
REQUEST FOR QUOTATION
PROVISION OF INTERNATIONAL COURIER SERVICES
RFQ NO. 001 SER SAH 2024

Date: **April 18, 2024**

Dear Sir / Madam,

You are kindly requested to submit your quotation for Provision of International Courier Services described in Annex B.

IDLO is looking to establish a Framework Agreement with able and qualified Supplier. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be affected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity. All terms and conditions including the prices will remain unchanged during the period of the Framework Agreement(s). The duration for Framework Agreement(s) is 6 months with an option to extend at the same price, terms, and conditions for a second 6-month period subject to satisfactory performance and agreement by both parties. A Work Order will be issued when IDLO intends to make a commitment against Framework Agreements. The Work Order will provide information on the exact items, its quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

We also request that your Quotation is submitted using the format specifically detailed in Annex C.

Quotations submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Quotation shall be evaluated based on lowest priced Quotation meeting requirements as per the criteria set in Annex A, point q.

In the event of a discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity), the unit price shall prevail, and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Quotation will be rejected.

The Bidders shall not vary their prices for any reason after the deadline of the tender and while the Quotation is still valid.

IDLO is not bound to accept any Quotation, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Quotation, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.



By submitting a Quotation in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This Request for Quotation (RFQ) is comprised of:

Instruction to Bidders	Annex A
Term of Reference	Annex B
Supplier's Quotation	Annex C
IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex D

For any questions/clarifications related to this RFQ please contact IDLO on tenders@idlo.int and mention **Clarifications RFQ NO. 001 SER SAH 2024** in the subject section of your email no later than 48 hours prior to the deadline for submission.

Deadline for Submission of Quotation:

On or before Date: April 25, 2024

Time: 15:00 PM Rome local time.

Thank you and we look forward to receiving your Quotation.

Sincerely yours,
International Development Law Organization | IDLO
SAHEL Programme Country Offices



Annex A
Instructions to Bidders

a. Description of requested Services	See Annex B
b. Deadline for Quotation	The Quote shall be addressed to IDLO on or before. Date: April 25, 2024 Time: 15:00 PM Rome local time.
c. General Terms and Conditions	Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for the Procurement of services and adherence to the Supplier Code of Conduct.
d. Payment Terms	IDLO will conduct the payment within 30 days after satisfactory receipt of all goods/services and upon submission of the invoice by the Supplier.
e. Conditions for Release of Payment	IDLO Acceptance of services/goods Form based on full compliance with RFQ requirements.
f. Validity of Quotation starting from the Deadline of the Tender	90 days In exceptional circumstances, IDLO may request the Bidder to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Bidder shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
g. Quotations Submission	All quotations shall be submitted through the following e-mail address: tenders@idlo.int
h. Partial Quotations	<input checked="" type="checkbox"/> Not permitted
i. Place of Delivery	The services are to be delivered to: <ul style="list-style-type: none"> • IDLO MALI Country office, BAMAKO Magnabougou, Faso Kanou près de l'hôtel Baobab for Mali's service providers; • IDLO BURKINA Country office OUAGADOUGOU, SIS AU SECTEUR 22 ARRONDISSEMENT 05 SISE À ZOGONA PORTE 353 RUE WEMBAPOKO for Burkina's service providers; • IDLO NIGER Country office, NIAMEY, RUE ISSA BERI 59 PORTE 676 for Niger's service providers.
j. Delivery Terms	Incoterms DDP (Delivery Duty Paid). Services will be provided within (3) calendar days after receipt of Work Order under framework Agreement from IDLO to: <ul style="list-style-type: none"> • IDLO MALI Country office, BAMAKO Magnabougou, Faso

	<p>Kanou près de l'hôtel Baobob for Mali's service providers;</p> <ul style="list-style-type: none"> • IDLO BURKINA Country office OUAGADOUGOU, SIS AU SECTEUR 22 ARRONDISSEMENT 05 SISE À ZOGONA PORTE 353 RUE WEMBAPOKO for Burkina's service providers; • IDLO NIGER Country office, NIAMEY, RUE ISSA BERI 59 PORTE 676 for Niger's service providers.
k. Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> Supplier
l. Currency of Quotation	Quotations shall be nominated exclusively in XOF . <i>Note: (Local Suppliers must comply with any applicable laws regarding doing business in other currencies)</i>
m. Preliminary Documents to be Submitted	<input checked="" type="checkbox"/> Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B. <input checked="" type="checkbox"/> Latest Business Registration Certificate. <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance. <input checked="" type="checkbox"/> Previous Similar Experience: Provide at least 3 copies of similar contracts or reference letters with IGOs, NGOs, Embassies in the past 5 years. In addition, provide contact details (Name, position, email address, and contact number) for minimum of three referees. <input checked="" type="checkbox"/> Audited financial statements or bank statement (balance sheets, including all related notes, and income statements) for the last 3 years. <input checked="" type="checkbox"/> Others: Copy of valid passport and National Identification Card (NIC) for business license holder(s).
n. Special Packing Requirement or Temperature Control	<input checked="" type="checkbox"/> Yes, the contractor shall ensure all IDLO parcels and packages are handled with care to ensure they reach their destination in perfect order. They must be well packaged and labelled to avoid any damage or defect during the delivery to the destination.
o. After-sales services required, if applicable	<input checked="" type="checkbox"/> Complaints and claims management
p. Evaluation of Quote	Evaluation will be done according to the following order of priorities: <ol style="list-style-type: none"> 1. Full submission of Preliminary Documents (as per Annex A, point m) 2. Technical responsiveness 3. Delivery Date 4. Price
q. Contract Award	Contract Award shall be granted according to: <ol style="list-style-type: none"> a) Full submission of Price Schedule (Annex C) signed and stamped. b) Lowest priced, most technically acceptable/compliant offer.
r. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to

	<p>IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.</p>
<p>s. Liquidated Damages</p>	<p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions. If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day of delay in the provision and completion of the Services.</p>

ANNEX B
TERMS OF REFERENCE FOR INTERNATIONAL COURIER SERVICES FOR THE SHIPMENT DOCUMENTS
FROM REGIONAL AND COUNTRY OFFICES TO HQ

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development, and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational, and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

The overall objective of procurement in IDLO is the timely acquisition of goods and services in support of IDLO activities in a competitive and transparent manner while ensuring fitness of purpose and the Best Value for Money.

IDLO procurement activities adhere to the principle of fairness, competition, and transparency. It is in this context that the present RFQ is being made.

This RFQ is expected to result in Framework Agreement(s) with successful service providers. The Framework Agreement will be signed **for a period of up to 6 months**. IDLO will review the quality of services and deliverables after 6 months of provision of services. Subject to satisfactory performance and agreement by both parties, a 6-month extension may be agreed to at the same rates, terms, and conditions. The maximum overall duration of the Framework Agreement will not exceed 12 months. The prices will remain unchanged during the period of Framework Agreement(s).

After entering into a framework agreement with service provider(s), pick up bookings shall be placed on a need basis. A Work Order (WO) shall be issued to confirm the booking.

At the time of placement of the bookings which shall be made through duly authorized WOs, the weight of parcel/package for delivery and corresponding amount (lifted from the Framework Agreement) shall

be indicated. Bookings are made with specific service providers and may not be transferrable or sub-contracted to other courier service providers.

General Information

To achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, IDLO seeks to enter into framework agreement with an international courier company to serve all its international courier services. The nature of shipments is non-dutiable (office document files).

B. Background

IDLO (International Development Law Organization) is an intergovernmental organization based in Rome, with its Sahel Regional Program office in Mali. Its mandate is to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development, and economic opportunity. In the Sahel, IDLO is implementing the "Integrated support for criminal justice systems in Mali, Burkina Faso and Niger" since 2020.

In view of IDLO Financial Management Framework section 5, IDLO's regional office in Mali and country offices (Burkina Faso and Niger) must support the Audit and Oversight by providing accurate, comprehensive, and timely information to enable effective financial oversight by the Audit and Finance Committee, as well as the Standing Committee and the Assembly by shipping the physical documents to HQ each month. Also, IDLO procurement policy and procedure section 11.7 Maintenance of Files entails that IDLO must document in a complete manner all procurement actions and ensure that both physical files are shipped to HQ for audit purposes.

C. Expected Output

IDLO seeks to engage an international courier services company that will provide door to door services of pick-up and delivery of parcels between **IDLO offices in Mali, Niger, and Burkina Faso and IDLO headquarter office located at Viale Vaticano, 106, 00165, Rome, Italy**. The shipment will be requested depending on need. All IDLO shipments are categorized as "express product" meaning, items must be shipped on the same day of picked up from IDLO offices. Commencement of the work shall be upon award of the Framework Agreement and shall be on as needed basis.

D. Institutional Arrangement

This contract shall be supervised in coordination with respectively each country Finance team by the IDLO Procurement Associate in Niger, the Procurement Consultant in Mali, and the Programme Associate in Burkina Faso.

E. Duration of the Work

The services will run for an initial 6 months with the possibility of extension for an additional 6 months subject to performance and continued need.

F. Work Location

The services will be provided between IDLO country offices in Niamey, Niger; Bamako, Mali and Ouagadougou, Burkina Faso and IDLO headquarter office in Rome, Italy.

G. Qualifications of the Successful Contractor

This shall be guided by the requirements on (Point p) of Annex A.

H. Scope of Tender Price and Schedule of Payments

The price shall be based on the weight of each shipment.

I. Payments

- The contractor shall consolidate all invoices along with duly signed and dated delivery logs, copies of IDLO work orders and submit them for payment monthly.
- Payments to the contractor will be processed via bank transfer as applicable within thirty (30) days from the date of receipt of correct invoice.

J. Personnel

- The contractor shall be fully responsible for all services performed by its employee and shall for this purpose employ qualified, competent, and well-trained personnel to perform the services under the framework agreement.
- The contractor shall take all reasonable measures to ensure that the personnel conform to the highest standards of professional, moral, and ethical conduct.
- The contractor and its employees shall conform to all applicable laws, regulations and ordinances promulgated by legally constituted authorities.
- It is the contractor's responsibility to ensure employees dispatched for courier pick up or delivery assignment are fit to work, have all appropriate PPE kits in line with general health and safety requirements and in compliance with the issued ministry of health guidelines.

K. Courier service

- The contractor shall ensure all IDLO parcels and packages are handled with care to ensure they reach their destination in perfect order. They must be well packaged and labelled as required.
- The contractor must have a real time tracking system for purposes of IDLO knowing the exact status of its shipments. Any delays in delivery due to unforeseen circumstances must be immediately reported to IDLO.
- Fragile parcels shall be included in this service.
- The contractor shall ensure the service covers door to door pick-up and delivery.

L. Financial proposal

The courier company is requested to quote in the Price Schedule (Annex C). Rates must be in unit rate per kilogram as listed in the price schedule (Annex C) and inclusive of all applicable taxes and associated customs clearance costs if applicable. **The prices must be exclusive of VAT.**

M. Performance Standards and Service Levels Agreements

The contracted courier company shall perform its services and deliver its products in accordance with IDLO prescribed minimum performance standards set by IDLO, which shall also serve as the basis of the performance review.

No.	Category	Description	Focus	Standard/Service Level	Meets IDLO Minimum Requirement	Require Improvement	Does not meet IDLO Requirement
1	Safety and security	Safety of IDLO documents	Ability to handle IDLO documents with care and ensure the reach the intended destination in perfect order. Zero cases of lost or damaged documents	Zero cases of lost or damaged documents			
2	Complaints	Feedback on service	Ability to immediately handle and provide feedback on any complains that may arise from the quality of services of staff.	Immediately			
3	Timeliness	Response Time	Ability to pick and deliver the documents within the same day the pick-up request is made	Zero delays in document pick-ups and delivery			

**ANNEX C
SUPPLIER'S QUOTATION**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

We, the undersigned, hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice. We hereby offer to provide the services listed below in conformity with the Term of Reference (ToR) and requirements of IDLO as per **RFQ NO. 001 SER SAH 2024**.

Company Name	
Company Full Address	
Date	
Signature	
Stamp	
Contact Person	
Telephone number	
Email address	

Table 1: Offer to Supply Goods / Services Compliant with Term of Reference and Requirements
 Price should be inclusive of applicable tax and associated custom clearance charges if applicable but exclusive of VAT.

Route	Unit (Kg)	Unit Price in XOF
Outbound Shipments (From IDLO country offices in Niamey, Niger; Bamako, Mali and Ouagadougou, Burkina Faso to IDLO Headquarter office in Rome, Italy Please highlight the country you are bidding for	0.5	
	1.0	
	1.5	
	2.0	
	2.5	
	3.0	
	3.5	
	4.0	
	4.5	
	5.0	
	5.5	
	6.0	
	6.5	
	7.0	
	7.5	
	8.0	
	8.5	
	9.0	
	9.5	
	10.0	
11.0		
12.0		
13.0		
14.0		
15.0		

Route	Unit (Kg)	Unit Price in XOF
	16.0	
	17.0	
	18.0	
	19.0	
	20.0	
	21.0	
	22.0	
	23.0	
	24.0	
	25.0	
	26.0	
	27.0	
	28.0	
	29.0	
	30.0	
	40.0	
	50.0	
	60.0	
	70.0	
	Added rate per additional 01 Kg from 70.0 to 500 Kg	



ANNEX D
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any quote submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>