

**RFQ/COK/002/2024**

**ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF CUSTOMS  
CLEARANCE FOR UNHCR OPERATIONS IN AFGHANISTAN.**

**ANNEX A**

**TERMS OF REFERENCE (TOR)**

**I. BACKGROUND AND OBJECTIVE**

The United Nations High Commissioner for Refugees (UNHCR) in Afghanistan intends to enter into a Frame Agreement with one or more Contractors for the provision of Customs Clearance Services.

The objective of this request for quotation (RFQ) is to hire a registered, professional, and dedicated Contractor(s) of Customs Clearance Services for the UNHCR operation in Afghanistan.

The Frame Agreement (FA) will be for an initial period of one (1) year, with possibility of extension for another two (2) years, in total three years (1+1+1), subject to satisfactory performance of the Contractor and UNHCR requirement for the provision of the Services.

Interested bidders are invited to bid for the provision of this service described in detail in the following section.

**1. Overview of Services**

The Services provider shall provide the following services:

- As and when requested by UNHCR, facilitate, customs clearance process from submission of application to MOFA until receiving the exemption certificate of customs.
- The main commodities related to Customs Clearance Services are, but will not be limited to:
  - IT equipment e.g., computers and printers
  - Telecommunications equipment
  - Motor vehicles (Armored and soft skin)
  - Hygiene Kits
  - Emergency shelter items, e.g., blankets, plastic sheeting, buckets, Jerry cans, tents, etc.
  - Water and sanitation supplies and equipment
  - Assembled housing units, rub halls/prefabricated warehouses.
  - Medicines and medical items
  - Any other commodities required for UNHCR to discharge its own mandate.

**2. SCOPE OF SERVICES**

The Services provider is required to meet the following qualifications – as applicable for the concerned customs clearance:

- The Services provider must have sufficient capacity to cover the required Service, e.g. extensive customs clearing expertise.
- Be knowledgeable and familiar with relevant customs regulations, especially those applicable to import by humanitarian organizations.
- The Services provider must be Registered/Licensed to provide the Services in Afghanistan.
- The Services provider acknowledges that they hold all mandatory official authority permits and licenses for Customs clearance services under this Contract.
- The Services provider shall remain on call at any time required and provide one or more points of contact with which to initiate urgent requests.
- Evidence of managing contract with comparable international organization or similar entities, including a description of the services rendered and the management plan implemented.
- The Services provider shall perform the mentioned Services under the contract as and when requested by UNHCR on a priority basis throughout the contractual period.
- The Services provider shall provide the necessary equipment, facilities, qualified personnel, expertise, and other means necessary to perform the customs clearance in accordance with the best commercial practice.
- The Services provider shall advise on better conditions or options available for customs clearance to UNHCR, such information may regard tariffs, carriers, etc.
- The Services provider shall be aware of international conventions and local laws with regards to:
  - a) Carriage of goods by air to Afghanistan
  - b) Carriage of goods by sea and land (within Afghanistan and the region)
- The Services provider shall immediately keep UNHCR informed of any changes in policies, rules and regulations related to the customs clearing and freight forwarding.
- The Services provider shall on behalf of UNHCR be responsible for the customs clearance, release, and reporting of UNHCR shipments at the following ports. The Services provider shall ensure cargo is cleared correctly and in a timely manner while avoiding any actions that may result in potential delays or additional costs.
  - a) All international Airports customs inside Afghanistan
  - b) All the customs receiving ports in Afghanistan.
- For each shipment, UNHCR shall provide the Services provider with exemption application supported with shipping documentation such as invoices, packing lists, certificates of origin, bills of lading, air waybills and giving a description of the shipment, the UNHCR Purchase Order reference number for customs compliance.

- Confidentiality of any of the outgoing information shall be the responsibilities of Services provider under this Contract.
- For each UNHCR shipment, the Services provider shall obtain signed and stamped Custom clearance certificate and submit the original to UNHCR office, except the certificates for armored and soft skin vehicles which will be handed over to the traffic department by the customs, but a copy should be maintained.
- The Services provider shall pay all the customs legal charges imposed by the hosting government for the customs clearance process.
- The Services provider shall generate and provide weekly pipeline shipment report or on demand for all consignments under their clearance.
- The Services provider shall promptly inform UNHCR for purpose of prior approval of any situation under the Contract, which might impose additional financial obligations on UNHCR before any such expenses occur.
- Custom clearance of consignment which delivers by air or land to the related customs port is expected to be completed within 1-2 days after arrival of the consignment in Afghanistan.
- If there is issue on customs clearance of consignment due to the change on the shipping document submitted by airlines or the shipping agents, the Services provider is expected to follow up and liaise with the respective governmental entities to resolve the matter the earliest possible so that the custom clearance process is not delayed.
- In case any loss, shortage, damage, or deterioration of the goods is found or detected by the Services provider at the final stage of clearance, the Services provider is expected to inform the concerned customs authorities and UNHCR COK Kabul of the matter the earliest possible.

### **Invoicing and Payment**

- The Services provider shall invoice UNHCR on monthly basis (calendar period from 1<sup>st</sup> to last date of month).
- All invoices submitted to **UNHCR must** show the UNHCR Purchase Order number, letter number, detailed breakdown of services rendered with corresponding charges as per the Frame Agreement and evidence of services rendered is to be provided with each invoice as proof of Customs clearance.

END