

Section II: Schedule of Requirements

Terms of Reference (ToR)

Dedicated Warehouse Premises and Management

1. Project Details:

The United Nations Office for Project Services (UNOPS) is implementing the World Bank (WB) funded Water Emergency Relief Project (WERP) Irrigation component. The UNOPS component intends to address water scarcity challenges faced by farmers in drought-affected districts by providing them with access to solar-powered water-driven pumps. These solar pumping systems will enable water to be drawn from rivers and other perennial surface water bodies to be utilized effectively for the irrigation of agricultural land and crops.

2. Description of the service:

UNOPS in Afghanistan intends to establish a Service Contract with a qualified and dedicated service provider for the rental of a dedicated warehouse (UNOPS sole use) with space for the storage of pumps, pipes, fencing, solar-powered system equipment, and related components, in Kabul, Afghanistan. The services contract will include warehouse management, handling, selection of components from stock and assembling of orders for specific sub-projects. The initial duration of the agreement is eight (8) months, with the potential for extension for an additional period of three months, subject to satisfactory vendor performance and meeting operational requirements.

The required services encompass the rental of a dedicated warehouse for UNOPS sole use, stock management and reporting, and the handling of incoming and outgoing equipment, including loading, off-loading, stacking, assembling of orders, record keeping, and provision of additional labor for ad-hoc tasks. The designated warehouse will be utilized by UNOPS-WERP for storing incoming shipments related to solar power and irrigation system equipment in the country. These goods should be securely and safely stored under suitable conditions and with a professional approach. This entails effective planning, recording, control, and monitoring of inventories, as well as the implementation of necessary measures to ensure the safe handling of the equipment.

List of solar-powered system equipment to be stored:

Sr No.	Items	Estimated size i.e box or pallet
1	Solar inverters and control equipment	654*1210*465mm & Weight is 50kg to 200kgs per inverter.
2	Mono-crystalline solar PV modules	2382*1134*30 mm (93.78*44.65*1.18 inches). Boxes of 36 panels. 1,200kg per box. Maximum stacking height 2 boxes.
3	Accessories including junction boxes, electrical cabinets, electrical components, cabling,	Standard size
4	Surface water irrigation pumps (solar-powered)	(1.5 - 75 KW) for max. 100kg to 720Kg per pump weight.

The equipment will be procured locally or sourced internationally and imported into the country on a duty-free basis. To ensure quick response to emergency requests, the warehouse must be located in Kabul, Afghanistan. Warehouse locations close to the UNOCA compounds maximum of 15 Km.

3. Requirements of the service provider:

The service provider is required to meet the following requirements:

1. Bidder shall be in possession of a valid business registration certificate (commercial registration to operate in Afghanistan). Bidder to submit a valid copy of their business license;
2. Bidder shall have at least 2 years prior experience in warehouse management i.e stock management, packaging, inventory counts, and reporting;
3. Bidder shall demonstrate sound financial stability (The bidder has an annual turnover of minimum [USD 100,000.00] in any one of the last five (5) years (2019-2023). Bidder to provide their annual turnover (Audited Financial Report);
4. Bidders shall be operational for the last 5 years and execute a minimum of 2 similar contracts having a minimum value of USD 50,000 per contract in the last 10 years. Bidder to provide evidence of (contract, PO, etc).

The is required to provide supporting documents to validate the service provider's compliance with these requirements.

4. Service requirements:

1. The mentioned services will be performed when requested by UNOPS on a priority basis throughout the contractual period.
2. The service provider must provide the necessary equipment, facilities, qualified personnel, expertise, and other means necessary to perform the warehouse rental and management services by the best commercial practices.
3. The service provider must provide security services to protect the warehouse and the equipment stored.
4. The service provider must assign one or more focal points of contact with which to initiate urgent requests, remain on call at any time required, and provide assistance on a 24hrs/7-day basis.
5. The service provider must provide a fire safety compliance rating for the proposed warehouse suitable for storage of electrical and solar equipment.
6. The service provider must store only UNOPS materials and equipment in the warehouse for the duration of the contract.

The contractor will perform the service in accordance with the applicable county regulations. UNOPS will be liable to pay for the services on a monthly all-inclusive basis with a fee per warehouse and shall not be liable for any additional fee/charges whether by the National and Freezone authorities or any other third party.

5. Facility requirements

The estimated storage space requirement of UNOPS is a minimum of 3,000 SQM (covered and additional open space sufficient for container vehicles to park securely, offload, and maneuver) remaining warehouses in a self-contained area. The warehouse apron and loading bays are to be adequate to accept 12 tons per axle load.

1. The warehouse facilities should be located with optimal access to main transport routes/highways. and within 15km of the UNOCA compound.
2. The covered area of the warehouse is to provide protection from rain, snow, and dust and is designed such that the stored items are not exposed to direct sunlight or temperature below 0 degrees or above 36 degrees centigrade.
3. The warehouse is to be located in a secure wall or fenced area with access control;
4. A dedicated yard area for the damaged equipment should be included inside or outside of the warehouse.

5. Dedicated yard area for container transport vehicles to park and turn, with an adjacent off-loading area for containers.
6. The warehouse must have:
 - a. Capacity to accept arriving materials in containers and on container 40ft trucks;
 - b. Equipment for loading/offloading of containers to the truck, including overhead cranes, beams with lift and pulley, mobile equipment handling units or other approved equipment (large forklift, reach truck, pallet truck, hand pallet jack, crane, etc);
 - c. Space shall be available for a quality control area where UNOPS may use it for testing and inspection purposes.
 - d. Area for bulk storage.
 - e. Segregation of spaces such as packaging area, incoming goods zone and outgoing goods zone.
 - f. Suitable space for loading and unloading for machines/laborers
 - g. Space for assembling orders for distribution to project sites
 - h. Availability of health and safety equipment and compliance with UNOPS health and safety policy and regulations.

5.1 Common Services:

- The service provider is responsible for ensuring that the required utilities (water, sewage connection, electricity supply, internet, etc.) are available at the warehouse facilities.
- The service provider shall be responsible for all utility costs (electricity, water, gas, phone, internet, etc.).
- The service provider shall ensure the cleanliness of their surroundings and guarantee that fumigation and pest control activities are effectively undertaken in the right intervals and proof of their completion are timely shared with UNOPS-WERP Responsible personnel.
- The service provider shall maintain the warehouse and yard in a neat and orderly fashion to ensure health and safety standards are met;
- The service provider will ensure the installation and application of safety measures including fire safety measures within the warehouse premises as per UNOPS Requirements.
 - The warehouse building should be equipped with a standard lightning arrester electrode.
 - The warehouse must be equipped with a ventilation system so that the temperature and humidity must be checked regularly.
 - Lighting should be provided in the warehouse around
 - A first aid kit must be provided

5.2 Minimum equipment required:

- The service provider is responsible for the provision of forklifts for the loading/offloading of palletized Cargo. Large Forklift including its driver to be always available and in good working condition and their periodic maintenance shall be assured.
- Two-wheeled hand and/or jack trolleys for moving goods and other tools to inspect the cargo.
- Strapping machine to cover opened packing units during loading/offloading and after inspection.

5.3 General requirements of the covered storage area:

- Warehouse facilities should be dedicated to UNOPS inventory and a storage area within a shared facility is not accepted.
- All windows, doors, gates, and the roof and walls, shall be insulated, in good condition, and properly secured, to ensure protection from adverse weather conditions including rainwater.
- Physical characteristics of the main structure (walls, floors, and roof) constructed of metal or other non-combustible materials.
- Availability of pest screens, and bird netting installed to the ceiling.
- Lights, electrical cords/plugs/sockets, cables, and circuit breakers should be in good working condition and no cable/cord should be damaged or in open form.

- Upon request, and without additional cost, the Service Provider shall provide a furnished dedicated office space to UNOPS as well, for up to three (2) personnel, or an area equipped with connections to the required infrastructure, for UNOPS to position its prefabricated structure.
- Internet connection (internet connection should be arranged to facilitate the exchange of information with the UNOPS-WERP office).
- A primary source of electricity through a built-in solar power system is desirable, if not possible, installing solar energy panels for some electronic devices is required as well as backing up with stand-by generators if the electric supply is not stable 24/7.
- Power cables or extension leads must meet Minimum Security infrastructure requirements:
- If the proposed facility is located inside a common plot (business park, free zone, or similar), the common plot shall be located within its own walled/securely fenced perimeter with its main entry gate, so that access by the public can be controlled and the service provider must propose suitable measure to control access to the warehouse facilities. It shall be located within its own walled/securely fenced perimeter with its own main entry gate, so that access by the public can be controlled.
- Inside and outside lights cover the whole warehouse.
- Warehouse access doors and emergency exits are secure from any kind of security threat. Evacuation plans are to be developed if not already available and maps are to be posted at the prominent locations of the warehouse.
- Security cameras (CCTV) shall be installed at the Warehouse premises to secure access control and monitor the goods flow in and out. UNOPS shall have the right to request access to the recordings at any time.
- The equipment should be stored as per UNOPS engineering/logistic team instruction.

6. Provision of administrative services

a) Receipt (inbound shipments)

The Warehouse service provider is expected to:

- Maintain and record the following documentation and information for all inbound/incoming movements: UNOPS Purchase Order (PO) Number, UNOPS Item ID, Vendor details (service provider name for local deliveries), Item description, Quantity per pack, Packs received, Total quantity received, Volume, Truck Waybill, receipt date and any other relevant data.
- Promptly notify UNOPS of any known discrepancy on inbound/incoming shipments in the form of issuing a Loss and Damage Form and shall protect UNOPS's interest by placing an appropriate notation on the delivering carrier's shipping documents (Truck Waybill).
- Ensure goods are carefully offloaded and handled to avoid any damage. To do so the warehouse manager should:
 - Avoid outside loading and offloading during rain.
 - Use forklifts for large or heavy items.
 - Use trolleys for lighter ones.
 - Use sufficient equipment (ramps, forklifts, trolleys) / Laborers to receive goods efficiently.
 - Do not drag, drop, or throw items.
- Receiving goods from local and international suppliers. The warehouse manager shall immediately notify UNOPS if any shipment, due to infestation, contamination, or damage, might cause infestation, contamination, or damage to the warehouse or any other goods stored therein.
- Following the physical inspection of the delivery shall issue a signed and stamped Good Receiving Note with the PO number and quantity accepted, and issue/update Stock and Bin Cards following the incoming shipment, to complete the receiving process.
- Stack goods in an appropriate manner to ensure proper use of space in warehouses.

b) Storage (goods on hand)

The warehouse service provider will ensure:

- Storage of goods in an organized and accessible manner with updated bin cards specifying stock quantities by PO. This shall include palletization and/or de-palletization if required.
- The distance between the product and the warehouse wall should be at least 100 cm.
- The warehouse floor must be 10cm higher from the ground.
- Regularly appropriately restack goods to ensure proper use of space in warehouses.
- Separation of goods in the warehouse should be done, that is, the products should be stored separately under the instruction of the UNOPS representative.
- Avoid placing goods and items in front of fire alarms and extinguishing equipment.
- To provide artificial lighting equipment, ceiling lamps (attached to the ceiling) should be used as much as possible.
- The warehouse service provider shall be liable for damages made to stored goods and shall be taken accountable for any loss of goods stored in the warehouse due to negligence and/or non-compliance with UNOPS standards.
- The physical disposal of obsolete and damaged items upon written confirmation from UNOPS.
- Combustibles, cardboard, furnishings, wall coverings, and highly flammable/dangerous substances are to be cleared from the warehousing area and the surroundings daily.
- The service provider is obliged to return the equipment or its value if or when lost from the warehouse.

c) Release (outbound shipments)

The warehouse service provider will:

- Load properly all outbound shipments in accordance with the schedule and maintain the following documentation for all outgoing movements: approved and signed Material Stock Release detailing the following information: UNOPS PO Number, Item ID, destination (Partner or any other related information), item description, quantity per pack, packs dispatched, total quantity released (per item), volume, dispatch date, and any other relevant data.
- Issue the waybill for each outbound shipment (reference with UNOPS PO number). The warehouse service provider will request the carrier (or his/her representative) to sign copies of the waybills.
- Send acknowledgement to UNOPS of the shipment either through a scanned copy of the signed waybills or other documentation containing all relevant information including the carrier's signature and goods shipped.
- In the event that the driver or his/her representative refuses to sign the documents as taking responsibility for the goods, the warehouse Service Provider's agent is to immediately notify UNOPS for appropriate actions to be taken.
- Ensure that goods are carefully loaded and handled to avoid any damage.

To do so, the warehouse service provider should:

- Avoid outside loading during rain.
- Use forklifts for large or heavy items.
- Use trolleys for lighter ones.
- Use sufficient equipment (ramps, forklifts, trolleys) / Laborers to release goods
- Do not drag, drop, or throw items.
- As and when required labeling, repacking/repacking, and consolidation of goods shall be organized by the Warehouse Manager.
- The warehouse Manager shall send the Cross-Check Report to the UNOPS WERP focal point after every loading to ensure outbound shipments are loaded as requested.
- The service provider must kit-package all required equipment for each site prior to loading within three days, UNOPS representatives will inform the warehouse manager 3 days in advance before dispatching.

d) Record Keeping

The warehouse service provider shall:

- Ensure records keeping by setting up a well-organized filing system for all warehouse working documents such as Waybills, Goods Receiving Notes, and purchase orders to enable good data tracking for reporting and verification purposes.
- Ensure that inventory records match the physical inventory. Conduct stock reconciliations at the end of every month and report any discrepancies identified, providing a thorough explanation for each.
- Perform quarterly physical verification and inventory in collaboration with the UNOPS-assigned personnel.
- Produce stock reports in Excel format detailing opening and closing balances as well as stock movements (receipts and deliveries of goods). This should be performed every time there are movements of incoming/outgoing shipments.

e) Other / General Service provision requirement

- The service provider is responsible for clearing all matters related to the warehouse (tax, electricity bills, water, sewage clearing, and other related issues bonded with the Government).

7. Key Personnel:

- For the purpose of the management of the contract, the following dedicated personnel are required to be assigned by the Service Provider, as a minimum and position marked as “Key” is subject to evaluation:

Sr No.	Personal Requirements	QTY	Description	Minimum qualification and experience requirements
1	Warehouse Manager: (1 Person) (Key Position)		Responsible for overseeing all warehouse operations, including inventory management, logistics coordination, staff supervision, and ensuring compliance with safety and security protocols.	1. Bachelor’s Degree: in business administration or related field. 2. Minimum experience: 3 years of experience in warehouse operations or logistics, with at least 1 year in a supervisory or managerial role. CV and certificates to be attached.
2	Inventory Controller (1 Person) (Key Position)		In charge of monitoring and managing inventory levels, conducting regular stock checks, coordinating with service providers for stock replenishment, and ensuring accurate record-keeping.	1. High School certificate: with a minimum of 2 years of experience in inventory management, warehouse operation, or supply chain roles. CV and certificates to be attached.
3	Administrator: (1 Person) (Key Position)		Provides administrative support, including documentation, record-keeping, data entry, and general office tasks. They assist in maintaining accurate records and facilitate smooth administrative operations within the warehouse.	1. High School certificate: with a minimum of 2 years of experience in administrative roles or office support. CV and certificates to be attached.
4	Security guards 7days/24 hours (3 guards)		The guards must not be less than 18 years old, and must have the ability to communicate clearly and effectively with strong attention to detail to spot unusual behavior, be able to stand for long periods and respond quickly	1. Secondary School certificate: with a minimum of 1 year of experience in security roles of offices or warehouse/storekeeping. 2. Training: Certificates of training in areas like crowd control, conflict resolution or surveillance may be

			if needed with ability to assess situations and take appropriate action.	beneficial. 3. Background check: A letter from Ministry of Interior for clean criminal record, will be checked and clarified.
5	Cleaner (1 person)		The service provider is responsible for hiring a cleaner on their own responsibility.	No formal education is required
<p>Note: UNOPS may request further clarifications during the evaluation, the service provider is responsible for providing any kind of clarifications and documents to be requested by UNOPS including NID clean criminal record letters.</p> <p>Additionally: The service provider is obliged to provide all required documents for the main key personnel (Warehouse manager, Inventory controller and Administrator), for security guards, and cleaner an acceptance is required to be provided after the contract is awarded.</p> <p>If additional laborers are required at any time, the service provider is obliged to provide them and cover their wages in the bill of quantity.</p>				

- The mentioned personnel shall be available at all times during the contract period to provide exclusive services to UNOPS on a priority basis. They will be deployed on-site permanently and solely dedicated to UNOPS operations.
- All staff members should receive appropriate training to effectively carry out their assigned tasks. Regular staff meetings, especially focusing on safety and quality assurance matters, should be conducted to ensure effective communication and adherence to established standards.
- It is important to ensure that sufficient personnel are available right from the contract's commencement to guarantee a smooth transition period and successful implementation of the contract. UNOPS reserves the right to address any personnel shortages that may arise during the contract period.

UNOPS Responsibilities:

UNOPS under any awarded contract shall have the responsibility to:

- Inspect the warehouse and materials daily, weekly or monthly to ensure all requirements will be met. and the inspection responsible person will be determined by UNOPS.
- Conduct testing according to the UNOPS and service provider recommendations.
- Give notice of expected deliveries of supplies to the Warehouse.
- Share the required list of supplies, dispatch schedules, and destinations for all movements out of the Warehouse.
- Provide relevant documentation for the release of supplies.
- Notify the service provider immediately upon becoming aware of any error or discrepancy between the statements contained in any documentation provided by UNOPS to the service provider and the actual contents handed to the Service Provider.

8. Chargeable fee / Invoicing and payments:

- The service provider shall abide by the prices provided under the financial offer for the entire duration of the contract.
- The service provider shall submit monthly invoices (calendar period from the first to the last day of the month) to the UNOPS-WERP Contract Manager based on the terms of the small services agreement and operations conducted.

- All invoices must provide evidence of services, waybills, or equivalent, as proof of handling services. Failing to do so may result in delays to payment or rejection of relevant line items.
- The Financial Proposal shall indicate the following cost components, with respective estimated quantities for each:

Monthly rental fee for dedicated WH Rental – (fee shall be provided on an all-inclusive basis as per the services described in this document. UNOPS shall not be liable for any additional fees/charges, e.g. storage fees, land rate, tax, fee payable to authorities, electricity, sewage, water etc.)	The minimum area under cover for storage of goods 3,000 SQM and additional external secure space for loading, off-loading and maneuvering of container trucks.
Warehouse Management (Personnel salaries)	Lump sum/month

Note: The given bills must cover all expenses of the service provider.

IMPORTANT: Please be aware that the figures stated above are provided as an estimate to assist bidders in understanding the projected requirements. They do not guarantee a commitment from UNOPS to purchase a minimum quantity of services. The actual quantities may vary depending on the specific needs and available funds, which will be determined through the issuance of individual Purchase Orders (PO) against the small services agreements.

- The service provider shall always apply the most economical solution suitable for the service requests based on the fixed rates without compromising on the quality of services.
- The amount quoted by the service provider shall be gross and inclusive of all associated costs. The service provider shall not add any extra charges for administrative costs, and out-of-pocket expenses e.g., dispatch of documents, e-mails, phone calls, and other minor charges, nor for the cost of supply, installation or maintenance of IT systems. The quoted fee shall be valid for the duration of the Contract.
- In case the facility is rented out from a third party, for the purpose of this proposal, or Government bodies (e.g., Free zone investment or similar) the service provider shall be solely responsible for all associated fees and charges levied by that 3rd party on the use of the land or the facility and shall inform UNOPS on the breakdown of those charges and fees, which should be clearly and transparently mentioned in their financial offer.
- The service provider will promptly inform UNOPS in writing for the purpose of approval of any situation under the Contract, which may impose additional financial obligations on UNOPS.
- The invoices submitted shall include a detailed breakdown of costs charged per Operation.

