**REQUEST FOR PROPOSAL (RFP) / RFP-HQ-23-01-002**

**Global Freight Forwarding 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 pre-qualify global freight forwarders with the capability to support emergency response and ongoing operations. Due to the nature of emergency response, service requirements (i.e. service points, transport mode, cargo type, etc.) are unknown until the actual need for service arises. HOPE, therefore, invites only experienced and reputable freight forwarding companies with an extensive range of services and geographical coverage to submit proposals for pre-qualification consideration. Pre-qualification criteria will include, among others, the areas of logistics services, customs clearance, freight forwarding, and any other related activities. The pre-qualification criteria will form the basis for a pre-qualified short-list of companies (preferred vendors).

HOPE may, at its sole discretion and in line with its procurement guidelines, request services from pre-qualified vendors on a sole source basis or through invited competitive bidding (RFQ). Selection as a pre-qualified vendor is not a guarantee of future business.

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 freight forwarder should be an advocate for HOPE and should make the process of moving goods around the globe easy, efficient and compliant with all applicable legal regulations.

Vendor pre-qualification will allow HOPE and the pre-qualified vendor(s) to save time and money through a single solicitation process that will reduce the need for HOPE to field multiple competitive solicitations and, in turn, for Vendors to respond to multiple solicitations. It will foster the development a long-term partnership between HOPE and the pre-qualified vendor(s) and allow for simplification of processes and improvement of real time and historical data.

## Overview of Current Shipping Operations

HOPE exports 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 and 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, Afghanistan, Turkey. 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 US warehouses prior to shipment.

## Period of Performance

It is anticipated that the resulting pre-qualification will have an initial term length of three years, with the option with 2 (two) additional 1 (one) year options to extend.

**For all interested parties in a position to offer Warehousing Services, please make sure to participate in parallel Request For Proposal PR-HQ-23-01-001 published on the HOPE webpage.**

# **Requirements**

This section outlines HOPE’s core global freight requirements in support of its programs worldwide. They have been developed to address the needs of HOPE. **Bidders must submit a response that addresses all requirements defined in this section, as well as those defined in related sections and attachments.**

## Shipping and Delivery Requirements

1. Mode of Transit – The selected bidder must be able to provide a full array of service options, including transit by air, ocean, ground/truck and rail. Experience in air/ocean chartering preferred.
2. Intermodal Transportation – The selected bidder must have the capability to support intermodal transportation (i.e. rail, trucking, ocean, air, etc.) to ensure complete coverage of delivery to intended recipient.
3. Advocate for Best Service – In most situations, HOPE will have already determined the preferred mode of transit to utilize. However, the selected bidder must be an advocate for HOPE by identifying more appropriate/economical transit options when they exist.
4. “Door to door” Global Shipping Services – The selected bidder must have the ability to ship “door to door” to destination countries, efficiently transporting goods from origin, through airports or other ports of entry, and providing in-country transportation directly to the intended recipient. This ensures all aspects of the shipment are handled by one provider and improves the quality of customs paperwork.
5. “Door to port” Global Shipping Services – The selected bidder must have the ability to ship “door to port” to destination countries, efficiently transporting goods from origin to the named destination port.
6. International Geography/Coverage – The selected bidder must be able to provide door-to-door and door-to-port freight forwarding services to the following regions, and will be required to identify any regions where freight forwarding service is not supported.
   1. North America
   2. Central America, South America & The Caribbean
   3. Africa
   4. Asia
   5. Europe
   6. Middle East
   7. Australia

The selected bidder must, at a minimum, be able to provide door-to-door and door-to-port freight forwarding services from the United States, Netherlands and Dubai, to the following destinations on all INCOTERMS 2020 (ocean and air):

1. Port au Prince, Haiti
2. Windhoek, Namibia
3. Addis Ababa, Ethiopia
4. Abuja, Nigeria
5. Beirut, Lebanon
6. Sao Paulo, Brazil
7. Bogota, Columbia
8. Santo Domingo, DR
9. Skopje, North Macedonia
10. Pristina, Kosovo
11. Manila, Philippines
12. Kiev/Lviv, Ukraine
13. Adana, Turkey
14. Domestic Geography/Coverage – The selected bidder must be able to provide door-to-door freight forwarding services to all US zip codes, and will be required to identify domestic regions/zip codes where freight forwarding service is not supported.
15. Type of Goods – The selected bidder must have experience in shipping 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
16. License and Certifications – Based on the types of goods being shipped (see examples above), the selected bidder must maintain active licenses and/or certifications as required by law.
17. 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).
    * 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
18. 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.)
19. Clearance/Inspection Services – The selected bidder must be able to manage and facilitate the export/import clearance process for all goods shipped and must have the ability to perform or manage any necessary inspections (including pre-inspections, in transit clearances, and inspections at final destination when required).
    1. Ensure that all consignments are dispatched upon arrival/entry within allowable free time/storage limits permitted and that every consignment reaches its named final delivery destination within the estimated delivery period referenced
    2. When goods need to be shipped to respond to an emergency, local in-country governments may dictate clearance/inspection requirements. The selected bidder must be aware of any such requirements when they apply, and facilitate the clearance/inspection process to ensure prompt and compliant delivery to the intended recipient.
    3. Depending on applicable INCOTERMS, the selected bidder must not take possession of goods if they fail pre-inspection. In such cases, the selected bidder must be able to facilitate the resolution of the failed inspection in a timely manner to ensure the goods can be shipped as soon as possible.
20. Paperwork and documentation – The selected bidder must be able to facilitate and manage *all* pre- shipment and post-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.
21. 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.
22. Turnaround Time for Price Quotes – The selected bidder must be able to provide price quotes for shipping requests within three (3) business days. When goods need to be shipped in response to an emergency, the selected bidder should be able to provide price quotes within 24 hours.
23. Turnaround Time for Scheduling Pickup – The selected bidder must be able to schedule the goods for pickup within five (5) business days of an accepted Purchase Order (“PO”). During ,emergency responses, bidder should be able to schedule pickup within 24 hours of an accepted PO.
24. Last Mile – When applicable, the selected bidder will need to arrange inland transportation to final destination and provide laborers to perform loading/unloading services.
25. Delivery Appointment – When applicable, the selected bidder must be responsible for making delivery appointments with the intended recipient.
26. Before/After Hour Deliveries – When applicable, the selected bidder will be responsible for coordinating before or after hour deliveries.
27. Status Updates – The selected bidder must provide timely, real-time notifications on the status of the shipment throughout the entire process. Status Updates must include Project HOPE reference number where applicable. At a minimum, the selected bidder must provide the following status updates:
    1. Prior to pick-up - ETD/ETA
    2. Goods have been picked up
    3. Goods have been delivered to warehouse / warehouse receipt
    4. Goods have been gated in
    5. Goods are in-transit (i.e. Air/Sea)
    6. Goods have arrived at port
    7. Real-time updates if any delays, damage or loss occurs to goods during shipment
    8. Real-time updates as to any deviations, including recommendation for corrective action and appropriate measures to mitigate impact to delivery schedule
    9. Goods have been delivered to destination
    10. Proof of Delivery

## Pricing Requirements

1. All-Inclusive Pricing – The selected bidder must provide all-inclusive pricing in their price quotes, rather than solely the principal cost of the shipment (i.e. type of cargo, weight and volume, and packing/palletization) to ensure there are not duplicative charges applied during transit. All- inclusive price quotes should include any additional costs that could apply to the shipment, including but not limited to carrier costs, fuel surcharges, origin/destination charges, documentation fees, insurance (when applicable), clearance/customs fees, administration charges, etc.
   * Price quotes should include detailed line-item descriptions and price for all items that make up the quoted amount.
   * If additional expenses (outside of the quoted amount) are to be incurred for a particular shipment, the selected bidder must obtain special pre-approval for those additional expenses.
2. Currency – Price quotations must be made in US Dollars.
3. Taxes – Sales and other applicable taxes should be included in the prices quoted.

## Other Requirements

1. Insurance coverage – When applicable, the selected bidder must:
   1. Insure cargo to destination on awarded Incoterms
   2. Insure the cargo at a minimum of 110%
   3. Provide a valid Certificate of Insurance
   4. State insurance as a separate line item on quotes and invoices
2. No Commitments – The selected bidder must not enforce any level of committed volume, spend or frequency. Shipping needs will be identified on an as-needed basis through the issuance of Purchase Orders.
3. Single Point of Contact – The selected bidder must provide a single, dedicated, point of contact for global freight forwarding orders (a dedicated Account Manager) with previous experience with iNGOs, as well as shipping in emergency response and humanitarian contexts. POC must be available 24/7 or a delegate made available in their absence.
4. Invoicing – The bidder will be required to arrange pre-payment of all applicable charges from Origin to Destination, including customs clearance, as needed. Bidder must provide a separate invoice for each unique shipment (unique identifier to be air waybill number, ocean bill of lading number, truck waybill number, etc.). Invoices to include HOPE reference number(s) when applicable. All transportation documents will be reconciled within one week of delivery completion.
5. Compliance with Applicable Regulations – Goods may be funded from a variety of governmental and/or private sources. The selected bidder must be aware of and have the appropriate expertise to comply with applicable regulations or requirements. Examples could include, but are not limited to, complying with the Fly America Act, utilizing U.S. flag vessels/cargo preference or applying for VAT exemptions.
6. Online Portal/Interface – The selected bidder must provide access to an online portal/interface to manage the full shipping lifecycle, including but not limited to:
   1. Obtaining freight forwarding quotes, including rough estimates for emergency response planning and budgeting purposes.
   2. Placing shipping orders
   3. Having visibility into real-time status of a shipment (see Status Updates paragraph above)
7. Performance Evaluation – Bidder may be required to participate in meetings to discuss and evaluate service performance.
8. Reporting/Visibility - The selected bidder should be able to provide reporting visibility as per HOPE requirements and needs: please see **Appendix 3**

**For all interested parties in a position to offer Warehousing Services, please make sure to participate in parallel Request For Proposal PR-HQ-23-01-001 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-23-01-002**

# **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 **3pm EST on May 05th, 2023.** Questions will be compiled, and responses sent to all Bidders by **5pm EST on May 12th, 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 **3pm EST on June 16th,2023**.

*Proposals must 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**

Bidders should provide, at a minimum, the following components as part of their proposal for consideration:

* 1. Bidder Profile, Appendix 1.
  2. Bidder Profile, Appendix 1.
  3. The following documentation:
     + Evidence of Bidder’s legal company registration, incorporation or license to do business issued by a competent authority in the country of registration.
* Three (3) active references whose environment, size, and scope are most similar to HOPE. Include a summary of the work completed for each account. Include reference contact names, with telephone numbers and email addresses where they may be reached.
  1. Quotations for hypothetical shipping scenarios (*Appendix 2*)
  2. Filling the Reporting Requirements Matrix (Appendix 3)

# **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 |
| 1. **Freight Forwarding Capabilities**. Ability to meet the required service level expectations and capabilities. | 20% |
| 2. **Geography/Coverage**. Ability to provide freight forwarding services to the required global destinations. | 10% |
| 3. **Pricing**. Competitive contract pricing structure that allows for cost- effective movement of goods globally. | 30% |
| 4. **References/Past Performance and Experience**. Strength of references and reports on past performance. Length and depth of experience specifically working in Humanitarian Aid/Emergency contexts. | 20% |
| 5. **Technology and Reporting**. Strength of account management, including the ability to support international operations for HOPE. Use of technology to provide more efficient account/shipping management (e.g. online client portal). | 20% |
| 6. **Documentation.** Timelysubmission of all required documentation identified in *Section 7 – Instructions.* | 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 by HOPE | May 12th |
| Proposal responses due to HOPE | June 16th |
| Proposal evaluation and follow-up questions, if any | June 30 th |
| Presentations, DEMO by finalists, if necessary | TBD |

# **Appendix 1 – Supplier Profile**

### Instructions to Bidders: Please fill out the form below. Additional information or documents may be attached as required.

|  |  |
| --- | --- |
| **Appendix 1 Bidder Profile** | |
| Directions to Bidders: | Please complete form below in detail. Please add any additional lines or pages as needed. |
| Company Information | |
| Legal Company Name |  |
| D/B/A if Different |  |
| Address |  |
| Telephone |  |
| E-mail |  |
| Website |  |
| Name of Contact Person |  |
| Title of Contact Person |  |
| Phone number of Contact Person |  |
| Email of Contact Person |  |
| Billing Address |  |
| Country of Registration |  |
| Tax Registration or equivalent document. |  |
| DUNS Number (if applicable) |  |
| Parent Company (if applicable) |  |
| Parent Company Address |  |
| Subsidiaries, Associates, Associations, Overseas Representatives |  |
| Type of Business (corporation, partnership, sole proprietorship, etc) |  |
| Year Company was Established |  |
| Number of permanent employees |  |
| List other related services the company provides |  |
| Within the last three years, has administrative, civil or criminal litigation been filed or pursued in any country against your Company? If yes, provide specific details. |  |

Appendix 2 – Hypothetical Shipping Scenarios

### Instructions to Bidders:

* Please prepare price quotations for each of the following sample shipments, *including details about estimated delivery time*.
* Price quotes must identify the total cost of the shipment, but also *must include line-item detail* identifying the components/fees that make up the total quotation amount.
* Price quotes must be all-inclusive, meaning they should include all costs associated with the freight forwarding service, including but not limited to:

1. Documentation preparation fees
2. Inspection fees
3. Clearance/customs fees
4. Insurance charges (when applicable)
5. In-country delivery fees
6. Administration charges
7. Fuel surcharges

Example Shipment #1

|  |  |
| --- | --- |
| **Core Shipping Details** | **Details/specs** |
| Origin | Warehouse Union City, GA 30349 |
| Destination | Baton Rouge, Louisiana 70816 |
| Cargo type (i.e. what is being shipped) | PPE items . Masks, Isolation gowns, coverall, etc |
| Size/Dimensions (L/W/H) | 24 pallets |
| Gross weight (Lbs.) | 26880 lbs |
| Net weight (Lbs.) | N/A |
| Value (USD) | $38,535.00 |
| Incoterms | N/A |
| **Additional Criteria** | **Details/specs** |
| Mode of shipment (i.e. air/ocean) | Ground |
| Container requirements (FCL, LCL, etc.) | N/A |
| Due to destination within (5 days, 10 days, etc.) | 5 days |
| Loading services required? (yes/no) | Yes |
| Palletization required? (yes/no) | No |
| Insurance requirements | Yes |
| Clearance & customs services required? (yes/no) | No |
| Documentation preparation required? (yes/no) | Yes |
| Offloading services required? (yes/no) | Yes |
| Other criteria |  |

Example Shipment #2

|  |  |
| --- | --- |
| **Core Shipping Details** | **Details/specs** |
| Origin | Warehouse Union City, GA 30349 |
| Destination | Harlingen, TX 78550 |
| Cargo type (i.e. what is being shipped) | PPE items . Masks, Isolation gowns, coverall, etc… |
| Size/Dimensions (L/W/H) | 215 pallets |
| Gross weight (Lbs.) | 240800 lbs |
| Net weight (Lbs.) | N/A |
| Value (USD) | $289,562.00 |
| Incoterms | N/A |
| **Additional Criteria** | **Details/specs** |
| Mode of shipment (i.e. air/ocean) | Ground |
| Container requirements (FCL, LCL, etc.) | N/A |
| Due to destination within (5 days, 10 days, etc.) | 8 days |
| Loading services required? (yes/no) | Yes |
| Palletization required? (yes/no) | No |
| Insurance requirements | yes |
| Clearance & customs services required? (yes/no) | No |
| Documentation preparation required? (yes/no) | Yes |
| Offloading services required? (yes/no) | Yes |

Example Shipment #3

|  |  |
| --- | --- |
| **Core Shipping Details** | **Details/specs** |
| Origin | Dubai, UAE |
| Destination | Haiti, PAP port |
| Cargo type (i.e. what is being shipped) | Cholera Kits ( no DG, no cold chain) |
| Size/Dimensions (L/W/H) | 39.31 cbm |
| Gross weight (Lbs.) | 32066.23 lbs |
| Value (USD) | $82,700.00 |
| Incoterms | CIP PAP, Haiti, INCOTERMS 2020 |
| **Additional Criteria** | **Details/specs** |
| Mode of shipment (i.e. air/ocean) | Air |
| Container requirements (FCL, LCL, etc.) | No |
| Due to destination within (5 days, 10 days, etc.) | 10 days |
| Loading services required? (yes/no) | Yes |
| Palletization required? (yes/no) | No |
| Insurance requirements | yes |
| Clearance & customs services required? (yes/no) | No |
| Documentation preparation required? (yes/no) | Yes |

# Appendix 3 – Reporting Requirements

* Please mark below with Yes or No for each of the following reporting requirements that your company will be able to generate automatically based on HOPE needs.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Reporting Requirements** | **Yes / No** | **Comment** |
| 1 | Shipment ID |  |  |
| 2 | Shipment Name |  |  |
| 3 | Tracking Name |  |  |
| 4 | Mode |  |  |
| 5 | Procurement Officer |  |  |
| 6 | Arrival Port |  |  |
| 7 | Destination Country |  |  |
| 8 | Commercial Invoice Number |  |  |
| 9 | PO Number |  |  |
| 10 | INCOTERMS |  |  |
| 11 | Shipment Content |  |  |
| 12 | Total Units |  |  |
| 13 | FCL / LCL |  |  |
| 14 | Master Bill |  |  |
| 15 | Container Number |  |  |
| 16 | Shipping Company |  |  |
| 17 | CO2 emission |  |  |
| 18 | Total Weight |  |  |
| 19 | Total Volume |  |  |
| 20 | Total Chargeable Volume |  |  |
| 21 | Total Purchase Cost |  |  |
| 22 | Origin Country |  |  |
| 23 | Port of Departure |  |  |
| 24 | Price per KG in USD |  |  |
| 25 | Shipping cost in USD |  |  |
| 26 | Shipment Status |  |  |
| 27 | Actual Total Transit time in Days |  |  |
| 28 | Estimated Total transit time in Days |  |  |