meter (SQM)	Remark
1	Aden	13,000 SQM	In one or multiple locations

3.2 Prefab Warehouses

Due to operational requirement, to cater to emergency need for additional space, UNHCR may require installing prefabricated warehouses on an empty land or in any of the warehouse locations mentioned above. The service provider is expected to factor this requirement in the proposal.

Prefab warehouse is a relocatable tent-like structure often used in situations of emergency (e.g., humanitarian) and temporary industry. Prefab warehouses are usually made of aluminium frames, with steel tension wires and polyester skins. They typically come in sections so the length can be determined by the number of sections employed. A common standard size is an area of 240 square metres. Doors at either end are made from the same material as the walls and are drawn back like curtains.

UNHCR will supply and install the prefab warehouses, while the service provider will offer an appropriate free space in the warehouses yard and will be eligible for square meter monthly rental after finalizing the prefab installation, the monthly square meter rate should be provided in the Annex D Financial Bidding Form. All of this will be subjected to future operational needs.

3.3 Warehouse Assessment Criteria

Service providers are expected to meet the set standards and therefore factoring in the costs of improvements when preparing the proposal. Before movement/storing to/in the selected warehouses, UNHCR will assess each proposed warehouse facility based on the below criteria and compliance is mandatory.

A. Location:

The service provider shall provide geographical location map showing the network of main road access and links to the location/s indicated above. UNHCR will consider the warehouse location in order to minimize the total costs and the effectiveness of the transportation links to and from the warehouse.

B. Warehouse facility:

The evaluation for the proposed warehouse facility will be based on the below criteria:

- Valid/legalized documentation for the ownership of the structure facility and/or the lease agreement;
- Ideally, the proposed facility to be dedicated for the sole use of UNHCR;
- The construction should be generally sound, waterproof and well ventilated;
- The inside walls should be clean and painted, preferably white;
- The inside windows and doors should be without defects (no broken parts);
- The interior building should look clear of any signs of pest infestation, e.g. droppings and holes in the walls or floor;
- The available space should normally be on the ground floor with doorways that provide adequate access to the warehouse space, taking into account the method of moving the material that will be used;
- The floor area should be flat and made of a stable material (concrete). The floor must be capable of supporting the weight of the material to be stored and the weight of trucks that will enter the building. Floor capacity (on ground) should be between 1000 – 3000 kg/sqm;
- Existence of emergency exit;
- Structure is required to have multiple transparent roof sheets;

- Allocated office/working area;
- Washroom facilities with running water.

C. Security and safety:

Security is a very important aspect of UNHCR warehousing operations. The security perimeter of the structure and/or compound should provide adequate protection for the inventory items and contents, vehicles, trucks and equipment used at the facility. Therefore, the proposed warehouse must be protected by physical barriers such as walls or fences. The proposed warehouses and the existing security management arrangements will be subjected to a security risk assessment by UNHCR. The Service Provider has to ensure that the proposed facilities would comply to the below requirements.

Given the prevailing security situations in Yemen, in order for UNHCR to be able to de-conflict the warehouse locations, **it is imperative for the proposed locations not be in close proximity to military camps, high threat facilities, military premises or potential conflict areas.**

As a security mitigation measure all UNHCR warehouses are required to have roof markings of the structures.

The selected service provider will be requested to paint the marking and the actual cost will be reimbursed by UNHCR.

The compound should be surrounded by a solid perimeter wall of minimum 2M height, topped with razor wire or other such material that would prevent climbing, the internal lighting should be installed inside perimeter.

The built-in fire protection systems shall be installed and need to include automatic fire sprinklers, standpipes, fire department connections (tanks), fire alarm system, smoke control panel, fire command system, post fire smoke purge, auxiliary radio communication systems (ARCS).

The compound shall have the established sanitary facilities.

The electronic security systems such as CCTV, alarm system, the given list is not exhaustive shall be installed as well as access control for vehicles and pedestrians shall be available.

D. Site Condition:

The warehouse site ground should be well leveled and not muddy, ideally inner roads should be paved or tarred. UNHCR will assess the condition of the site during the site visit and the condition of the warehouse compound should be well maintained for heavy vehicle access. Particularly, this relates to access into and around the site. The site should not be prone to flooding, should have adequate drainage for rainwater to avoid flooding during the rainy seasons.

Adequate and secured parking area is required within the warehouse premises, for the loaded trucks to wait for security clearance (security clearance lead time is minimum 5 days after loading).

E. Access:

E.1 Access Routes: The service provider shall consider the access routes to the site and make sure that the proposed location is suitable for vehicles/trucks to reach the site easily and safely. Also ensure that there is easy access to the local transport infrastructure i.e., roads, ports, airports. Detailed map of the location is required.

E.2 Warehouse Access: The service provider should provide a warehouse with at least two access gates to enable both loading/unloading operations at the same time

F. Services:

The Service Provider is required to ensure the access to piped water, electricity, internet access and communication links. UNHCR may require establishing online environment in the warehouse offices for operational reasons.

3.4 Price and rate:

The service provider is required to offer an all-inclusive fixed monthly square meter rate for the rental of the warehouse facility. In case if UNHCR opts to install prefab warehouses (Rub-Halls), the Service Provider is required to provide a separate all-inclusive fixed monthly square meter rate if applicable.

3.5 Technical Evaluation criteria

Criteria	Description	Pass/Fail
Eligibility Criteria	1. Valid Company registration certificates, valid work permit, trading license and tax membership issued by relevant authorities	Pass/Fail
	2. The proposed location/s not be in close proximity to military camps, high threat facilities, military premises or potential conflict areas. The location on the map is to be provided.	Pass/Fail
	3. If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form - Annex G	Pass/Fail
	4. Your technical offer should contain your acknowledgement of UNHCR General Conditions for Provision of Services - 2018 by signing Annex I	Pass/Fail
	5. Your technical offer should contain your acknowledgement of the UNHCR - UN Supplier Code of Conduct by signing Annex J	Pass/Fail
	6. The company is not included into the sanctions/ineligibility lists of the European Union, World Bank, United Nations, including that of the United Nations Security Council	Pass/Fail

Criteria	Detailed scoring methodology	Maximum Score	Minimum Score
Sole Use of UNHCR	0: Split between multiple users (more than 3) 10: Split use between 2-3 different organizations/companies 15: Sole use of UNHCR	15	10
Technical Capacity	15: One warehouse of 13,000 SQM or more 10: 2-3 multiple warehouses totaling 13,000 SQM 5: More than 3 warehouses	15	10
	30: Fully compliant with the requirement listed in check list in Annex B 20: Partially compliant with the requirement listed in check list in Annex B (75%) 10: Partially compliant with the requirement listed in check list in Annex B (50%)	30	20
	Total score	60	40

4. Lot 2 - Warehouse & Inventory Management Services:

The objective is to identify a service provider for the management and handling of stocks and inventories for UNHCR:

- Ensure satisfactory receipt of goods;
- Provide the ability to rapidly receive and dispatch goods requested;
- Keep accurate account of the inventory movements and balance;

- Maintain complete and accurate records of the inventory situation (physical, reserved, buffer, on hand, distribution, contingency, temporary and in transit inventories);
- Maintain adequate storage conditions, to ensure that the inventory is in usable or serviceable condition when needed;
- Implement appropriated measures to guarantee the safety and security of the goods;
- Ensure the inventory is maintained according to the Layout and Storage plan; and items are conveniently stacked;
- Adoption of all UNHCR Policies in relation to Warehouse and Inventory Management.

A. Inventories Characteristics:

Items	Quantity/ Kit	Type of Packaging	Packing Unit	Size and weight	Stacking height	Temperature Sensitivity
Core relief Items – Non-Food Items (NFI)						
Mattresses	7 PCs	Bundle	5 pcs	180cm x 75cm x 7c	6 m	No
Sleeping Mats	2 PCs	Bale	25 pcs	1.8 x 0.9 meters/0.500 Kg / m2	6 m	No
Blanket Fleece	7 PCs	Bale	20 pcs	150cm x 200xm/350 to 670g/m2	6 m	No
Kitchen Set	1 Set	Carton	1 set	0.3 x 0.3 x 0.25m/1.25 Kg	5 m	No
Plastic Buckets 15 L	2 PCs	Carton	20 pcs	30 x 30 x 96.5 cm/800 g	6 m	No
Solar Lamp	1 PCs	Carton	20 pcs	77 x 34 x 32.5 cm./15.4 kg	5 m	No
Mosquito Nets	2 PCs	Bale	50 pcs	160 x 180 x 150 cm/0.62 kg	6 m	No
Tent Family	1 PCs	Roll	1 roll	55.0 kg	6 m	No
Jerrycan, Non-Collapsible 10 Ltr	2 PCs	Bale	4 pcs	56 cm x 37 cm x 27 cm / 1.525 kg	5 m	No
Sanitary Napkins, Ladies	1 PCs	Carton	18 packs	45 cm x 30 cm x 26.5 cm / 3.1 kg	4 m	No
Soap Laundry, Detergent	3 PCs	Carton	48 pcs	50 cm x 25 cm x 34 cm / 11 kg	5 m	No
Soap Toilet	7 PCs	Carton	72 pcs	35 cm x 21 cm x 19 cm / 6.5 kg	4 m	No
Stove	1 PCs	Carton	12 pcs	Fuel Tanks 2.5L 63 cm x 42 cm x 35 cm/1.70 kg	4 m	No
Plastic sheet 4 x 5	2 PCs	Bale	5 pcs	4 x 5 meters 4.27 Kg	6 m	No
Shelter materials – Transitional Shelter Kits (TSK)						
Door Curtain made of Azaf	1	Roll	11 pcs	Dimensions: 2.0 m x 1.0 m, yarn 7-10 mm width and 1 mm thickness	5 m	No
Door Hinges	3	Piece	12 pcs	Dimension: Length 15 cm, Average width 6 cm Thickness 1.5 mm	2 m	No
Galvanized Steel Sheet	7	Piece	1 pc	Dimension: 1.0m X 3.0 m Thickness: 50 Gauge	5 m	No
Hammer	1	Piece	36 pcs	Head size: steel head 5.5 inch. Hammer weight: 0.650kg Handle: 33 cm length.	2 m	No
Leave Sheets (Azaf)	11	Roll	11 pcs	1.8x2.5 m	4 m	No
Mosquito net	1	Piece	2 roll	Dimension: Roll 1.2m X 18.0 m Thickness: 1.0 mm	3 m	No
Nails Box	1	Packet	1 kg	Length: 50.6 mm Thickness: 3.5 mm	2 m	No

				Box weight:1kg		
Nails Box (Umbrella)	2	Packet	1 kg	Length: 63.25 mm (2.5 inches), diameter of head: 12.65mm Thickness: 3.5 mm Box weight: 1kg	2 m	No
Nylon rope	1	Roll	60 pcs	Length: 30m Thickness: 7mm	2 m	No
Pickaxe	1	Piece	12 pcs	Size: 60 cm Head Size: 48 cm Handle Size: 60 cm	2 m	No
Saw	1	Piece	60 pcs	Size: 550 mm Blade thickness: 0.90 mm	2 m	No
Thermal Insulator	1	Roll	1 pc	Dimension: Roll 1.1m X 20.0 m Thickness: 8 mm	6 m	No
Utility Knife	1	Piece	60 pcs	Size :100x18x0.5 mm	1 m	No
Windows Curtain made of Azaf	4	Roll	12 pcs	Dimension: 0.80 m x 0.80 m, yarn 7-10 mm width and 1 mm thickness	3 m	No
Wooden Plate	22	Bundle	517 pcs	2.2x10x300 cms	6 m	No
Wooden Poles (Timber)	10	Bundle	196 pcs	7x7x300 cms	6 m	No
Wooden Poles (Timber)	9	Bundle	576 pcs	5x5x400 cms	6 m	No
Enhanced Emergency Shelter Kit (EESK)						
Saw, Crosscut	1 PCs	Carton	60 pcs	Size: 550 mm Handle: plastic or wood	2 m	No
Hammer, Claw	1 PCs	Carton	36 pcs	Size: 4 inch (10cm) handle with finger grooves	2 m	No
Pickaxe	1 PCs	Bale	12 pcs	Size: 0.6 meters (incl. digger head) Handle: wooden	2 m	No
Rope, Sisal Fiber (30 m)	1 Roll	Bale	10 pcs	Length: 30M Thickness: 1cm	2 m	No
Nylon rope	1	Roll	24 pcs	Length: 30m Thickness: 7mm	2 m	No
Nail	1 Pack	Carton	1 Kg	Length: 2 inches, 5mm diameter	2 m	No
Wooden Poles	8 PCs	Bundle	196 pcs	7x7x300 cm	6 m	No
Wooden Plates	12 PCs	Bundle	528 pcs	2.5 x 10 x 300 cm	6 m	No
Utility knife	1 PCs	Carton	30 pcs	35 x 30 x 30 cm/3.7 kg	2 m	No
Metal Pegs	10 PCs	Bag	10 pcs	30 cm x Ø 0.14/3.95 kg	1 m	No
Medical Supplies, Essential Medicines and COVID-19 Items						
Medical Supplies					295 items	
Essential Medicines					500 items	
PPE (COVID-19) items					30 items	

Maximum/Minimum number of CRI/TSK/EESK movement during the year

Kit description	Maximum volume	Minimum volume
Core relief items (CRIs)	35,000 kits	25,000 kits
Transitional Shelter Kits (TSKs)	1,200 kits	500
Enhanced Emergency Shelter Kits (EESKs)	5,000 kits	3,000 kits

B. Layout and storage plan

UNHCR warehouses are required to maintain a Layout and Storage Plan based on a grid layout, showing where the different items are stored, and update it regularly. The storage areas should be marked by chalk/paint on the floor and include area, row and aisle identification codes (e.g.: grid Area 2/Row A/Aisle 1). As a minimum requirement layout of six areas should be designated as follows:

- Office and waiting area;
- Goods receiving/staging area;
- Goods storage area(s) (can include outdoor space for construction materials);
- Damaged/expired goods area;
- Loading area for items picked and ready for release.
- Yard and parking area, outer warehouse space for trucks parking and movement should be offered at no extra cost.

C. Warehouse security measures:

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

- Security lighting, evacuation plan (escape exits) and assembly points clearly identified/marked;
- No smoking policy;
- Firefighting equipment and fire safety plan including emergency contacts;
- Limited and controlled entry/exit to the warehouse/storage area;
- Storage requirements for hazardous goods (especially fuel);
- Special storage and security conditions for high value items;
- Incident response plan;
- Precautions to prevent water damage;
- Access control;
- Pest control;
- Appropriate and careful stacking is essential to ensure the stability of stacks, maximize the use of space, facilitate stocktaking and prevent damage or loss to goods being stored.

D. Warehouse tools and equipment:

As a minimum the following basic equipment must be made available following awarding the contract in each location:

- Wooden or plastic pallets;
- First aid kits (and medical plan) in case a person is injured;
- Telephone or radio communications link;
- Internet/fax connection (internet connection should be arranged to facilitate exchange of information with the UNHCR office);
- Computers & multifunctional printer (copier, printers, 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;
- Scales for weighing commodities, and two wheeled hand and/or jack trolleys for moving goods;
- Power cables or extension leads;
- Provision of electricity power 24 hrs/7 days a week, stand-by generators (including fuel) or solar power as a backup for power outage;
- Forklifts: minimum 2 forklifts of 1 to 5 ton capacity;
- Cranes: minimum 1 crane of 10 to 30 ton capacity;
- 3 hand lift equipment;

- Cleaning equipment which include;
 - Vacuum Cleaner
 - Brooms, Brushes and Dustbins
 - Sponge Mops
 - Plastic Buckets
 - Rubber Gloves
 - Cleaning Supply Carts
 - Trash Bags
 - Dust Towels
 - Cleaning Towels – For General Surface Cleaning
 - Brillo Pads
 - Glass Cleaner
 - Wood Polish
 - Bleach
 - Lysol or Other Floor Cleaning Solutions
 - Soft-Scrub
 - Stainless Steel Cleaning Polish or Powder
 - Mold & Mildew Cleaner
 - Disinfectant Wipes
 - Air Freshener
- Stationery for office use;
- Cabinets for filing;
- Office space and furniture for at least 3 staff at each warehouse.

E. Warehouse personnel:

All UNHCR-rented warehouses are required to have competent personnel and adequate equipment and material to manage and control the warehouse and the inventories. The roles and responsibilities of staff needs to be defined detailing the authority and accountability of each role in the warehouse.

Hiring the required warehousing Staff should be done in consultation with UNHCR.

The Service provider shall not withdraw, replace or reassign any personnel performing work or services under this Contract, unless (a) UNHCR consents in writing to such withdrawal, replacement or reassignment or (b) the personnel has terminated his or its employment or other relationship with the Contractor, in which case the replacement of such Personnel shall be subject to the prior written approval by UNHCR of such replacement.”

All contracts for the Service Provider’s personnel assigned to render the Services shall provide that: (i) UNHCR is not liable to any such personnel under any such contract or for any reason and (ii) the term of such contract is subject to termination in the event of expiration or termination of this Contract. UNHCR reserves the right to review all such contracts upon request.”

It is the responsibility of the service provider to ensure that the following key roles and responsibilities are assigned to the staff recruited/appointed:

Roles	Responsibilities
Warehouse Manager (1 staff)	Oversees the warehouse operations in all locations and supervising all warehouse activities as per UNHCR rules and regulations.
Storekeepers (4 staff)	Managing warehouse activities, control storage, movement and receipt/issue of inventory.

	Match physical quantities against receipt/release documents and ensure that inventory records (Bin/Stack and Stock Cards) match physical inventory. Update and track inventory files and shipping documents, ensure proper filing routines.
Security (min. 21 guards for Aden warehouses with 3 shifts i.e. 7 guards each shift)	Ensure 24-hour protection of warehouse premises and items stored
7 fixed laborers	To conduct routine/daily warehousing activities
Casual laborers	On an ad-hoc basis UNHCR may require casual laborers

F. Salary structure and entitlements for staff

Minimum Monthly wages in USD per month / net salary (take home) should be set as follows:

#	Position	Number	Net Salary per person per month (USD)	Location
1	Warehouse Manager	1	1,200	Aden
2	Storekeeper	4	734	Aden
3	Security guard	21	400	Aden
4	Laborer	7	400	Aden

Additional requirements and entitlements:

- One month Salary (Ramadan Bonus)
- Social and medical insurance to be in line with the Yemeni Labour law
- Security Guards and Laborers to be hired from the same region
- Suitable uniform required for both laborers and guards (2 sets a year)

The Service Provider shall provide audited statements of accounts in order for UNHCR to verify that the above wages and conditions are applied.

UNHCR reserves the right to review the above staff contracts, IDs, monthly bank salary transfer slips, etc. to ensure that all payments are in line with the contract.

The Staff, Guards, and Laborers employed by the Service Provider shall be trained, fully qualified, and physically able (e.g. sight tested) to perform their duties. At all times, the Staff, Guards, and Laborers shall adhere to acceptable professional behavior standards. Unacceptable behavior includes harassment or discrimination based on race, creed, color, sex, age, sexual orientation or national origin. In addition, all Staff, Guards, and Laborers shall express a client-oriented attitude and provide professional and polite service. All staff are required to abide by the UN code of conduct.

The Service Provider shall ensure that all Staff, Guards, and Laborers have a Certificate of Good Conduct from the Yemeni Police;

All warehouse staff should recognize 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 loadmasters, loaders, tally clerks, cleaners, casual workers,

and any other personnel 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.

Service Provider shall have written policies and procedures covering qualifications and training.

All Guards, and Laborers should be certified in First Aid and be able to use the First Aid kit available in the warehouse.

G. Warehouse operation and activities:

The Warehouse Manager must ensure that the UNHCR office receives the following information in timely manner, this is for example but not limited to:

- **Daily:** Incoming/outgoing shipment reports; copies of GRNs, waybills and quality inspection reports;
- **Weekly:** 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 and year-end reports.

Based on UNHCR rules and procedures, electronic and hard filling (archiving) for the above documentation is mandatory.

The service providers are expected to comply with the following:

- Office open from 8.00 – 16.00, Saturday to Thursday;
- Due to operational needs staff may be required to work after working hours and during weekends;
- Dedicated person/phone number/email to deal with operational requirements on 24/7 basis;
- Dedicated email for UNHCR.

H. Handling charges for warehouse operations

The service provider is required to provide rates for loading and unloading of cargo as per the **Annex D-2 for Inventory Management Services**. Service provider should consider below factors:

1. Type of cargo refer to the inventory characteristics.
2. UNHCR is loading mixed cargo for deliveries.
3. The high-volume cargo for certain items such as mattresses is high but easy to handle due to the low weight.
4. Service provider is expected to carry out loading and unloading, in an efficient and a timely manner to facilitate UNHCR operational needs taking into consideration the trucks must move upon getting the security clearance.

Loading/Unloading must be done immediately after getting the handling request and should not exceed 48 hours for any convoy.

4.1 Technical Evaluation Criteria

Criteria	Description	Pass/Fail
Eligibility Criteria	1. Valid Company registration certificates, valid work permit, trading license and tax membership issued by relevant authorities	Pass/Fail
	2. Submission of original Bank Guarantee as Bid Security	Pass/Fail
	3. If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form - Annex D	Pass/Fail
	4. Your technical offer should contain your acknowledgement of UNHCR General Conditions for Provision of Services - 2018 by signing Annex E	Pass/Fail
	5. Your technical offer should contain your acknowledgement of the UNHCR - UN Supplier Code of Conduct by signing Annex F	Pass/Fail
	6. The company is not included into the sanctions/ineligibility lists of the European Union, World Bank, United Nations, including that of the United Nations Security Council	Pass/Fail

Criteria	Maximum Score	Description	Maximum Score	Minimum Score
Description of the company and the company's qualifications	30	Experience in warehouse/inventory management	10	6
		Number of clients and contracts over the past five (5) years (per submitted copies of purchase orders, service contracts, work orders, contact numbers and email addresses as references, as detailed in Annex-H) proving the experience in warehouse/inventory management services with UN, international or national organizations	10	6
		Ability to respond to Agency's needs	10	6
Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	15	Work Approach including layout and storage plan, security and safety plans, risk mitigations, handling of relief items and access controls, management of pharmaceuticals, storage of hazardous goods (fuel), etc.	5	3
		SOPs, reporting mechanism, communication, providing security and safety trainings	5	3
		Equipment, tools, heavy machinery, First Aid Kits, Firefighting plans, use of surveillance systems (Annex G)	5	3
Proposed personnel to carry out the assignment	15	General qualification and experience of the management team and educational background of personnel proposed for the assignment (please provide CVs). Fill in Annex E Staffing capacity.	5	3
		Size of the company in number of employees, (per filled in Annex E - Staffing Capacity)	5	3
		Availability of office premises with dedicated e-mail domain and telephones, HR policy	5	3
Total score			60	36