

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
INVITATION TO BID
PROCUREMENT OF INTERNATIONAL SHIPPING AND COURIER SERVICE
FROM NIGER, MALI, BURKINA FASO TO ROME, ITALY**

Reference: ITB No. 001-SER-SAH-2025 (RETENDER)

Date: **October 27, 2025**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for the provision of **international shipping and courier delivery services from Niger / Mali / Burkina Faso** to Rome, Italy. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids 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.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, 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 Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on tenders@idlo.int and mention **Clarification ITB NO. 001-SER-SAH-2025** in the subject section of your email.

Deadline for Submission of Proposals:

On or before Date: **November 11, 2025**

Time: **15:00 hours Rome, Italy local time.**

Thank you and we look forward to receiving your Bid.

Sincerely yours,
International Development Law Organization | IDLO
IDLO NIGER

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in XOF.</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before Date: November 11, 2025 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals 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.</i></p>
6. Delivery Term and Place	<p><i>For items shipping to international destination please use</i></p> <p>Incoterms DDP Goods/Services will be delivered within 05 days after receipt of PO or contract from IDLO to Viale Vaticano 106, 00165 Rome – Italy</p>
7. Customs clearance, if needed, shall be done by:	<p><input checked="" type="checkbox"/> Supplier</p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> N/A</p>
9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Bid Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)
10. Contents of solicitation documents	<p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.</p>
11. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention Clarification ITB NO. 001-SER-SAH-2025 in the subject section of your email.</p>

	<p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
12. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
13. Format, signing sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: tenders@idlo.int with the Subject: "Submission for ITB No.001-SER-SAH-2025 (RETENDER)"</p>
14. Joint Venture, Consortium, or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and

	<p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
16. Late Bids	<p>Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i>, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.</p>
17. Validity Period of Bids	<p>All Bids will be valid for 90 days from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.</p>

18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Bids.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p> <p>No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.</p>
19. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Bidders' conference	<input checked="" type="checkbox"/> N/A
21. Right to accept, reject, or render non-responsive any or all Bids	<p>IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.</p>
22. Clarification of Bids	<p>To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.</p>
23. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
24. Price variation	<p>Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.</p>
25. Preliminary Screening	<p>IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.</p>

26. Correction of errors	In the event of a discrepancy between the unit price and the total price, 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 Bid will be rejected.
27. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
28. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
29. Evaluation of Bid	All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB
30. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> N/A for Framework Agreement
31. Contract Award	<p>Contract Award shall be granted according to:</p> <ul style="list-style-type: none"> a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B); b) Full submission of Bid Submission Form (Annex D) signed and stamped; c) Full submission of Bidder Information Form (Annex E); d) Full submission of Price Schedule (Annex F) signed and stamped; e) Lowest priced, most technically acceptable/compliant offer;
32. 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 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.
33. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.

34. Bid Protest Mechanism	<p>Bidders that genuinely consider they have been treated unfairly in connection with the IDLO procurement process or that the procurement process has not been conducted in accordance with the principles of fairness, transparency, and equal treatment may submit a formal protest to IDLO.</p> <p>To initiate a protest, suppliers must complete the <i>IDLO Supplier Bid Protest Form</i> provided at the following link and submit it via email at bidprotest@idlo.int within ten (10) days after receiving a regret letter or email confirming that they were not successful: https://www.idlo.int/procurement/contact-feedback</p> <p>All protests will be handled confidentially and impartially.</p>
35. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
36. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.</p>
37. Liquidated Damages	<p><input checked="" type="checkbox"/> Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>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 delay in the provision and completion of the Services.</p>
38. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing) as per country.

**ANNEX B
PRELIMINARY SCREENING CRITERIA**

A. MINIMUM ELIGIBILITY CRITERIA

Subject	Criteria	Document Submission Requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
Tax Revenue	Vendor is registered with pertinent country's revenue authority.	Valid Tax Compliance Certificate
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 23.	Self-Attestation Letter (form provided in Annex E)
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter (form provided in Annex E)
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter (form provided in Annex E)
Certificates and Licenses	<ul style="list-style-type: none"> • Statement whether Export/Import Licenses, if applicable • Brochures 	<ul style="list-style-type: none"> • Product Catalogues or Brochures (Product Data Sheets) attesting compliance with Technical Specifications as mentioned under Annex B; OR, provision of link to Manufacturer's website showing the Product Data Sheet; • Statement Letter that import or export licenses of this nature have been obtained in the past and an expectation of obtaining all the necessary licenses should the quotation be selected;

B. QUALIFICATION CRITERIA

QUALIFICATION		
<p>Previous Experience</p>	<p>Minimum 05 years of relevant experience.</p>	<p>List of services provided by the Bidder in the previous years, with sums, duration and recipients, contact reference. <i>(form provided in Annex E) or Provide Evidence.</i></p>
	<p>Minimum 03 contracts of similar value, nature and complexity implemented over the last 05 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Provide copy of contracts</p>
<p>Financial Standing</p>	<p>Minimum average annual turnover of EUR 50,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> <p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statement (balance sheets, including all related notes, and income statements) for the last 3 years</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Audited Financial Statements or Bank Statements</p>

ANNEX C
TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS
PROVISION OF INTERNATIONAL SHIPPING AND COURIER DELIVERY SERVICES

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.

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. Condition of Contract and Expected Output

IDLO is looking to establish one or several Framework Agreement(s) with able and qualified Suppliers. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be effected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity.

Each Framework Agreement will have its specified list of services, indicating the upper ceiling price agreed at the ITB stage. The upper ceiling price list (as well as discounted rates, if applicable) are provisional and are intended solely for the purposes of evaluation and comparison of Bids and to determine the upper ceiling limit in the Framework Agreement. The Service Providers cannot go beyond the upper ceiling price.

After entering into a Framework Agreement, IDLO shall place order on a "need basis".

IDLO shall initiate a Secondary Tender to request confirmation from the Supplier on its goods and service availability and prices by email. The Supplier shall confirm by return email within 48 hours (including any applicable discounts).

IDLO shall make award decision based on "lowest priced, most technically acceptable/compliant offer".

The confirmed award shall be in the form of a duly authorized Work Order. The Work Order is IDLO's 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.

The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties.

D. Institutional Arrangement

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

E. Duration of the Work

The services will run for an initial 12 months with the possibility of extension for an additional 12 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, respectively.

G. Qualifications of the Successful Contractor

This shall be guided by the requirements on Point B of Annex B.

H. Scope of Tender Price and Schedule of Payments

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

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, proof of shipment and delivery.

I. 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.

J. 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.

K. Financial proposal

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

L. 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. In the event of unsatisfactory performance, the decision regarding renewal for the subsequent 12-month period will be made on a case-by-case basis. In the event of continued substandard performance, IDLO reserves the right to terminate the contract in accordance with its terms and conditions.

Service Requirement	Target / Standard	Measurement Method
Pickup of documents in COs	Same business day if request is made before 12:00; next business day if after 12:00	Pickup logs signed by Procuring Entity
Pickup Frequency	Once per calendar month (exact date to be agreed with each COs)	Pickup logs signed by Procuring Entity
Dispatch from COs airport	Within 48 hours of pickup	Airway bill timestamp
Delivery to Rome (Express)	Delivery to final address in 3–5 working days from pickup	Delivery receipt / proof of delivery
Shipment integrity	100% shipments delivered complete and intact	Inspection of documents; loss/damage reports
Customer service responsiveness	All queries responded to within 24 hours and 100% availability during business days (Mon–Fri, excluding public holidays)	Failure to respond to complaints within 2 business days
Insurance coverage	Active courier liability insurance maintained during contract	Insurance certificate
Packaging Requirements	Documents must be securely sealed in tamper-proof courier envelopes	Pictures sent to procurement entity
Customs Clearance	Standard document classification – handled by courier without shipper involvement	Documents clearance timeframe: 1 business day of shipment arrival at customs. Full documentation trail provided upon request for up to 12 months post-shipment
Tracking Facility and Proof of Delivery (POD)	Real-time tracking available via web portal and mobile app (24/7 access) Digital signature and timestamp provided within 24 hours of delivery	No tracking updates for more than 48 hours after pickup No digital signature and timestamp 24h after delivery notification
SLA Performance Guarantee	95% on-time delivery across a 12-month period	Less than 95% on-time deliveries over 3-month period
Escalation Contact Point	Dedicated account manager or SLA officer	Failure to respond to complaints within 2 business days

**ANNEX D
BID SUBMISSION FORM**

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

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Services** as may be ascertained in accordance with the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We 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 understand that you are not bound to accept any Bid you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date** _____

Signature: _____

Duly authorized to sign this Bid

**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:		Date:	Select date
ITB reference:			
Legal name of Bidder			
Legal address			
Year of registration			
Bidder's Authorized Representative Information	Name: Title: Telephone numbers: Email:		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation			
No. of full-time employees			
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):			
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):			
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: Title: Telephone numbers: Email:		
Please attach the following documents: [As per Annex B – Preliminary Screening Criteria]	<ul style="list-style-type: none"> ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ Export Licenses, if applicable ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years 		

SELF-ATTESTATION FORM

I, undersigned, hereby attest that the Bidder is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization, the World Bank Group, or any other international organization, in accordance with ITB Annex A, Section 23.

I, undersigned, hereby attest that there has been no consistent history of court or arbitral award decisions against the Bidder for the last three years.

I, undersigned, hereby attest that the Bidder has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the Bidder that could impair its operations in the foreseeable future.

Company/Organization

Name

Title

Date

Signature

Company seal/stamp (if available)

REFERENCE LIST FORM

No.	Service Provided	Sum (XOF)	Duration	Recipient	Contact Reference
1	[Service Description]	[Amount]	[Start-End Dates]	[Client Name]	[Contact Name, Email, Phone]
2	[Service Description]	[Amount]	[Start-End Dates]	[Client Name]	[Contact Name, Email, Phone]
3	[Service Description]	[Amount]	[Start-End Dates]	[Client Name]	[Contact Name, Email, Phone]

ANNEX F PRICE SCHEDULE

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.


The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

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: 1) Niamey, Niger; 2) Bamako, Mali; 3) Ouagadougou, Burkina Faso) to IDLO Headquarter office in Rome, Italy Please highlight the country you are bidding for, if you will bid for more than one country, please submit Table 1 once again.	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		

Route	Unit (Kg)	Unit Price in XOF
	9.0	
	9.5	
	10.0	
	11.0	
	12.0	
	13.0	
	14.0	
	15.0	
	16.0	
	17.0	
	18.0	
	19.0	
	20.0	
	21.0	
	22.0	
	23.0	
	24.0	
	25.0	
	26.0	



Route	Unit (Kg)	Unit Price in XOF
	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	

Table 2: Offer for After-Sale Services and Other Conditions

Other Information	Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time			
Warranty and After-Sales Requirements			
a) Zero cases of lost or damaged documents. Ability to handle IDLO documents with care and ensure they reach the intended destination in perfect order.			
b) Ability to immediately handle and provide feedback on any complaints that may arise from the quality of services of staff.			
c) Ability to pick and deliver the documents within the same day the pick-up request is made.			
Other requirements <i>[pls. specify]</i>			

<p>Name, position and signature of the Bidder</p> <hr/> <p><i>Duly authorised to sign this Bid</i></p> <p>Date:</p>	<p>Bidder's Stamp</p>
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ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of **Goods/Services**. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of **Goods/Services**.

Place of delivery	Viale Vaticano 106 00165 Rome – Italy
Delivery date	1 week from document collection. For Framework Agreement please include: The Framework Agreement will be signed for a period of up to 06 months. IDLO is not obliged to use the services provided by the Contractor. IDLO will review the quality of services and deliverables after 06 months of provision of services. Subject to satisfactory performance and agreement by both parties the Framework Agreement may be extended for 06 months. The overall duration of the contract will not exceed 24 months. The prices will remain unchanged during the period of contract implementation.
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all goods/ provision of services and upon receipt of the complete and correct invoice by the service provider.
After-sales services and Warranty	<input checked="" type="checkbox"/> Zero cases of lost or damaged documents. Ability to handle IDLO documents with care and ensure they reach the intended destination in perfect order. <input checked="" type="checkbox"/> Ability to immediately handle and provide feedback on any complaints that may arise from the quality of services of staff. <input checked="" type="checkbox"/> Ability to pick and deliver the documents within the same day the pick-up request is made.

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and 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_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf

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