

Term of Reference RFP-2018-THA-04
Provision of Customs Clearance and Land Transportation Service
for Inbound Sea, Air and Land Freight Shipments

Background

The World Health Organization (WHO), Thailand is seeking a contractor to provide customs clearance and transportation service – Inbound sea, air and land freight shipment covering but not limited to the following scope of service.

Main commodities to be cleared, stored and transport are (but not limited):

- Dangerous goods
- Diagnostic test kits
- Diplomatic vehicles
- Human specimen for laboratory test
- Laboratory reagents
- Laboratory equipment
- Non-hazardous, non-infectious virus
- Personal items
- Telecommunication equipment & IT equipment

The successful bidder will sign a Long Term Agreement (LTA) with WHO, with a duration of 1 year renewable up to a total of 5 years upon satisfactory performance of the contractor. WHO, will not be committed to purchase any minimum quantity of services, and purchases will be made when there is an actual requirement. WHO shall not be liable for any cost in the event of no purchase is made under any resulting LTA.

Scope of Service

The contractor shall be responsible for the receipt, storage, handling, customs clearance and land transportation services on behalf of WHO.

1. The contractor shall be responsible for **clearing** consignments, undertake, initiate, effect, accomplish and complete **all necessary handling and clearances** including submission of all required documents to relevant authorities related to customs clearance in seaports, airports and bordering terminals against shipping and customs documentation provided by WHO for all arriving shipments consigned to WHO or other agencies where WHO has the approval/authority to clear the cargo on their behalf.
2. The contractor shall be responsible to manage the entire **transport chain and logistics** function from the ports of Thailand to the points of destination, mainly in Bangkok and Nonthaburi, with qualified personnel expertise and other means necessary to perform related services in accordance with the best commercial practice, taking in to account perishable condition and good nature. Next day delivery after receiving all required documents is preferred.
3. The contractor shall be responsible for collection of all shipping documents from WHO office or designated places (mainly in Bangkok and Nonthaburi) as soon as receiving notification from WHO, but no later than 8 working hours.
4. The contractor shall pay all charges related to clearance formality upfront. WHO expects to pay actual costs upon receipt of detailed invoices.
5. The contractor shall nominate a professional key Account Manager and operational coordinator/s, as well as a reliable contact person who shall be responsible for the performance of the obligations and liaison with WHO.

6. The contractor shall establish and maintain individual job files for each transaction received from WHO with all relevant shipping information and government receipt maintained in the file.

Requirements

The contractor must be fully licensed and possess all legal permits for the provision of Customs Clearance and Transportation Services in Thailand.

The contractor shall be responsible for the comprehensive insurance coverage of the vehicle(s) and third party against accidents, injuries, death or property damages/ losses resulting from transportation duty ordered by WHO. Any kind of insurance (property and personal) is the Contractor's obligation. WHO shall not be responsible for any losses suffered by the Contractor howsoever caused.

The contractor should allow 30-day credit term.

The successful bidder agrees that other UN organizations who wish to take part of the resulting LTA will benefit from the same terms and conditions.

WHO Thailand

We process approximately 100-120 inbound shipments per year, of which 45% are human specimen for laboratory test, 45% are laboratory reagent/supply and 10% are others. Information about our office can be found here: www.searo.who.int/thailand

Proposal Submission

Bidders are requested to propose the best and most cost-effective solution to meet WHO requirements, while ensuring a high level of service. The proposal should be concisely presented and structured to include the following information:

1. Proposed approach and methodology for the customs clearance and transportation service
2. Detailed financial proposal

The bidder shall submit the complete proposal with technical proposal and the financial offer to WHO no later than 12 November 2018 at 16:00 hours Bangkok time ("the closing date") by e-mail to sethalpo@who.int.