**REQUEST FOR PROPOSAL (RFP) / RFP-HQ-23-01-001**

**Warehouse Services**

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# Introduction

## Overview

Project HOPE (HOPE) is an international humanitarian aid organization with global operations, working to increase access to health care services and improve the knowledge and skills of health care workers in communities in need around the world. HOPE’s emergency response teams not only provide lifesaving aid following disaster, they often stay behind to support communities as they recover with long-term support for damaged health care systems and communities.

# Purpose and Scope

To facilitate its work around the world, HOPE seeks to select a Warehousing service provider with the capability to support ongoing operations and emergency response. Due to the nature of emergency response, service requirements (i.e. quantities, timing, transport mode, cargo type, etc.) are unknown until the actual need for service arises. HOPE, therefore, invites only experienced and reputable warehousing service providers with an extensive range of services and geographical coverage to submit proposals consideration. Selection criteria will include, without limitation, areas of services, experience with iNGOS, price, technology, ISO and other relevant certifications.

This RFP constitutes an invitation to prospective Bidders (“Bidder”) to submit proposals (“Proposal”) for the services described herein, and is not considered an offer of contract. All bidders must submit a response that complies with the minimum requirements contained herein.

The warehouse service provider should be an advocate for HOPE and should make the process of receiving, storage, and preparation of goods for shipping, easy, efficient, and compliant with all applicable legal regulations.

As a secondary requirement, it would be highly preferable that our future Warehousing provider will have the capacity for freight forwarding and shipping; nevertheless, for the purpose of this RFP, these elements will not be considered and evaluated.

**For all interested parties in a position to offer Forwarding and Shipping services, please make sure to participate in parallel Request For Proposal PR-HQ-23-01-002 published on the HOPE webpage.**

## Overview of Current Warehousing Operations

HOPE receives, stores, and ships pallets and containers of donated commodities to vulnerable populations in the developing world. In any given year goods for humanitarian relief efforts are commonly shipped via air. sea from the United States, Netherlands, and the Middle East to countries including, but not limited to, Haiti, Namibia, Nigeria, Ethiopia, Brazil, Columbia, Bahamas, Kosovo, Macedonia, Philippines, Indonesia, Nepal, Dominican Republic, Ecuador, Mexico, Lebanon, Sudan, Egypt, Turkey, Afghanistan. Each country might receive anywhere from one pallet to two container loads of donated goods such as PPE, medical supplies, pharmaceuticals, and medical equipment. HOPE also ships medical supplies, medical equipment and medical consumables domestically within the US. Additionally, HOPE ships IT equipment to various country programs and emergency responses via air. Donations from various organizations may be drop shipped or consolidated in one of HOPE’s warehouses prior to shipment.

## Period of Performance

It is anticipated that the resulting solicitation will result in a long term agreement (LTA), for an initial period of 3 (three) years, with 2 (two) additional 1 (one) year options to extend.

# Requirements

This section outlines HOPE’s core warehousing requirements in support of its programs worldwide. They have been developed to address the needs of HOPE.

**Bidders should submit a response that addresses all requirements defined in below section and supportive sections at the end of the proposal and attachments.**

## Requirements Mandatory:

1. Domestic Geography/Coverage – Bidder maintain at least one main warehouse in the contiguous United States. Bidder must-either through owned warehouses or through its network of affiliates, agents, sub agents, and partners--be capable of providing warehousing and storage services in key geographic areas throughout the United States.
   1. Key geographic regions include, without limitation: Washington D.C., New York City, Atlanta, Chicago, Los Angeles, Miami, Texas.
   2. Shipper must affirmatively state any key geographic region in which they cannot offer coverage.
2. International Geography/Coverage – Bidder maintain warehousing and storage facilities in one or more of the key geographic regions listed below. Bidder must--either through owned warehouses or through its network of affiliates, agents, sub agents, and partners--be capable of providing warehousing and storage services other key geographic areas throughout the world.
   1. Key geographic regions include, without limitation: Turkey, Ghana, Dominican Republic, Panama, Netherlands, Dubai.
   2. Shipper must affirmatively state any key geographic region in which they cannot offer coverage.
3. Storage Capacity – HOPE anticipates that its maximum storage needs at any given time would not exceed 4000 pallets worldwide. HOPE anticipates that its average month to month storage needs would be a minimum of 20 pallets and a maximum of 500 pallets worldwide per warehouse.
4. Temperature Control – Bidder must provide climate controlled storage in the ranges stated below. HOPE does not anticipate more than 10 pallets requiring temperature controlled storage at any given time.
   1. Validated Controlled Ambient 15-30 °C
   2. Validated 5 °C
   3. Validated -20 °C
   4. Validated -80 °C
5. Type of Goods – The selected bidder must have experience in receiving, storage, picking and packing, and preparation for shipment of a wide array of goods, including but not limited to:
   1. Health/humanitarian/disaster relief commodities
   2. IT products or equipment
   3. Medical Equipment
   4. Pharmaceuticals
   5. Medical Consumables
   6. Hazardous materials / Dangerous Goods / Cold Chain
   7. Office equipment
6. Packing – The selected bidder must validate all specifications reflected in any shipping order against the actual cargo being shipped, and must ensure packing lists are affixed properly. In the event the packaging is deemed damaged or insufficient, the selected bidder will be responsible for repacking prior to shipment (which could include shrink wrapping, palletizing, ISPM15, Dangerous Goods packaging/labeling, etc. when required).
   1. Timeframe for preparing shipments for dispatch. Within 24 hours in Emergencies (if this is not possible please state your best timeline)
   * For ocean shipments, bidder will be responsible for sealing and/or ensuring that all ocean containers are properly sealed at time of loading with accurate seal number(s) reflected on corresponding bill(s) of lading and any related transport documents.
7. License and Certifications – Based on the types of goods being stored (see Type of Goods above), the selected bidder must maintain active licenses and/or certifications as required by law.
8. Marking – The selected bidder must validate that any applicable labels, emblems, tags, decals, stencils or other identification materials have been properly affixed on the goods and will be responsible for re-marking or re-labeling if required. (e.g. Dangerous Goods, HazMat, Cold Chain, logos, etc.).
9. Export Compliance – The selected Bidder must be able to manage and facilitate the export compliance for all goods shipped and must have the ability to perform or manage any necessary inspections (including pre-inspections). Bidder must have in house expertise, including but not limited to, HS/HTS codes, export documentation, BIS compliance, etc.
   1. Bidder must work with HOPE’s designated shipper/freight forwarder on all shipments to ensure export compliance.
10. Warehouse Documentation – The selected bidder must have robust warehousing and inventory systems. At a minimum, Bidder should be able to provide real time data visibility of all Project HOPE inventory currently at Bidder’s facilities.
    1. Bidder must be able segregate/mark inventory by HOPE’s reference numbers.
    2. Bidder must be able to allocate billing for specific inventory to specific Project HOPE budget codes where applicable.
    3. Bidder must be able to provide the below information, including but not limited to:
       * Goods description
       * Item category (PPE, Medical Consumables, Medical Equipment, etc.)
       * Actual date and time received (including origin of goods)
       * Actual date and time of dispatch (including destination of goods)
       * Quantity of goods per item (pieces)
       * Quantity per unit (pieces per carton, cartons per pallets, etc.)
       * Weights and dimensions per unit cartons, pallets, etc.)
       * Expiry date where applicable (capacity for notification for goods approaching six-month dating)
       * Batch and lot number where applicable
       * Location within the warehouse
       * Item value where provided by Project HOPE
       * HS/HTS codes
       * Photos per item of incoming shipments
11. Shipping Documentation – The selected bidder must be able to facilitate and manage *all* pre- shipment paperwork/documentation to ensure accuracy and compliance with applicable regulations. Depending on the goods shipped, and the destination country, such documentation could include (but is not limited to):
    1. Duty-Free Applications or Duty/VAT exemptions/waivers
    2. Clearance and inspection documents
    3. Import/export permits
    4. Transport documents including Bill of Lading/Air Waybill/Waybill
       * Waybills must be signed by the carrier’s representative prior to departure and then counter-signed by the Consignee upon arrival at the final delivery destination as proof of delivery. Illegible waybills/manifests may not be accepted by HOPE for payment.
    5. Any other required documentation necessary to fulfill the deliverables.
12. Operating Hours – Successful bidder must maintain regular operating hours for pickup and delivery of goods Monday through Friday. Bidder must be able to accommodate and arrange pickup, delivery loading/unloading of goods outside of normal operating hours, including nights, weekends and holidays.

1. Archiving – Maintaining complete archives of documents, as required by international and/or local regulations. All shipping documentation should also be available and accessible via Prospective Contractor(s) web-based tracking site for a minimum of 24 months, including Project HOPE donation/shipping documents.

## Requirements Preferably (optional):

## For all interested parties in a position to offer Forwarding and Shipping services, please participate in parallel Request For Proposal PR-HQ-23-01-002 published on the HOPE webpage.

# Contact Information

All document submissions and communications related to this tender should be made to the Project HOPE e-tender mailbox: [e-tender@projecthope.org](mailto:e-tender@projecthope.org)

For any submission or communication related to this tender the *subject line must include* **RFP-HQ-23-01-001.**

# Proposal Guidelines

* 1. NOTIFICATION OF INTENT: Each prospective Bidder shall, **on or before May 02nd, 2023** state theirintent to submit a proposal. Intent to participate must be submitted through [e-tender@projecthope.org](mailto:e-tender@projecthope.org). The Subject line should state “Intent to Submit” and the reference number for this RFP
  2. An open period for submitting questions will begin on the issuance date of the RFP. All questions **MUST** be submitted to the RFP contact email address, [e-tender@projecthope.org](mailto:e-tender@projecthope.org), no later than on **May 05th, 2023**. Questions will be compiled, and responses sent to all Bidders by **May 10th, 2023.**
  3. All Proposals must be in the English language, signed and dated by an authorized employee of the Bidder. In addition to required documents requested, proposals can include additional items such as templates, brochures, media, etc.
  4. In order to be considered, proposals must be received no later than **6 pm EST on June 9th, 2023**.

*Proposals* ***m****ust be submitted through* [**e-tender@projecthope.org**](mailto:e-tender@projecthope.org)

* 1. Bidders are solely responsible to ensure the timely receipt of their proposals. Proposals received after the date and time required will, generally, not be considered unless no other proposals are received. Proposals may not be altered or corrected after the Date of Receipt, except when HOPE at its sole discretion, may permit correction of arithmetic errors, transposition errors, or other clerical or minor mistakes, in cases in which HOPE deems that both the mistake and the intended proposal can be established conclusively on the face of the proposal.
  2. HOPE reserves the right, at its sole discretion, to request presentations from individual Bidders prior to its pre-qualification decisions.

# Submission Instructions

Along with answering to the key requirements from the RFP in section **03. REQUIREMENTS** (page 03); Bidders should provide, at a minimum, the following components as part of their proposal for consideration:

A – KEY INFORMATION (page 7)

B - ESSENTIAL CRITERIA (page 10)

C - CAPABILITY QUESTIONS (page 11)

E – Warehousing solution DEMO presentation

F – PRICE LITS (separate Annex)

**A – KEY INFORMATION**

***Instructions – Bidders are required to complete all sections of the below table.***

|  |  |  |  |
| --- | --- | --- | --- |
| **KEY INFORMATION** | | | |
| **Organisation Name** |  | | |
| **Please provide details of the primary products/services supplied by your organisation** |  | | |
| **Please explain your experience of providing the services requested in this tender document.** |  | | |
| **Website address** |  | | |
| **Address** | **Main Address** | **Registered Address**  **(if different)** | **Address for Payments**  **(if different)** |
|  |  |  |
| **Company Registration Number** |  | **Tax Number** |  |
| **Year of Registration** |  | **Country of Registration** |  |
| **Type of Business** |  | **Primary Country of Operation** |  |
| **Total Annual Revenue**  *Please state the currency* | **2021** | **2020** | **2019** |
|  |  |  |
| **Have you supplied similar services to HOPE previously? If so, please provide a brief summary.** |  | | |
|  | | | |
| **KEY CONTACT DETAILS** | | | |
|  | **Primary Contact** | **Secondary Contact** | **Emergency Contact** |
| **Name** |  |  |  |
| **Job Title** |  |  |  |
| **Phone / Mobile** |  |  |  |
| **Email** |  |  |  |
| **Address** |  |  |  |
| **OTHER KEY INFORMATION** | | | |
| **Provide details of what insurance, liabilities and indemnities cover you have and what their maximum value is** | 1. To include but not limited to  * Professional indemnity insurance * Public liability insurance * Missing or damaged goods (to include damages due to temperature excursions)  1. Attach a schedule of proposed Insurance and liability Caps for the range of requirements demonstrating how your proposal compares to the guidance 2. Indicate any exclusions that will apply  * Note that selected suppliers may be required to provide copies of the Insurance Certificates | | |
|  | | | |
| **KEY ROLES & PERSONNEL** | | | |
| **Which employees will be responsible for providing goods and services to HOPE? Please list names, and job titles and contact details (e.g. account managers).** | **Job Title** | **Role** | **E-mail Address** |
|  |  |  |

## 

## B - ESSENTIAL CRITERIA

# ***Instructions – Bidders are required to complete all sections of the below table***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Item*** | **Question** | **Bidder Response** | |
| ***1*** | The Bidder confirms it is fully qualified, licenses and registered to trade with Project HOPE (including compliance with all relevant local Country legislation).  This includes the Bidder submitting the following requirements (where applicable):   * Legitimate business address * Tax registration number & certificate * Business registration certificate | **Yes / No** | **Comments** |
|  |  |
| **Requirement** | **Bidder Response / Attachments** |
| ***Legitimate Business Address*** |  |
| ***Tax Registration Number & Certificate*** |  |
| ***Business Registration Certificate*** |  |
| ***2*** | A minimum of 5 years experience and continuing activity in the storage and warehousing | **Yes / No** | **Comments** |
|  |  |
| ***3*** | Previous experience working with humanitarian agencies to support emergency and/or development projects. Please include any recent experiences when completing Comments section | **Yes / No** | **Comments** |
|  |  |

## 

## C - CAPABILITY QUESTIONS

***Instructions – Bidders are required to complete all sections of the below table.***

***This section weighs total of 45 points.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Item*** | **Question** |  | **Bidder Response** | | |
| ***1*** | **REFERENCES**  Bidder shares two (2) examples of their experience in providing services similar to those included within the scope of this tender.  Examples provided must be for similar projects within a similar environment / context to that in which HOPE operates, and within the last three (3) years.  *(Note – the Bidder must ensure that for any client references shared, the nominated client is happy to be contacted / visited by HOPE)* | **Weight** | **Client Name** | **Contact Details (Name & Email)** | **Project Description** |
| **4** | 1) |  |  |
| **4** | 2) |  |  |
| ***2*** | The bidder Is able to provide the comprehensive range of Warehousing services required bellow States/Countries  Geographical coverage /Presence in regions that HOPE operates in including where subsidiaries are located. | **15** | |  |  |  | | --- | --- | --- | | Location | Will you be able to provide Warehousing Services at these exact locations: | Please list any variations / notes to specification  (refer to Mandatory Requirements) | | *Washington DC (2)* | Yes / No |  | | *Florida (2)* | Yes / No |  | | *Atlanta (1)* | Yes / No |  | | *Los Angeles (1)* | Yes / No |  | | *Turkey (1)* | Yes / No |  | | *Ghana (1)* | Yes / No |  | | *Dominican Republic (2)* | Yes / No |  | | *Panama (2)* | Yes / No |  | | *Dubai (1)* | Yes / No |  | | *Netherlands (2)* | Yes / No |  | | | |
| ***3*** | Evidence of any policies or projects your organisation is actively contributing to for environmental sustainability. | **2** | **Bidder Response**  **Y/N** | | **Comments /Attachments**  **Provision acceptable point will be worth 2 marks** |
|  | |  |
| **4** | Global Warehousing capacity, size locations | **10** | **Bidder Response**  **Y/N** | | **Comments / Attachments** |
|  | | Provide comprehensive list of all warehouses available, including location size and capacity. |
| **5** | Timeframe for preparing shipments for dispatch.  Within 24 hours in Emergencies | **6** | **Bidder Response**  **Y/N** | | **Comments**  (if 24h is not possible please state your best timeline)  24h- 6; 48h-3; 64h-1 |
|  | |  |
| **6** | The capacity to allow HOPE staff to periodically visit and check on the stock | **2** | **Bidder Response**  **Y/N** | | **Comments** |
|  | |  |
| **7** | The capacity to print labels, letters for insertion, brochures and documents would be desirable | **2** | **Bidder Response**  **Y/N** | | **Comments** |
|  | |  |
| **8** | **TOTAL AMOUNT OF POINTS** | **45** | **The capability score will be given a weighting of 40%.**  **Bidders will need to obtain a minimum of 27 points from the total**  **to proceed to the financial evaluation and DEMO.** | | |

## E – Warehousing IT Solution DEMO presentation

|  |  |  |  |
| --- | --- | --- | --- |
| Warehousing and Inventory system software demo presentation.  Will your company be interested presenting on your Warehousing IT solution.  Only shortlisted companies will be asked for a DEMO demonstration. |  | **Bidder Response**  **Y/N** | **Comments:** |
|  |  |

## Will be given a weighting of 10%, only shortlisted candidates will be asked to perform a DEMO on warehousing and inventory systems.

## F – PRICE LITS

## Please fill separate Annex A –

# Evaluation Criteria

In evaluating the proposals, HOPE will seek the ***best value for money***. Specifically, proposals will be evaluated on the basis of the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| KEY INFORMATION – page 07 Ability to provide requested information. | Pass/Fail |
| ESSENTIAL CRITERIA – page 10Ability to provide requested information. | Pass/Fail |
| CAPABILITY QUESTIONS – page 11Ability to meet the required service level expectations and capabilities. | 40% |
| PRICE LITS – separate AnnexCompetitive contract pricing structure that allows for cost effective storage of goods globally. | 30% |
| QUALLITY OF PROPOSAL (starting at 03. Requirements) - page 03 Quality and completeness of the submitted proposal, ability to meet the required  service level expectations and capabilities listed in the proposal. | 20% |
| **WAREHOUSING IT SOLUTION DEMO PRESENTATION** | 10% |
| DOCUMENTATIONTimely submission of all required documentation. | Pass/Fail |
| **Total** | **100%** |

# Timeline

|  |  |
| --- | --- |
| **Activity** | **Complete by:** |
| RFP document issued | April 24th |
| Notice of intent to participate | May 02nd |
| Deadline for submission of clarification questions to HOPE | May 05th |
| Responses to questions distributed to Bidders | May 10th |
| Proposal responses due to HOPE | June 9th |
| Proposal evaluation and follow-up questions, if any | June 23rd |
| Presentations, DEMO by finalists, if necessary | TBD |