



United Nations Population Fund  
Amman, Deir Ghbar, Yousef Abu  
Shahout St. # 1  
Jordan  
Telephone: +962 6 5930689  
Website: <http://www.unfpa.org>

29 October, 2019

**REQUEST FOR PROPOSAL (RFP)**  
**RFP Number UNFPA/JOR/RFP/19/001**

For the establishment of a:  
**LONG TERM AGREEMENT**

In regards to:  
**PROVISION OF PROFESSIONAL COURIER DELIVERY SERVICES to AMMAN, JORDAN**

**LETTER OF INVITATION**

Dear Sir/Madam,

The United Nations Population Fund (UNFPA) in Jordan, an international development agency, and on behalf of other participating agencies in Jordan namely; UNDP Jordan, UNOPS, UNRWA HQ, World Health Organization (WHO), UNHCR in Jordan, UN-Women, UNICEF Regional Office, UNICEF Jordan, WFP, International Organization For Migration (IOM), FAO Jordan, and UNOCHA Yemen is seeking qualified Bids for the provision of professional courier delivery services in Jordan. Your company is hereby invited to submit its best Technical and Financial Bids for the requested services. Your Bid could form the basis for a Long Term Agreement (LTA) between your company and UNFPA.

1. To enable your company to submit a Bid, please read the following attached documents carefully:

Section I:	Instructions to Bidders	Covered in the document
Section II:	Terms of Reference	Covered in the document
Section III:	UNFPA General Conditions of Contract	Covered in the document
Section IV:	UNFPA Special Conditions of Contract	Covered in the document
Section V:	Supplier Qualification Requirements	Covered in the document
Section VI:	Bid and Returnable Forms	Please check attachment SECTION VI
Section VII:	Contractual Forms	Please check attachment SECTION VII

2. The Bid process will be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid *separately* from their Financial Bid containing price information. Specific instructions for the submission can be found Section I – Instructions to Bidders, clause 19 Submission, Sealing and Marking of Bids.



3. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 19 Submission, Sealing and Marking of Bids, where detailed instructions of the submission process are provided. It is the Bidder’s responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid’s misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.

All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than **27 November, 2019, at 13:00 Amman time.**

- a. If you choose to submit your Bid in hard copy, your Technical Bid and Financial Bid should be submitted in separate, sealed envelopes in accordance to clause 19.3 Submission of hard copy Bids, and should reach the following address:

**United Nations Population Fund**  
Deir Ghbar, Amman  
Yousef Abu Shahhout Street, building # 1  
Jordan  
Att. Abeer Abu Barham

- b. If you choose to submit your Bid electronically, your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 19.3 Submission of electronic Bids, should reach the email inbox of [jordan-bids@unfpa.org](mailto:jordan-bids@unfpa.org)

Do not submit Bid documents to any other email address, sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

4. Bids received after the stipulated date and time will be rejected.
5. Bidders are asked to acknowledge receipt of this RFP using the Bid Confirmation Form **CHECK ATTACHMENT SECTION VI** A completed Form should be e-mailed to: Mr. Omar Kilani, Procurement Analyst at [alkilani@unfpa.org](mailto:alkilani@unfpa.org) no later than **6 November 2019** and indicate whether or not a Bid shall be submitted. Bidders that will not submit a Bid are kindly asked to indicate the reason(s) for not bidding on the Bid Confirmation Form to help UNFPA improve its future Bid exercises.
6. Any questions relating to the Bid process and/or to the attached documents shall be sent to: Mr. Omar Kilani, Procurement Analyst at email: [alkilani@unfpa.org](mailto:alkilani@unfpa.org)

Responses to all questions received will be handled in accordance to the instructions included in Section I - Instructions to Bidders, clause 8 Clarifications of solicitation documents. Do not submit a Bid to this contact, or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bid process.



- UNFPA posts all Bids notices, clarifications and results in the United Nations Global Marketplace; hence, we strongly encourage Bidders to register on [UNGM](https://www.ungm.org). The UNGM is the procurement portal of the United Nations system. By registering on UNGM, suppliers become part of the database that UN buyers use when searching for suppliers. The link describes the registration process: <https://www.ungm.org/Public/Pages/RegistrationProcess>

Suppliers can also access all UN Bids online and, by subscribing to the Tender Alert Service, suppliers can be automatically notified via email of all UN business opportunities that match the products and services for which they have registered. Instructions on how to subscribe to the Tender Alert Service can be found in the UNGM Interactive Guide for suppliers.

- UNFPA looks forward to receiving your Bid and thanks you in advance for your interest in UNFPA procurement opportunities.
- This letter is not to be construed in any way as an offer to contract with your company/institution.

Yours sincerely,
Omar Kilani, Procurement Analyst Jordan Country Office UNFPA
Process reviewed by:
Karin Thomsen, Procurement Associate Procurement Services Branch UNFPA



**Table of Contents**

SECTION I: INSTRUCTIONS TO BIDDERS ..... 6

    A. INTRODUCTION ..... 6

        1. General ..... 6

        2. Eligible Bidders ..... 6

        3. Cost of Bid ..... 8

        4. Fraud and Corruption ..... 8

        5. Zero Tolerance ..... 9

        6. Disclaimer ..... 9

    B. SOLICITATION DOCUMENTS ..... 9

        7. UNFPA Bidding document (5) ..... 9

        8. Clarifications of Bidding documents (6) ..... 10

        9. Amendments to Bidding documents ..... 11

    C. PREPARATION OF BIDS ..... 11

        10. Language of the Bid ..... 11

        11. Bid currency and prices (7) ..... 11

        12. Conversion to single currency ..... 11

        13. Most favored pricing ..... 11

        14. Validity of Bids (8) ..... 11

    D. SUBMISSION OF BIDS ..... 12

        15. Documents establishing eligibility and conformity to Bid documents ..... 12

        16. Technical Bid ..... 12

        17. Financial Bid ..... 13

        18. Partial & Alternative Bids ..... 13

        19. Submission, sealing, and marking of Bids (10) ..... 13

            19.3. Submission of electronic Bids (11) ..... 14

            19.4. Submission of hard copy Bids (12) ..... 14

        20. Deadline for submission of Bid and late Bids ..... 15

        21. Modification and withdrawal of Bids ..... 15

        22. Storage of Bids ..... 16

    E. BID OPENING AND EVALUATION ..... 16

        23. Bid opening (13) ..... 16



24.	Clarification of Bids .....	16
25.	Preliminary examination of Bids (14).....	17
26.	Non-conformities, errors, and omissions .....	18
27.	Evaluation of Bids (15) .....	18
28.	Technical evaluation (16).....	18
29.	Supplier qualification requirements (17).....	20
30.	Financial evaluation (18).....	21
31.	Total score (19) .....	22
F.	AWARD OF LONG TERM AGREEMENT AND FINAL CONSIDERATIONS.....	22
32.	Award of long term agreement (LTA) .....	22
33.	Rejection of Bids and annulments .....	22
34.	Right to vary requirements and to negotiate at time of award.....	22
35.	Signing of the long term agreement (LTA).....	23
36.	Publication of Contract Award .....	24
37.	Payment Provisions.....	24
38.	Bid protest.....	24
39.	Documents establishing sustainability efforts of the Bidder .....	24
	SECTION II: TERMS OF REFERENCE (TOR) .....	25
	SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID .....	27
	SECTION II – ANNEX B: SPEND ANALYSIS AND DEMAND FORECAST .....	29
	SECTION III: GENERAL CONDITIONS OF CONTRACT.....	32
	SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT .....	33
	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS .....	35



## SECTION I: INSTRUCTIONS TO BIDDERS

### A. INTRODUCTION

#### 1. General

- 1.1. UNFPA, and on behalf of other participating agencies in Jordan namely; UNDP Jordan, UNOPS, UNRWA HQ, World Health Organization (WHO), UNHCR in Jordan, UN-Women, UNICEF Regional Office, UNICEF Jordan, WFP, International Organization For Migration (IOM), FAO Jordan, and UNOCHA Yemen wishes to enter into non-exclusive Long Term Agreements (LTAs) with qualified suppliers for the provision of professional courier services in Jordan.
- 1.2. As a result of this competitive Bid process, UNFPA and on behalf of the other participating agencies plans to sign non-exclusive Long-Term Agreements (LTAs) with Two; lead and back-up suppliers for 3 years. In addition to the initial term, the LTA(s) will have the option of a two-year extension, subject to satisfactory performance and price competitiveness.
- 1.3. In the event of UNFPA signing an LTA the following shall apply:
  - 1.3.1. The successful Bidder(s) shall accord the same terms and conditions to any other organization with the United Nations Systems, located in Jordan, that wishes to avail itself of such terms, after written consent from UNFPA Jordan
  - 1.3.2. The LTA template specified in **CHECK ATTCHMENT SECTION VII** shall be used.
  - 1.3.3. UNFPA or the other participating agencies will not be committed to purchase any minimum quantity of the goods/services, and purchases will be made only if and when there is an actual requirement. UNFPA or other participating agencies shall not be liable for any costs in the event that no purchase is made under any resulting LTA. All reductions in market prices provided by the supplier will be passed on in full to UNFPA.
  - 1.3.4. The successful Bidder(s) shall have the right to review their prices every 12 months from commencement of the LTA, and shall notify UNFPA in writing 90 days prior to the 12-month period of a proposed price decrease or increase. The successful Bidder(s) shall provide proper justification for any price increase. UNFPA shall be entitled to either accept the price decrease/increase or to cancel the LTA, and shall notify the successful Bidder(s) in writing of its decision.
- 1.4. Upon the establishment of the LTA(s) with successful Bidders. **Secondary Bidding procedures are conducted in scenarios described in Section 34.5.**

#### 2. Eligible Bidders

- 2.1. This Bidding process is open to all legally-constituted companies that can provide the requested services and have legal capacity to perform in the country, or through an authorized representative.



- 2.2. Bidders must not have a conflict of interest in order to be considered eligible. Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
  - 2.2.1. Are, or have been associated in the past, with a company or any of its affiliates that have been engaged by UNFPA or the other participating agencies to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and/or services to be purchased under this Bid.
  - 2.2.2. Submit more than one Bid in this Bidding process, except for alternative Bids accepted under instructions to Bidders clause 18 is not permitted. However, this does not limit the participation of subcontractors in more than one Bid.
  - 2.2.3. Any Bidder that is uncertain as to whether the situation it is in constitutes a conflict of interest must disclose the situation to UNFPA and seek UNFPA's guidance.
  - 2.2.4. The following information must be disclosed in the Bid:
    - 2.2.4.1. Bidding entities whose owners, part-owners, officers, directors, controlling shareholders, or key personnel are immediate family of UNFPA staff involved in procurement functions and/or of any government official of the beneficiary country and/or of any Implementing Partner (IP) receiving the goods and/or services under this RFP; and
    - 2.2.4.2. Any other situation that could potentially lead to actual or perceived conflict of interest, collusion, or unfair competition practices.
    - 2.2.4.3. Failure to disclose the information above may result in rejection or disqualification of the Bid or of the award resulting of the Bid process.
- 2.3. Bidders under declaration of ineligibility by UNFPA in accordance with clause 2 at the time of contract award will be disqualified. Bidders are not eligible to submit a Bid if at the time of Bid submission they are:
  - 2.3.1. Suspended by United Nations Organizations and listed in the UNGM Ineligible Vendor List tool ([www.ungm.org](http://www.ungm.org));
  - 2.3.2. Appearing on the ineligibility list, as defined in the UNFPA Policy for Vendor Review and Sanctions;
  - 2.3.3. Have been sanctioned or temporarily suspended by the UNFPA Chief Procurement Official in accordance with the UNFPA Policy for Vendor Review and Sanctions;
  - 2.3.4. Included on the ineligibility lists established by the United Nations Security Council resolutions (see <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>);
  - 2.3.5. Included on the World Bank's listing of ineligible firms.
- 2.4. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).
- 2.5. Accordingly, any company that is found to have undertaken unethical, unprofessional, or fraudulent activities, as defined in clause 4, will be temporarily suspended or permanently debarred from business relations with UNFPA.
- 2.6. Bids may be submitted by a Joint Venture (JV). In the case of a JV:



- 2.6.1. The completed Joint Venture Partner Information Form, **CHECK ATTACHMENT SECTION VI**, must be included with the Bid; and
- 2.6.2. All parties to the JV shall be jointly and severally liable; and
- 2.6.3. The JV must nominate a Representative, who will have the authority to conduct all businesses for and on behalf of all parties of the JV during the Bidding process, and, if the JV is awarded an LTA, during the validity of the LTA.

### **3. Cost of Bid**

- 3.1. Bidder will bear all costs associated with the preparation and submission of the Bid(s), and the procuring UN entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid.

### **4. Fraud and Corruption**

- 4.1. UNFPA's Policy regarding fraud and corruption is available by clicking on [Fraud Policy](#) and applies fully to this Bid. Submission of any Bid implies that the Bidder is aware of this Policy.
- 4.2. UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. To this effect, UNFPA has developed an Anti-Fraud Policy with the aim to raise awareness of fraud risks, implement controls to prevent fraud, and establish a procedure to detect fraud and to enforce the Policy.
- 4.3. UNFPA requires that Bidders, suppliers, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of UNFPA contracts.
- 4.4. Pursuant to this Policy, UNFPA defines the terms set forth as follows:
  - 4.4.1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
  - 4.4.2. "Fraudulent practice" means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
  - 4.4.3. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
  - 4.4.4. "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
  - 4.4.5. "Obstructive practice" means acts intended to materially impede the exercise of UNFPA's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNFPA investigation into allegations of fraud and corruption.
  - 4.4.6. "Unethical practice" means conduct or behavior that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, post-employment provisions, abuse of authority and harassment
- 4.5. UNFPA will reject to award a contract if it determines that a Bidder recommended for award has engaged in corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for the contract in question;





- 4.6. UNFPA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNFPA contract/agreement if at any time it determines that the supplier has engaged in any corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for, or in executing, a UNFPA contract/agreement.
- 4.7. Any supplier participating in UNFPA’s procurement activities must provide all required documents, records, and other elements to UNFPA personnel upon first request to facilitate any investigation of allegations of misconduct by either suppliers or any other party to the procurement activities. The absence of such cooperation may be sufficient grounds for the debarment of the supplier from the UNFPA supplier roster and may lead to suspension following review by UNFPA.
- 4.8. Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.
- 4.9. A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#)

**5. Zero Tolerance**

- 5.1. UNFPA has adopted a zero tolerance policy on gifts and hospitality. Bidders are therefore requested not to send gifts or offer hospitality to UNFPA personnel. If interested on reading further on this policy, please select [Zero Tolerance Policy](#).

**6. Disclaimer**

- 6.1. Should any of the links malfunction or are inaccessible for any reason in this Request for Proposal or any of its Annexes, suppliers can contact the Procurement Official referenced below in clause 8 and request for them to share a PDF version of such document(s).

**B. SOLICITATION DOCUMENTS**

**7. UNFPA Bidding document (5)**

- 7.1. This RFP document is posted on [United Nations Global Marketplace \(UNGM\)](#).
- 7.2. Bidding documents consists of the following:

Section I:	Instructions to Bidders	Covered in this document
Section II:	Terms of Reference	Covered in this document
Annex A:	Instructions for Preparing Technical Bid	Covered in this document
Annex B:	Spend Analysis and Demand Forecast	Covered in this document
Section III:	UNFPA General Conditions of Contract	Covered in this document

Section IV:	UNFPA Special Conditions of Contract	Covered in this document
Section V:	Supplier Qualification Requirements	Covered in this document
Section VI:	Bid and Returnable Forms	Please check attachment SECTION VI
Annex A:	Bid Confirmation Form	Please check attachment SECTION VI
Annex B:	Bid Submission Form	Please check attachment SECTION VI
Annex C:	Bidder Identification Form	Please check attachment SECTION VI
Annex D:	Bidder's Previous Experience	Please check attachment SECTION VI
Annex E:	Price Schedule Form	Please check attachment SECTION VI
Annex F:	Joint Venture Partner Information Form	Please check attachment SECTION VI
Annex G:	Checklist of Bid Forms	Please check attachment SECTION VI
Section VII:	Contractual Forms	Please check attachment SECTION VII
Annex A:	Template of Proposed Long Term Agreement	Please check attachment SECTION VII

- 7.3. Bidders are expected to examine all instructions, forms, Terms of Reference, terms and conditions contained within this Bid document. Failure to comply with these documents shall be at the Bidder's risk and may affect the evaluation of the Bid or result in the rejection of the Bid.
- 7.4. Bidders are cautioned to read Section II – Terms of Reference, as there may be special requirements. The requirements presented herein are not to be construed as defining a particular service provider's service. Bidders are encouraged to advise UNFPA if they disagree.
- 7.5. The requirements included in this document are the minimum requirements of the services solicited. Services offered in the Bid must meet or exceed all requirements herein.

## 8. Clarifications of Bidding documents (6)

- 8.1. Bidders requiring clarification to the Bid process and/or to the Bid documents may be addressed in writing to:

Mr. Omar Kilani, Procurement Analyst, [alkilani@unfpa.org](mailto:alkilani@unfpa.org)

Bidders should **NOT** submit any Bid to this contact or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bidding process.

Bidders may request clarifications no later than **14 November 2019, at 13:00 Amman time.**

- 8.2. UNFPA will respond in writing to any requests for clarification received prior to the deadline and will circulate the answers (including an explanation of the requests without identifying the sources) to all prospective Bidders that have received the Bid documents. A copy of the questions and UNFPA's answers will also be posted on UNGM, ([www.ungm.org](http://www.ungm.org)).
- 8.3. UNFPA will respond to requests for clarifications as soon as possible. However, delays in UNFPA's response will not oblige UNFPA to extend the Bid submission deadline. UNFPA may extend the deadline in specific cases UNFPA deems justified and necessary.



## **9. Amendments to Bidding documents**

- 9.1. At any time prior to the Bid submission deadline, UNFPA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding documents by issuing an amendment.
- 9.2. UNFPA shall post all amendments under the original notice on UNGM. All prospective Bidders that have received the Bidding documents shall periodically check if amendments have been posted to the bidding documents on UNGM.
- 9.3. To give prospective Bidders reasonable time to take the amendments into account, UNFPA may, at its discretion, extend the Bid submission deadline.

## **C. PREPARATION OF BIDS**

### **10. Language of the Bid**

- 10.1. Bid documents and all related correspondence will be written in English.
- 10.2. Any printed literature furnished by a prospective Bidder written in a language other than the language indicated must be accompanied by a translation in the preferred language indicated above. For the purpose of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language indicated above shall govern. The sole responsibility for translation and the accuracy thereof shall rest with the Bidder.

### **11. Bid currency and prices (7)**

- 11.1. All prices shall be in Jordanian Dinars (JOD) only.
- 11.2. The Bidder shall indicate on the Price Schedule Form in accordance to **CHECK ATTCHMENT SECTION VI** the unit of measure, the unit price and total Bid price of the goods and/or services (where applicable) it proposes to supply under the LTA.

### **12. Conversion to single currency**

To facilitate evaluation and comparison, the procurement official will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices are payable to USD at the [UN Operational Rate of Exchange \(UNORE\)](#) on the last day for submission of Bids.

### **13. Most favored pricing**

- 13.1. By submitting a Bid, the Bidder certifies that the same services have not been offered to other customers under similar circumstances at a lower cost. Should a Bidder be found to have done so, it must offer the lower cost to UNFPA.

### **14. Validity of Bids (8)**

- 14.1. Bids must remain valid for 120 calendar days after the Bid submission deadline. UNFPA will consider Bids with shorter validity as not substantially responsive and reject them. Under special circumstances,



UNFPA may request Bidders to extend the validity of their Bids. Requests for validity extension will be made in writing.

## **D. SUBMISSION OF BIDS**

### **15. Documents establishing eligibility and conformity to Bid documents**

- 15.1. Evidence of conformity of the services to the Bidding documents may include the following documentation as described in clauses 16 Technical Bid and 17 Financial Bid, to be completed and returned in hard copies or in electronic format depending on the submission approach selected.
- 15.2. Submission of a Bid that does not substantially respond to the UNFPA Bid document in every respect shall be at the Bidder's risk and may result in a rejection of the Bid.

All required documents returned with the Technical Bid should be submitted in PDF version. The Financial Bid should be submitted both in PDF version and Excel version.

### **16. Technical Bid**

16.1. Documents establishing the eligibility of the Technical Bid:

- 16.1.1. Completed and signed Bid Submission Form; **CHECK ATTCHMENT SECTION VI**, in PDF format.  
Note: if the bid submission form is not submitted or not signed, and provided the bidder has not indicated they do not accept any of the conditions required in this form, UNFPA shall consider that the bidder has accepted all such conditions. For the sake of good order, at the time of bid evaluation UNFPA will request the bidder to provide the signed Bid Submission Form.
- 16.1.2. Completed Bidder Identification Form; **CHECK ATTCHMENT SECTION VI** in PDF format.
- 16.1.3. Completed Bidder's Previous Experience; **Error! No bookmark name given.** in PDF format.
- 16.1.4. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to include but not necessarily be limited to the information listed in **SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID** in PDF format
- 16.1.5. Supporting documents/information per the Supplier Qualification Requirements;

- 16.1.6. SECTION V: SUPPLIER QUALIFICATION REQUIREMENT
- 16.1.7. Completed Joint Venture Partner Information Form; CHECK ATTACHMENT SECTION VI in PDF format, **if applicable**.
- 16.1.8. Copy of last three years of audited financial statements.

## 17. Financial Bid

- 17.1. Bidders must complete the Price Schedule Form in accordance to CHECK ATTACHMENT SECTION VI – both in PDF format (signed version) and excel format. The separate Financial Bid must contain a quotation in a single currency, itemizing all services to be provided.
- 17.2. Please consider the following information when completing the Price Schedule Form:
  - 17.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in CHECK ATTACHMENT SECTION VI Bidders are required to provide separate figures for each of the steps for each item.
  - 17.2.2. Estimates for out of pocket expenses should be listed separately. Where installation, commissioning, training or other similar services are required to be performed by the Bidder, the Bidder shall include the prices for these services broken down into itemized prices.
  - 17.2.3. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes. The applicable unit of measure should be clearly indicated.
  - 17.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

## 18. Partial & Alternative Bids

- 18.1. Partial Bids are not allowed under this RFP. UNFPA reserves the right to select and accept a part or parts of any Bid.
- 18.2. Alternative bids are not accepted. In the event of a supplier submitting more than one bid, the following shall apply:
  - 18.2.1. All bids marked alternative bids will be rejected and only the base bid will be evaluated.
  - 18.2.2. All bids will be rejected if no indication is provided as to which bids are alternative bids.

## 19. Submission, sealing, and marking of Bids (10)

- 19.1. The Bid process shall be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information.
- 19.2. UNFPA provides alternative methods of Bid submission:
  - 19.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause Submission of electronic Bids (11)19.3.
  - 19.2.2. Hard copy Bids may be delivered personally, by mail, or by courier in accordance with the guidelines provided in clause 19.4
  - 19.2.3. Any of the above options is acceptable and only one method is required. In accordance with UNFPA’s green procurement initiative, electronic submissions are strongly encouraged.



### 19.3. Submission of electronic Bids (11)

19.3.1. Bidders must enter the following text in the subject line: *UNFPA/JOR/RFP/19/001-Company Name*, and specify “Technical Bid” or “Financial Bid”. Example below:

19.3.1.1. UNFPA/JOR/RFP/19/001-[*Company name*]-Technical Bid

19.3.1.2. UNFPA/JOR/RFP/19/001-[*Company name*]-Financial Bid

19.3.1.3. Submissions without this text in the subject line may be rejected.

19.3.2. Electronic submissions must be sent only to [jordan-bids@unfpa.org](mailto:jordan-bids@unfpa.org). Bids received at [jordan-bids@unfpa.org](mailto:jordan-bids@unfpa.org) mailbox shall not be opened before the scheduled opening date. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

19.3.3. The total size of the email submission must **not exceed 10 MB**, including e-mail body, attachments, and headers.

19.3.4. It is recommended that the entire Bid be consolidated into as few attachments as possible, in commonly-used file formats in accordance to what has been stated in clauses 16 & 17. If the Bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. Multiple emails must be clearly identified by indicating in the subject line “email X” sequentially, and the final “email Y – final”.

19.3.5. It is the Bidder’s responsibility to ensure that Bids sent by email are received by the submission deadline. Bidders will receive an auto-reply acknowledging the receipt of each email when it is received by UNFPA’s email system. If you do not receive an auto-reply, please inform Mr. Omar Kilani, Procurement Analyst at: [alkilani@unfpa.org](mailto:alkilani@unfpa.org).

### 19.4. Submission of hard copy Bids (12)

19.4.1. Bidders must prepare one Original set of all Bid documents, In addition to the hard copy; Bidders should enclose their Bid documents in a USB or CD containing an electronic version of the Bid. In the event of a discrepancy between the electronic and the hard copy version, the hard copy document will govern. Please assure to use separate media (USB or CD) for the Technical Bid and Financial Bid.

19.4.2. Marking of hard copy Bids

19.4.2.1. The **outer envelope** must be clearly marked with:



UNITED NATIONS POPULATION FUND  
Deir Ghbar, Amman  
Yousef Abu Shahhout Street, building # 1  
Jordan  
UNFPA/JOR/RFP/19/001, Company Name  
Attention: Ms. Abeer Abu Barham  
**TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL**  
**DO NOT OPEN BEFORE 27 November 2019 at 1:00 pm**

- 19.4.2.2. The envelope must indicate the name and address of the Bidder. If the outer envelope is not sealed and marked as required, UNFPA will assume no responsibility in the event of Bid misplacement or premature opening.
- 19.4.2.3. The **inner envelopes** must be clearly marked with:

UNITED NATIONS POPULATION FUND  
Deir Ghbar, Amman  
Yousef Abu Shahhout Street, building # 1  
Jordan  
UNFPA/JOR/RFP/19/001, Company Name  
Attention: Ms. Abeer Abu Barham  
**TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL**

Submission 1 of 2: UNFPA/JOR/RFP/19/001 [Company name], Technical Bid  
Submission 2 of 2: UNFPA/JOR/RFP/19/001 [Company name], Financial Bid

## 20. Deadline for submission of Bid and late Bids

- 20.1. Bids must be delivered to the place, date and time specified in this RFP. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <http://www.timeanddate.com/worldclock/>, or contact the Bid focal point.
- 20.2. Bids received after the submission deadline shall be declared late, rejected and the supplier informed by UNFPA accordingly. UNFPA will not be responsible for Bids that arrive late due to the courier company and any other technical issues which are not within the control of UNFPA.

## 21. Modification and withdrawal of Bids

- 21.1. Bidders are expected to have sole responsibility to examine the conformity of their Bids to the requirements of the RFP, keeping in mind that material deficiency in providing information requested by UNFPA, or lack of clarity in the description of goods or services to be provided may result negatively in the evaluation process of the Bids.



- 21.2. Bidders may modify, substitute or withdraw their Bid after submission, provided that written notice is received by UNFPA prior to the submission deadline.
- 21.3. Any proposed modification, substitution or withdrawal must be submitted in accordance to clause 19 - Submission, sealing and marking of Bids based on the approach utilized. The respective envelope or email shall be clearly marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL". Any revision to the Bid must be received by the deadline.
- 21.4. No Bid may be modified, substituted or withdrawn in the interval between the submission deadline and the expiration of the period of the Bid validity. No Bid may be modified, substituted or withdrawn after the submission deadline.

## **22. Storage of Bids**

- 22.1. Bids received prior to the deadline of submission and the time of opening shall remain secure and unopened until the Bid opening date stated in UNFPA's RFP.

## **E. BID OPENING AND EVALUATION**

### **23. Bid opening (13)**

- 23.1. UNFPA will conduct an internal Bid opening on 29 November 2019, at 11:00 am Amman time at the office of UNFPA Jordan CO in Amman.
- 23.2. Bids will be opened by an ad-hoc panel consisting of at least two staff members (of which one may be from a different United Nations agency/fund/program) and where at least one individual has no involvement in the subsequent stages of the procurement process. There will be separate Bid openings for Technical and Financial Bids. The Bidders' names and submitted documents shall be announced and recorded on the Technical Bid opening report.
- 23.3. A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. Information not included in the Bid opening report will not be provided to Bidders.
- 23.4. Once the Technical evaluation has been completed, the Financial Bids will be opened. During the Financial Bid opening, the Bidders' names and the prices stated in the Financial Bid shall be announced and recorded on the Financial Bid opening report.
- 23.5. No Bid shall be rejected during Bid opening, except for late Bids. Rejected Bids will be shredded except for any bank securities, which will be returned to the Bidder.

### **24. Clarification of Bids**

- 24.1. To assist in the examination, evaluation and comparison of Bids, UNFPA may ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing by UNFPA, and no change in price or substance of the Bid shall be sought, offered or permitted. Clarification of Bids may be provided only in response to UNFPA request for clarification or request for additional information.



## **25. Preliminary examination of Bids (14)**

- 25.1. Prior to the detailed evaluation, UNFPA shall examine the Bids to determine whether they are complete with respect to minimum documentation requirements, whether the documents are properly signed, whether any computational errors have been made and whether the Bids are generally in order.
- 25.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.
- 25.3. A substantially responsive Bid conforms to all the terms, conditions, and specifications of the Bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- 25.3.1. Affects in any substantial way the scope, quality, or services specified; or
  - 25.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the LTA; or
  - 25.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 25.4. UNFPA considers material deviations to include, but not be limited to the following:
- 25.4.1. During preliminary examination of Bids
    - 25.4.1.1. Absence of Bid form(s), change in the wording or lack of signature on key portions of the Bid form when this is clearly required. Any change in wording that is consistent with the standard format of the Bid form(s) is not a material deviation;
    - 25.4.1.2. The Bidder indicates in the Bid that they do not accept important LTA conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;
    - 25.4.1.3. Non submission of non-historical documents (documents that should be specifically prepared by the Bidder in response to this RFP) by the bid submission deadline.
    - 25.4.1.4. Non-eligibility of the Bidder;
    - 25.4.1.5. Financial information is included in the Technical Bid.
  - 25.4.2. During technical evaluation of Bids and qualification of Bidders:
    - 25.4.2.1. Bids do not reach the minimum threshold on technical score.
    - 25.4.2.2. The Bidder does not meet the minimum conditions for qualification.
  - 25.4.3. During Financial evaluation of Bids:
    - 25.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause **26.1.3**
    - 25.4.3.2. Required price components are missing;
    - 25.4.3.3. The Bidder offers less quantity than what is required
- 25.5. If a Bid is not substantially responsive to the Bidding documents, it shall be rejected by UNFPA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.



## **26. Non-conformities, errors, and omissions**

26.1. Provided that a Bid is substantially responsive:

26.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.

26.1.2. UNFPA may request the Bidder to submit the necessary information or documentation within a reasonable period of time to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

26.1.3. UNFPA shall correct arithmetical errors on the following basis:

26.1.3.1. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total shall be corrected, unless in the opinion of UNFPA there is an obvious misplacement of the decimal point in the unit price. In that case the line item total as quoted shall govern, and the unit price shall be corrected;

26.1.3.2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

## **27. Evaluation of Bids (15)**

27.1. The evaluation of the Bids will be carried out in a two-step process by an evaluation panel, with evaluation of the Technical Bid being completed prior to any Financial Bid being opened and compared.

27.2. The Financial Bid will be opened only for those Bidders, where Technical Bids reach a minimum score of 60 % and whom have fulfilled the supplier qualifications. The total number of points a Bidder may obtain for Technical and Financial Bids is 100 points.

27.3. Information relating to the examination, evaluation, comparison, and post-qualification of Bids and recommendation of LTA award shall not be disclosed to Bidders or any other person not officially concerned with such process until the LTA award is published.

27.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or LTA award decisions may result in the rejection of its Bid.

27.5. Notwithstanding from the time of Bid opening to the time of LTA award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

## **28. Technical evaluation (16)**

28.1. The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
<b>Expertise and Capability of Organization</b>				
Reputation of Organization and Staff (Competence / Reliability)	100		5%	
General organizational technical and financial capability which is likely to affect implementation (i.e. holding company or one firm, size of the firm, strength of project management support and quality controls, quality certifications, fleet size, facilities, branches and presence ...etc.)	100		15%	
Relevance of: A. Specialized knowledge B. Specific experience and expertise relevant to the assignment. C. Work for other UN agencies / major multilateral / bilateral programmes	100		15%	
<b>Methodology</b>				
Methodology and parcel management from pick up, tracking, loss of	100		15%	

consignment policy, and delivery lead times.				
Availability of online tools in support of the needed services (e.g. tracking system, billing system ...etc.). After-sales service & follow up mechanisms.	100		25%	
<b>Key Personnel</b>				
Professional experience of the staff who will be dedicated to execute the needed services (e.g account manager, back-end staff who will be directly involved in the execution of the needed services, customer service representatives ...etc.).	100		25%	
<i>Grand Total All Criteria</i>	600		100%	

## 28.2. Scoring Scale System

28.2.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	80 – 100
Exceeds the requirements	70 – 79
Meets the requirements	60 – 69
Partially meets the requirements	1 – 59
Does not meet the requirements or no information provided to assess compliance with the requirements	0

## 29. Supplier qualification requirements (17)

29.1. The responses from the Bidders compared to **CHECK ATTCHMENT SECTION VI - BIDDER IDENTIFICATION FORM** and **CHECK ATTCHMENT SECTION VI – BIDDER’S PREVIOUS EXPERIENCE** of this



document will be evaluated based on the criteria provided below to assess the degree of Bidder qualification for the proposed LTA.

Number	Supplier Qualification Parameter	Bid is acceptable? (YES/NO)	Justification
1	Legal and regulatory requirements	UNFPA shall examine the Bid to confirm that it does not contain any material deviations, reservation, or omission related to the General Conditions of Contracts (Section III)	
2	Bidder is established as a company and legally incorporated in the country		
3	Bidder is not a banned or suspended supplier		
4	Financial stability		
5	Bidder is experienced and technically capable of delivering the LTA		

29.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder’s capabilities and capacity to execute the LTA satisfactorily before deciding on award.

29.3. Even though the Bidders may meet the above qualifying criteria, they can be subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and/or have a record of poor performance such as: not properly completing contracts, inordinate delays in completion, litigation history, financial failures, etc.

**30. Financial evaluation (18)**

30.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 27.2 and is considered qualified through the supplier qualification process described in clause 29. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration.

30.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form **Error! No bookmark name given.** The maximum number of points for the Financial Bid is 100. This maximum number of points will be allocated to the lowest price. All other Financial Bids will receive points in inverse proportion according to the following formula:

$\text{Financial Score} = \frac{\text{Lowest Bid (\$)}}{\text{Bid being Scored (\$)}} \times 100 \text{ (Maximum Score)}$
---



### **31. Total score (19)**

31.1. The total score for each Bidder will be the weighted sum of the technical score and financial score. The maximum total score is 100 points.

Total Score = 60% Technical Score + 40% Financial Score
---

## **F. AWARD OF LONG TERM AGREEMENT AND FINAL CONSIDERATIONS**

### **32. Award of long term agreement (LTA)**

32.1. UNFPA intends to award a lead and back-up LTA(s) to the Bidder(s) that obtains the highest and second highest combined score of the Technical and Financial evaluation.

32.2. UNFPA reserves the right to make multiple arrangements for any item(s) where, in the opinion of UNFPA, the Bid winner cannot fully meet the delivery requirements or it is deemed to be in UNFPA's best interest to do so. Any arrangement under this condition shall be made on the basis of the highest combined scoring Bid, the second-highest, etc.

### **33. Rejection of Bids and annulments**

33.1. UNFPA reserves the right to reject any Bid if the Bidder has previously failed to perform properly or on time in accordance with previous contracts/Purchase Orders or if the Bidder from UNFPA's perspective is not in a position to deliver Purchase Orders that will be issued pursuant to the LTA(s).

33.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the LTA without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.

33.3. Bidders waive all rights to appeal against the decision made by UNFPA.

### **34. Right to vary requirements and to negotiate at time of award**

34.1. At the time of award of the LTA and any Purchase Order(s) pursuant to the LTA UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP without any change in the hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

34.2. UNFPA reserves the right to negotiate the price with the Bid winner before awarding the LTA to ensure that the Financial Bid is competitive on all aspects of the price.

34.2.1. The purpose of negotiations of offers selected based on the 'cumulative analysis methodology' is to ensure that the technical proposal is in line with requirements and that the financial proposal is competitive on all aspects of the price.

34.2.2. In the negotiations, any deficiency in the offer will be pointed out to the supplier. The supplier will be allowed to make adjustments in the proposal in order to improve and more clearly specify the contents of the offer. However, under no circumstances shall the requirements (Terms of Reference/specifications) be changed.

### 35. Signing of the long term agreement (LTA)

- 35.1. The procurement official will send the successful Bidder(s) the LTA valid for 3 years, which constitutes notification of award. Successful Bidder(s) shall sign and date the LTA, and return it to UNFPA within 10 calendar days of receipt of the LTA. To facilitate the process of signing the LTA, Bidders are expected to have reviewed the LTA template found in **Error! No bookmark name given.** of the Bidding documents prior to submitting a Bid. After receipt of any Purchase Order(s) issued pursuant to the signed LTA, the successful Bidder shall deliver the goods and/or services in accordance with the delivery schedule outlined in the Purchase Orders.
- 35.2. The LTA will be established between the successful Bidder(s) and UNFPA to allow UNFPA to contract the provision of the specified goods/services. The resultant Agreement represents an offer on the part of the successful Bidder(s) to provide UNFPA with goods/services, at the prices agreed and under the Conditions of Contract detailed for the duration of the Agreement. These Agreements will not be considered as contracts, nor oblige UNFPA to any financial commitment whatsoever. Only Purchase Orders made pursuant to such Agreements will constitute a commitment on UNFPA's part.
- 35.3. UNFPA reserves the right to discontinue the agreements if the supplier's performance is not satisfactory to UNFPA or other participating agencies.
- 35.4. LTA holders shall be responsible to apply any special offer or discounts (if applicable) which may become effective at the time of fulfilling the order to any Purchase Order(s) issued under the Agreements. Such discounts shall be reflected in the corresponding supplier invoices.
- 35.5. Upon the establishment of the LTA with successful Bidder(s), the following secondary Bidding procedures will be followed each time **there is a requirement to dispatch parcels weighting 31 KG and above** (noting that UNFPA reserves the right to conduct secondary Bidding in the future through an on-line system):
  - 35.5.1. A Request for Quotation (RFQ) will be sent to all the firms with whom an LTA has been signed for the required goods/services.
  - 35.5.2. Bidder(s) will be required to provide their best prices (for goods)/rates (for services), bearing in mind that the prices cannot exceed the maximum ceiling unit prices in the LTA.
  - 35.5.3. Bidder(s) will normally be given a maximum of one week to provide a quotation. Depending on the complexity of the request and the destination, more time may be given.
  - 35.5.4. Quotations will be evaluated based on the lowest priced methodology.
  - 35.5.5. UNFPA reserves the right to accept all or part of the Quote.
  - 35.5.6. Depending on the quantities being requested at the secondary Bidding stage or the complexity of the need, Bidders may be requested to provide a performance security.
  - 35.5.7. The successful Bidder(s) may be requested to quote for goods and/or services not covered by the LTA; these should be clearly identified as non-LTA items in the Quote.
  - 35.5.8. Bidder(s) invited to a secondary Bidding that systematically fail to respond regularly to UNFPA RFQs without valid justification may not continue to be invited to submit Quotes.



### **36. Publication of Contract Award**

- 36.1. UNFPA will publish the contract award on [United Nations Global Marketplace](#) with the following information: Supplier Name and Country, Description of the Goods or Services and the date of the contract.
- 36.2. Additionally, for every Purchase Order UNFPA will publish on [United Nations Global Marketplace](#), unless it is deemed to be in the interest of UNFPA not to do so: Purchase Order reference Number, Description of the Goods or Services procured, Beneficiary Country, Supplier Name and Country, Purchase order amount and the issue date of the purchase order.

### **37. Payment Provisions**

- 37.1. UNFPA's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

### **38. Bid protest**

- 38.1. Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a LTA may complain to the UNFPA Head of the Business Unit Ms. Enshrah Ahmed UNFPA Representative a.i. at [aabubarham@unfpa.org](mailto:aabubarham@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief of the Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

### **39. Documents establishing sustainability efforts of the Bidder**

- 39.1. Currently UNFPA is requesting information on environmental and social policies and related documentation with Bids submitted by prospective suppliers. UNFPA is incorporating environmental and social criteria considerations into the evaluation process, such as adherence to Global Compact requirements (more information can be accessed here, <http://www.unglobalcompact.org/>, or by contacting Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org)). UNFPA encourages suppliers to consider joining the UN Global Compact and to look into other ways to help reduce their environmental impact now.





## SECTION II: TERMS OF REFERENCE (TOR)

### Background:

UNFPA and other participating agencies in Jordan is looking for a qualified service provider, who can perform in the country, to provide courier delivery services (only export services) to international destinations when required, and as described in this Terms of Reference (TOR).

### Scope:

International Express Delivery Services:

The service provider should be able to provide express delivery services to carry UN consignments and parcels to international destinations. Usually, UNFPA and other participating agencies dispatch parcels to a number of cities, in which you are required to provide your best and final price to these common destinations. These commonly used destinations are indicated in **SECTION VI – PRICE SCHEDULE FORM**.

Parcels content are usually documents. Sometimes, the UN agencies might ship goods, food, pharmaceuticals ...etc.

In certain circumstances, there are additional services deemed necessary to deliver the parcels/consignments to its final destination. These additional services, however, should be facilitated by the selected service provider. These additional services can be separately quoted and ordered by the requesting agency. These services are, but not limited to:

- Shipment Insurance
- Shipment Preparation & Packaging (e.g. Bags , envelops, labels)
- Custom Clearance.
- Signature Required: This might be used for sensitive documents/valuable goods.
- Top-priority parcel delivery (which should be faster than the express delivery that is being quoted on this tender). In certain situations, the requesting agency may wish to deliver the parcel faster than the usual express delivery.

However, the service provider should conform to the following:

- Pick up should be arranged at the requested scheduled time.
- Pick up should not exceed 24 hours from the date & time of the request.



- Non-Standard shipments handling.
- Quality packaging, if requested: The packaging should be appropriate to the parcel's content.
- All parcels should delivered in the agreed timeline. The service provider should notify the agency's focal point if the parcel is undelivered for any reason.
- Efficient tracking system.
- Ensure exemption of government levy. Supporting documents will be provided.
- A proof of delivery when requested.



## SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID

(21)

Apart from submitting the standard forms as explained under clause Section I: Instructions to Bidders, clause 16.1, the Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

<b>1. Expertise and Capability of Organization</b>	
1.1 Organizational Architecture	
<ul style="list-style-type: none"> <li>• Background: Provide a brief description of the organization submitting the proposal, including if relevant the year and country of incorporation, types of activities undertaken, and approximate annual revenue.</li> </ul>	
1.2 General Organizational Capability	
<ul style="list-style-type: none"> <li>• An organogram/organization chart illustrating the reporting lines.</li> <li>• Outline General Organizational Capability which is likely to affect performance (i.e. size of the organization, strength of project management support e.g. quality certificates, quality controls, fleet size, global networking, financial stability, facilities, branches and presence ...etc.).</li> <li>• If applicable, explain any partnerships with local or other organizations, if any, relevant to the performance of the TOR. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines and accountability. Letters of commitment from partners and an indication of whether some or all have worked together previously.</li> <li>• Copies of current certificates such as ISO certificate ... etc. should support your bid, if applicable.</li> <li>• Information on environmental and social policies and any related documentation, if applicable.</li> </ul>	
1.3 Relevance of Specialized Knowledge and Experience on Similar Projects	
<ul style="list-style-type: none"> <li>• Detail any specialized knowledge that may be applied to performance of the TOR. Include experiences in the as requested in <a href="#">Section VI – Bidder’s Previous Experience</a></li> </ul>	
<b>2. Proposed Workplan &amp; Approach</b>	
<b>Methodology and Approach</b>	<b>Description/Guidance</b>
Methodology and parcel management from pick up, tracking, loss of consignment policy, and delivery lead times.	An overview of the services you can perform to satisfy UNFPA requirements from pick up, tracking, loss of consignment policy, and delivery lead times.
Availability of online tools in support of the needed services (e.g. tracking system, billing system ...etc.).	Please describe the available online tools that could be used by UNFPA or the participating agencies that improve the quality of service.
After-sales service & follow up mechanisms.	Please describe the after-sales services & follow up mechanisms you can offer in response to the tender requirements.
<b>3. Key Personnel</b>	
Provide CVs of the proposed personnel that will be involved in executing the needed services (e.g. account manager, backup account manager ...etc).	



***Bidder(s) should not include any information or indications related to their Financial Bid in their Technical Bid. Such action will definitely lead to disqualification of entire Bid.***



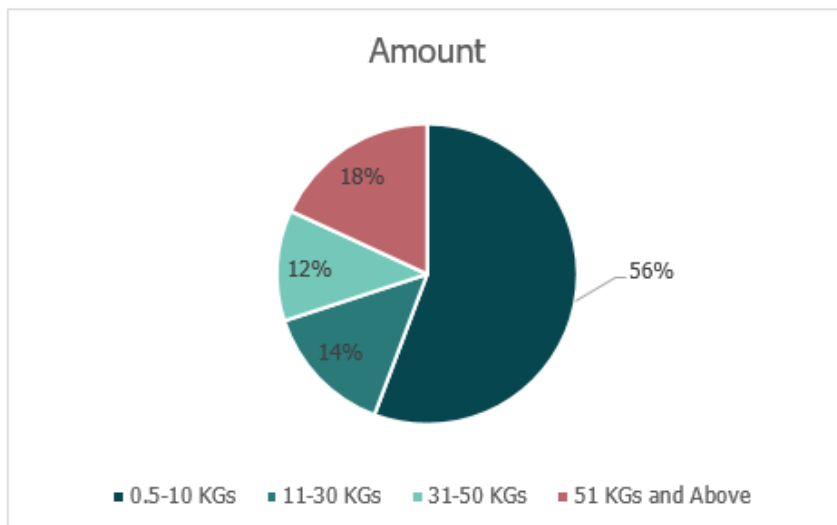
## SECTION II – ANNEX B: SPEND ANALYSIS AND DEMAND FORECAST (22)

In 2017, 2018, and until end of June 2019, UNFPA and all participating agencies have utilized the courier delivery services as shown below. It is important to note that 2019 had an exceptional transaction that led to increased spending. However, these figures are estimate and does not represent definite numbers.

### *Spending Analysis*

#### 2017

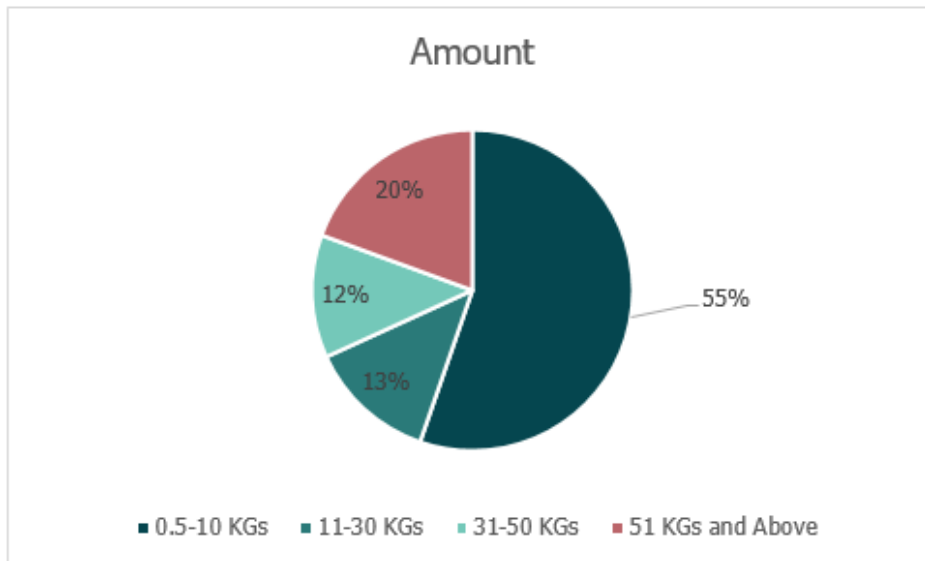
Weight	# of Transactions	Amount
0.5-10 KGs	838	JOD 28,527.00
11-30 KGs	33	JOD 7,301.00
31-50 KGs	7	JOD 6,105.00
51 KGs and Above	18	JOD 9,269.00
<b>Total</b>	<b>896</b>	<b>JOD 51,202.00</b>



**Spending Analysis**

**2018**

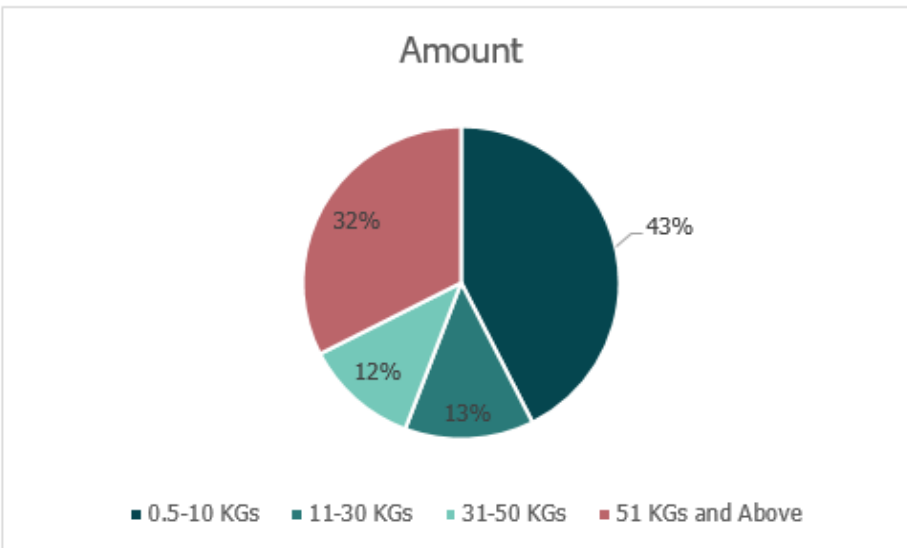
Weight	# of Transactions	Amount
0.5-10 KGs	880	JOD 24,314.00
11-30 KGs	29	JOD 5,676.00
31-50 KGs	8	JOD 5,444.00
51 KGs and Above	13	JOD 8,542.00
<b>Total</b>	<b>930</b>	<b>JOD 43,976.00</b>



**Spending Analysis**

**2019 - UNTIL END OF JUNE**

Weight	# of Transactions	Amount
0.5-10 KGs	315	JOD 24,425.00
11-30 KGs	11	JOD 7,574.00
31-50 KGs	1	JOD 6,735.00
51 KGs and Above	16	JOD 18,654.00
<b>Total</b>	<b>343</b>	<b>JOD 57,388.00</b>





### SECTION III: GENERAL CONDITIONS OF CONTRACT

(23)

UNFPA's General Conditions of Contract are available through the links below as well as attached as a separate PDF document in this RFP.

<a href="#">De Minimis Contracts (Low value Contracts)</a>	For contract/PO values below USD 100,000, covering both goods and/or services	<a href="#">English</a>	<a href="#">French</a>	<a href="#">Spanish</a>
--	---	-------------------------	------------------------	-------------------------



**SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT**

**(24)**

<p align="center"><b>GOODS AND SERVICES DEFINED</b></p>	<p>Goods are hereinafter deemed to include, without limitation, equipment, spare parts, commodities, raw materials, components, customized and standard software as required, intermediate products and products the successful Bidder is required to supply under the contract.</p> <p>Services are to include design, installation and commissioning, training services, technical assistance and warranty services as required to supply in the contract.</p>
<p align="center"><b>KEY PERFORMANCE INDICATORS</b></p>	<p>Successful Bidder’s performance will be monitored and evaluated by UNFPA on a half-yearly basis to enable the assessment on the effectiveness, efficiency and/or consistency of goods/services provided. The results of the evaluation will be communicated to the supplier to enable improvements. An extension of the contract will take into consideration results of performance evaluation(s). The evaluation will be based on, but not limited to, the following key performance indicators:</p> <ul style="list-style-type: none"> <li>• Adherence to specifications, including quality and quantity</li> <li>• Overall communication and responsiveness, e.g.,             <ul style="list-style-type: none"> <li>- Timely acknowledgement and processing of queries, RFQ, PO</li> <li>- Proactively updating delivery information with UNFPA or the participating agency.</li> <li>- In case of delivery delay, proactively communicating with buyers on mitigation measures</li> </ul> </li> <li>• Expected output achieved</li> <li>• Satisfactory level of quality and technical competence</li> <li>• Effective and timely communication and professionalism\</li> <li>• Timely delivery of goods and services based on client requirements</li> <li>• Satisfactory level of quality, technical competence, and management of post-delivery issues (if applicable)</li> <li>• Effective and timely communication and documents handling</li> <li>• Adherence to contractual agreement (Purchase Order, contract, LTA terms and conditions)</li> </ul>

	<p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
<p><b>PAYMENT TERMS</b></p>	<p>UNFPA’s policy is to pay for the performance of contractual services rendered and/or to effect payment upon the achievement of specific milestones described in the contract.</p> <p>UNFPA’s policy is not to grant advance payments except in unusual situations where the potential supplier, whether a private firm, non-governmental organization or a government or other entity, specifies in the Bid that there are special circumstances warranting an advance payment. UNFPA will normally require a bank guarantee or other suitable security arrangement in such cases.</p> <p>Any request for an advance payment is to be justified and documented, and must be submitted with the Financial Bid. The justification shall explain the need for the advance payment, itemize the amount requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements at 31 December of the previous year and include this documentation with your financial bid. Further information may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.</p>



## SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS

### 1. Legal and regulatory requirements

1.1. This will be judged based on the bid confirmation form submitted by the Bidders. Special consideration will be given to the Bids not suggesting any alternative or suggesting alternatives that are fully acceptable to UNFPA. Bids should clearly indicate where the Bidder does not accept, the reason(s) for the non-acceptance, and the alternative provision, for each of the terms of the RFP as well as the UNFPA General Conditions of Contracts: Provision of Services. (For this, use **ATTACHMENT SECTION VI - BID SUBMISSION FORM**).

### 2. Legal status of the Bidder

2.1. Technical Proposals from the Bidders should provide evidence that the Bidder is established as a company and legally incorporated in the country; e.g. through provision of certification of incorporation or other evidence (this is not required for companies already registered in national, regional or international Stock Exchanges. However, evidence on such registrations should be provided)

### 3. Bidder's eligibility

3.1. Technical Proposals from the Bidders should provide written confirmation that they are not listed in any of the banned/suspended supplier lists. (**CHECK ATTACHMENT SECTION VI - BID SUBMISSION FORM**).

- Listed as suspended or removed by the United Nations Procurement Division (UNPD);
- Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace Vendor ineligibility list posted on the United Nations Global Market Place (UNGM);
- Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
- Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).

### 4. Experience and Technical Capacity

- Company's managerial capabilities
- Evidence for quality assurance systems in place
- Bidder must have delivered similar services satisfactorily to UN or similar organizations during the last three years, and the services should have been delivered with no negative performance reports
- References in support of the satisfactory delivery of services specified above
- Data to support that the Bidder has capacity to perform the LTA/Purchase Orders that will be issued pursuant to the LTA.