

TERMS OF REFERENCE FOR LONG TERM AGREEMENT (LTA)

1. JUSTIFICATION/BACKGROUND

The **United Nations in Iran** invites qualified Service Providers to make an offer for the establishment of a Long-Term Agreement for the provision of customs clearance services, in Islamic Republic of Iran under the terms and conditions contained herein.

A Long-Term Agreement (LTA) will be awarded to the most responsive technical and financial proposal(s), based on highest weighted score, upon signing the agreement, initially for one year, with the option to extend under the same terms and conditions for an additional 12 months, upon satisfactory performance evaluation with a Company.

Attached as **annexes** to this **Terms of Reference** is a price proposal that must be completed and submitted.

2. OBJECTIVE AND TARGETS

To provide the following services:

- customs clearance of imported and exported cargo of UN agencies in Iran through air, sea and road.
- road transportation of cargo from warehouses in Iran to border points and other locations requested by UN in Iran.
- Manage the land transport of goods to/from point of loading to the consignor as annotated on the waybill by the requesting UN-agency.
- Customs clearance and transportation (if necessary) of personal effects of UN International staff, for the purpose of relocation or other purposes.

The main commodities related to Custom clearance and transportation are, but will not be limited to:

- IT equipment e.g. computers and printers
- Health products including medicine and Lab test kits with temperature condition
- Telecommunications equipment e.g. HF/VHF radios, etc.
- Vehicles
- Hygiene Kits
- Emergency shelter items, e.g. blankets, plastic sheeting, buckets, Family tents, etc.
- Water and sanitation supplies and equipment
- Clothes and shoes for persons of concern
- Assembled housing units, tents
- Orthopedics, such as wheelchairs, crutches, etc.
- Dry food
- Animals (pets, drug detecting dogs, etc.
- Personal Effects
- Liquid
- Agricultural equipment and goods

3. SCOPE OF THE WORK (WORK ASSIGNMENT)

3.1 Customs Clearance formalities and transportation to warehouses/offices

- To provide customs clearance formalities for UN cargo that is imported through air, land and sea with on carriage deliveries to pointed warehouses. To provide customs clearance for exported cargo through the same gateways.

3.1.1 Customs clearance of imported shipments

- UN agency will provide pre-alert shipment documents detailing all required cargo details, arrival dates, copy of invoice and packing list to ensure customs clearance can be conducted in a timely manner upon cargo arriving.
- Customs clearance will be done on tax-exempt basis of UN imported and exported cargo. The necessary Tax exemption certification will be provided by the related UN agency upon receiving the original shipping documents and the Customs Delivery Order (Ghabze Anbar) from the contractor.
- To track the shipment upon arrival for safe receipt and storage of health products (vaccines, medicines, etc) and other goods requiring the cold chain and / or special storage conditions (such as hazardous goods) in the designated customs.
- Imam Khomeini International customs / Tehran West customs are the main customs for the clearance. Bazargan boarder and Bandar Abass ports are the frequent entry points for sea and land cargos.
- Ensure return of container in a safe manner to the forwarder, if the container is released from the customs based on a deposit/check issuance. The service provider will be in charge of paying all possible demurrages for land and sea shipments which will be settled to the service provider once the consignment is released from customs. Though, the United Nations agencies are exempted from tax and customs duties. It is requested from the service provider to settle all invoices related to warehouse charges and any other invoices related to customs clearance. All these paid charges will be settled to service provider once the consignment is released from customs.
- Receiving Customs Delivery Order (Ghabze Anbar) within 4 working days after cargo arrival.
- Clearing the consignment within 5 working days after receiving exemption form UN agencies, except for cases which may require special authorizations.
- The service provider should be able to give customs clearance services in all border of the country within 36 hours of the given notice.

3.1.2 Customs clearance of exported shipments

- Undertake export customs clearance formalities for cargo in timely manner.
- Communicate with UN agency named Freight Forwarder to arrange collection of the cargo.
- To have the facilities to provide a warehouse for export cargo.
- Provide all export documents to UN agency named Freight Forwarder prior to collection of cargo from the warehouse/offices.
- UN agency will provide the necessary documentation for export of cargo out of Iran in a timely manner.

3.1 Road Transport

Service Provider to provide suitable commercial road vehicles to transport cargo from indicated Customs to destinations decided by UN agency.

- Provide refrigerated vehicles to transport vaccines and other temperature sensitive cargo as required.
- Ensure vehicles are road worthy, certified for usage and have valid road insurance as per Government rules and regulations.
- The Service Provider shall issue one waybill per truck for supplies loaded and must ensure it is duly signed by the consignee as proof of delivery.

3.2 Warehouse Services

- To provide UN agencies with warehouse facilities and services in Tehran for outgoing cargo.
- Minimum requirements of the warehouse:
- Having a valid insurance coverage for fire, robbery, flood earth quake.

- To be equipped with facilities for up loading and offloading of the goods.
- Having the required safety and security facilities.
- Having the minimum 100 sq.m. space in the store.

3.4 General requirements

- The point of entries for UN cargo are Bandar Abbas, Bazargan boarder and IKIA airport for which the service provider should have ability to facilitate the custom clearance smoothly and on timely manner.
- The clearance of the imported goods coming via sea shall be done either in the Tehran West Customs or Bandar Abbas, based on the UN Agency's decision.
- The clearance of the imported goods coming via road shall be done in the Tehran West Customs.
- The contractor is requested to be responsive to the urgent matters in order to take soonest actions related to this contract.
- The service provider shall perform the mentioned services under the contract as and when requested by UN on a priority basis throughout the contractual period.
- The Service provider shall provide the necessary equipment, facilities, qualified personnel, expertise, and other means necessary to perform the customs clearance, and transportation services in accordance with the best commercial practice.
- Service provider shall advise on better conditions or options available to UN agency, such information may regard tariffs, carriers, etc.
- Service provider shall be aware of international conventions and local laws with regards to
 - a) Carriage of goods by sea
 - b) Carriage of goods by air
 - c) Carriage of goods by land (within Iran and the region)

3 REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

- Long-Term Agreement to be valid initially for one year with the possibility of 12 months extension.
- Actual work will depend on the frequency of receipts and dispatches and will be requested in writing by UN agency.

4 DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

- The Service provider should be officially registered, having an office in Tehran.
- The mission and vision of the entity shall be relevant to the work of this agreement.
- The Service provider must have a well-structured organizational system, having a sound financial capacity to conduct the services of this agreement.
- The Contractor shall hold official authority permits for Customs clearance under this Contract.
- Minimum 5 years of experience in providing similar services in Iran.
- Having experience in providing similar services to International organizations is considered as an advantage.
- Introducing a key staff for the work of this agreement with min. 5 years of experience in customs clearance
- Strong knowledge of Local logistics challenges

Required Documents:

- Registration documents.
- Company profile, including organizational chart.
- List of similar contracts during the last 5 years.
- Financial Statements for the last two years
- Evidence of managing a comparable international organization or similar entities, including a description of the services rendered and the management plan implemented.
- At least three reference letters from previous clients during the last 5 years.

- Valid VAT (value-added tax) certificate.
- CV for key account manager and customs clearance focal points.

5 PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

- Timely and safely clearance, and delivery of goods
- Timely submission of invoices and related supporting documents.

6 FREQUENCY OF PERFORMANCE REVIEWS

- Mid-contract review at 6 months

7 UN RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

- Standard liquidated damages and/or termination to apply as per UN terms and conditions.

8 REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA

- Bids will be evaluated based on weighting of 70% technical and 30% financial = 100% total.

PAYMENT SCHEDULE

- Payment will be affected in the local currency via bank transfer upon satisfactory completion of the work and submission of an invoice and its supporting documents within 15 to 20 working days.

9 CONDITIONS

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. **The contractor's fee shall be inclusive of all office administrative costs**
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