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| **MERCY CORPS**  REQUEST FOR PROPOSAL – GLOBAL **SHIPPING SERVICES.**  **RFP NUMBER – G07/2021**  Date; 03/12/2022 |

1. **Mercy Corps Overview**

Since 1979, we have helped people grappling with the toughest hardships survive — and then thrive. That’s the heart of our approach: We help communities turn crisis into opportunity. Throughout our history, Mercy Corps has demonstrated innovation, timeliness and the ability to adapt quickly to changing realities.

Today, Mercy Corps is working in more than 40 countries to help people recover from disasters, build stronger communities and find their own solutions to poverty. The agency consistently ranks as one of America’s most effective and efficient charitable organizations. Over the last five years, more than 87 percent of resources have been allocated directly to programs that help families turn crisis into opportunity in some of the world’s toughest places.

Thanks to our donors, we have provided $4 billion in lifesaving assistance to more than 220 million people over the last 40 years.

**Our impact:**

* Reached nearly 28 million people in more than 40 countries
* Infused more than $32 million in emergency cash to local economies
* Helped more than 7.6 million women, children and young people under age 25
* Our work in Yemen alone reached more than 3.7 million people
* Our teams in the Democratic Republic of Congo reached more than 1 million people

See more details about our impact: <http://www.mercycorps.org>

# **BACKGROUND**

Mercy Corps Global has employees in more than 40 countries of operation. From time to time, we have internal movement of employees from one country to another and this requires shipping of the affected employees’ household effects to the new country. We therefore contract services of a shipping firm to provide the logistics services as and when required.

We are therefore seeking qualified global shipping companies that will provide our employees with cost-effective and safe shipment of personal and household items to locations globally.

Interested and eligible global shipping companies are therefore invited to send proposals that will be considered for our pool. The shortlisted designated shipping firms will provide door to door shipment management, delivery to residence and placement of all items into desired locations.

Appendix A shows the number of past relocation shipments per year for the last four years.

1. **Desired Services & Scope of Work**

The request for proposal process will lead to a shortlist of designated shipping firms who will participate in a competitive process to send shipping bids/rates on a need basis. The specific request will detail shipping of household items for the affected employee to the new country. Details of the items, dispatch and destination country will be provided at the time of request.

**Proposed Shipping process:**

1. The relocating employee will be requested to prepare a tentative list of the items to be shipped including their condition and or pictures where necessary. A template form will be provided.
2. A vendor will do the shipping survey based on the pre agreed rotation and engage the moving person to complete the survey.
3. The survey results will be shared with Mercy Corps.
4. Mercy Corps will share the final survey with all vendors having framework agreement.
5. The vendors will submit the final quotations based on the survey.
6. The quotes will be analysed based on the competitive rates and favorable terms. Then the selected vendor will be notified.
7. The final order will be prepared once the shipping vendor has conducted a survey of the items to confirm the numbers and status which may attract varying costs downwards or upwards accordingly.
8. The selected vendor to provide the shipping services will:
   1. Contact the transferee within 2 business days of the notification and
   2. Complete the pre-move survey of the transferee’s items and provide the survey results within 5 calendar days of the notification
9. Mercy Corps will issue a task order once the final cost matches the items to be moved
10. The contracted vendor will have 7 days to coordinate the packout.e-m
11. The relocating employee will receive the items and complete the service completion form clearly indicating if the service was delivered as per the order and any claims made.
12. This will then trigger payment requests for the services rendered by the shipping firm.

**Mercy Corps covers the costs for:**

1. Duties and other standard customs fees, such as the cost of inspections, for all allowable items
2. Pre departure packing and “high floor surcharges”
3. Delivery to the transferee’s house (excluding unpacking); removal of packing material and pallets
4. Storage in excess of 30 days will be paid by Mercy Corps when
5. The delay is a condition to get the shipment to the host or home country (e.g. while going through customs) and
6. For transferring employees who qualify for the shipping benefit for the second assignment when additional storage would be cheaper than shipping the items home and then on to the next assignment.

6) Basic replacement insurance provided by the vendor(not to exceed the actual value of the items or a value of $20,000.00 whichever is less)

ittwo (2) business days of notification

**Prohibited Items:**

Mercy Corps does not consider any items requiring any form of “special handling” as covered by this benefit. Employees are discouraged from shipping anything of high monetary or sentimental value. Employees choosing to include any items requiring special handling must pay any additional costs (e.g. special packaging) related to the shipment of these items, including any additional customs costs.

Pets: Mercy Corps will not cover shipment costs for pets except for required service animals such as guide dogs.

**Mercy Corps will not cover the costs for:**

1. Cost for shipment of items beyond the Mercy Corps allowable weight. These costs are covered by the transferee.
2. Mercy Corps is not liable for any delays, inconveniences, expenses or mishaps of any kind whatsoever resulting entirely, or in part, from the negligence of others or from causes beyond Mercy Corps’ control. Specifically, Mercy Corps accepts no responsibility for losses or additional expenses caused by a variety of difficulties, including but not limited to: delay or changes in services (air or other), sickness, equipment failures, vehicle accidents, detention, assaults, theft or criminal activity, annoyance, terrorism, government restrictions or regulations, weather, strike, war or civil disturbance, quarantine, poor sanitation, natural causes, infectious diseases, activities of animals or other causes associated with travel in a lesser-developed area.
3. Mercy Corps will not cover the costs for losses or expenses not covered by the basic replacement insurance.
4. **Evaluation of Proposals**

Proposals will be scored using the evaluation criteria below. Points for each question will range from 0-10, with 100 points the maximum score. Proposals must address each evaluation section and conform to all requirements and product or service specifications in the RFP. Proposals deemed unresponsive will not be considered.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Evaluation Criteria** | **Points Allocated** | **Remarks** |
| 1 | Number of years in shipping business ( Parts of the globe does your company cover) | **10** | 10 - if more than 20 years  5 - if 10-19 years  3 - if 5-10 years  1 - if less than 5 years |
| 2 | Number of current international NGOs clients providing similar services | **10** | 10 - if more than 5 clients  5 - if 3-4 clients  3 - if 1-2 clients |
| 3 | Freight network in countries where Mercy Corps currently provides shipping relocation options to staff (refer the Appendix B - Mercy Corps Shipping Locations) Demonstrated by global presence or partnership with local agents | **10** | 10 - if more than 5 counties  5 - if 3-4 countries  3 - if 1-2 countries |
| 4 | Shipping services provided | **10** | 10 - for both sea and air  5 - sea or air |
| 5 | References from international NGOs clients | **10** | 10 - for 3 references  5 - for less than three references |
| 7 | Customs clearance at ports and understanding of customs requirements for different countries | **10** | A clearly described process and understanding of different importation requirements for different countries |
| 8 | Local transport from port-to-door via rail, truck or van  Warehousing or storage at destination | **5**  **5** |  |
| 9 | Marine cargo or freight insurance | **10** |  |
| 10 | Resources/ Capacity ;  Human resource - Dedicated staff managing the account and Logistics experts…..10  Technology - Real time tracking of shipment or updates for shipment location…..5  Quality management system in place- 5 | **20** | QMS certification ...5  Account manager...5  Shipment tracking technology or system ...5  Logistics/supply chain personnel……..5 |
|  | **TOTAL POINTS** | **100** |  |
|  | Please include a list of operational bottlenecks do you anticipate when provisioning the service to Mercy Corps. |  | For Mercy Corps information |
|  | Customer care and response to complaints mechanism in place |  | For mercy Corps information |
|  | Please provide a financial summary and/or the financial ratings of your company. |  | For mercy Corps information |

1. **Proposal Format & Requirements**

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Eligibility documents; Copy of certificate of registration/incorporation and evidence of complying with taxation requirements in the country where incorporated/registered.
2. Full legal name, jurisdiction of organization or incorporation and address of the company and email address for principal contact.
3. A brief outline of your organization and services offered, including Company history, headquarter offices and spread of offices plus any partnerships with local agents across the globe
4. Details of organization operations; Organizational structure; Human resources, dispute resolution mechanism and customer care plan in place, Quality management system adopted by the company, shipment tracking system, workflow on door-to-door shipment
5. Details for current references where similar services are being provided (preferably in the NGO sector) plus contact details
6. Supplier information form (completed form) see attachment 1.

**CONTACT FOR PROPOSAL INQUIRIES AND SUBMISSION**

Questions relating to this RFP should be submitted in writing (via email). All inquiries shall be addressed to [Lkagai@mercycorps.org](mailto:Lkagai@mercycorps.org)

Only questions received during the Question-and-Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at [www.mercycorps.org/tenders](http://www.mercycorps.org/tenders) alongside the RFP document

Please email an electronic version of your response (vendor proposal) via e-mail clearly indication tender number and description in the subject line, including all supporting documentation to [tenders@mercycorps.org](mailto:tenders@mercycorps.org)

RFP CALENDAR/TIMELINE

* RFP published 3rd February 2022
* Deadline for Questions 10th February 2022 5PM, pacific time
* Responses to questions 11th February 2022 at 5PM pacific time
* Deadline for proposal submission 18th February 2022 5PM, pacific time
* Vendor selected and notified By first week of April, 2022

# **I.** **Other Terms & Conditions**

**WITHDRAWAL OF RFP**

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

**RFP COSTS**

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

**SHORTLISTED FIRMS**

Firms that are selected as part of the shortlist will be notified via the contact details provided. This will be only be a notification of being shortlisted to be invited for future request for shipping rates which will be through a competitive process but restricted to the shortlisted firms.

**EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

**LIMITATIONS**

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process

**Attachment 1 -Supplier Information Form template**

***The information provided will be used to evaluate the Company before contracting with the Mercy Corps.***

***Please complete all fields.***

|  |  |
| --- | --- |
| Company Name |  |
| Any other names company is operating under (Acronyms, Abbreviations, Aliases) |  |
| Previous names of the company |  |
| Address |  |
| Website |  |
| Phone/Fax Numbers | Phone: Fax: |
| Primary Contact | Name:  Phone Number:  Email Address: |
| # of Staff |  |
| # of Locations |  |
| Avg. Value of Stock on Hand (USD) |  |
| Government - owned (yes/no) |  |
| Name(s) of Board of Directors |  |
| Name(s) of Company Owner(s) |  |
| Parent companies, if any |  |
| Subsidiary or affiliate companies, if any |  |

**Financial Information**

|  |  |
| --- | --- |
| Bank Name and Address |  |
| Name under which company is registered at bank |  |
| Payment Terms | Payment By: Check Yes | No Wire Transfer Yes | No |
| Specify Standard Payment Terms (Net15, 30, etc.) |  |

**Product/Service Information**

|  |  |
| --- | --- |
| List Range of Products/Services Offered |  |
| Basis For Pricing (Catalog, List, etc.) |  |

**References**

|  |  |
| --- | --- |
| Client Name: | Contact Name, Phone, Email Address: |
| Client Name: | Contact Name, Phone, Email Address: |
| Client Name: | Contact Name, Phone, Email Address: |

**Supplier Self-Certification of Eligibility**

Company certifies that:

1. It, its affiliates and subsidiaries, owners, officers, directors and key employees (to the best of its knowledge) are not the subject of any government’s sanctions, designations, donor rules or prohibitions, or laws prohibiting transactions with it/them. It is not the subject of any donor government investigation into its misconduct with any other recipient of that donors funding.
2. It, its affiliates and subsidiaries, owners, officers, directors and key employees have not and do not engage in any form of terrorism or attacks on civilians and do not provide any form of material support or financial resources for individuals or organizations that do engage in any form of terrorism or deliberate attacks on civilians.
3. It, its affiliates and subsidiaries, owners, officers, directors and key employees have not and do not engage in weapons or drugs manufacture, transport, sale or distribution.
4. It is not in default on any material credit agreement, bankrupt or being wound up, are having its affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
5. It is has not been determined to be in breach of a material contract by any legal body anytime within the past 2 years.
6. It pays taxes as and when due and is not currently the subject of any investigation or proceeding related to back-owed taxes.
7. It provides workers compensation insurance to its workers in accordance with the laws of the countries where it operates.
8. It pays social security obligations as required in the countries where it operates.
9. It, its owners, officers and directors have not been convicted of an offense concerning its professional conduct and has not engaged in grave professional misconduct.
10. It, its affiliates and subsidiaries, owners, officers, directors and key employees have not been the subject of criminal investigation or judgement for fraud, corruption, human trafficking, spying, weapons transport or smuggling, sexual exploitation or abuse, involvement in a criminal organization or any other criminal activity.
11. It treats its employees with dignity and respect and maintains social operating standards, including:: working conditions and social rights: avoidance of child labor, bondage, forced labor, human trafficking or exploitation; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and Mercy Corps beneficiaries.
12. To the best of its knowledge, no Mercy Corps employee, officer, consultant or other party related to Mercy Corps has a financial interest in the Company’s business activities, nor is any Mercy Corps employee related to any owner, officer, director or employee of the company, and, if so, it will ensure that the relationship is disclosed to Mercy Corps and will not used for improper influence. Discovery of an undisclosed Conflict of Interest will result in immediate revocation of the Company’s Authorized Supplier status and disqualification of Company from participation in future Mercy Corps procurement.
13. It understands that attempting to or agreeing to provide anything of value to any Mercy Corps employee, agent or representative for the purpose of encouraging that person to award Company a contract or take or not take any action related to any contract will result in immediate termination of any agreement. Company certifies that it does not engage in such conduct..
14. It understands that Mercy Corps seeks fair and open competition and the fairest price available and that any attempt by company to subvert fair and open competition, including working with other bidders to fix prices, working to exclude competition, seeking confidential information from Mercy Corps or other bidders, using multiple related or controlled companies to give the appearance of competition, or any similar activity, will result in termination of any agreement. Company certifies that it does not engage in such conduct.
15. It understands that Mercy Corps prohibits any of its partners or suppliers from bribing public officials and certifies that it does not do so.
16. It is not conducting business under other names or aliases that have not been declared to Mercy Corps.

If the Company cannot certify to any of the above it should explain why not. Mercy Corps may take the individual circumstances into account for some situations. However, any false certification could be grounds for immediate disqualification and termination of any future agreement.

By signing the Supplier Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

Company Name:

Name of Representative:

Title:

Signature:

Date:

**Appendix A: Number of Past Relocation Shipments Per Year for the Last Four Years**

**Summary 2018 - 2021**

|  |  |  |
| --- | --- | --- |
| **#** | **Year** | **Number of Shipments** |
| I | 2018 | 26 |
| II | 2019 | 33 |
| III | 2020 | 37 |
| IV | 2021 | 35 |

1. **Year 2018 - 26 Shipments**

|  |  |  |
| --- | --- | --- |
| **Mode** | **Origin** | **Destination** |
| Air | Nepal | Jordan |
| Surface | Guatemala | Panama |
| Air | India | USA |
| Surface | Jordan | USA |
| Surface | Jordan | Egypt |
| Surface | Uganda | Ethiopia |
| Surface | Myanmar | USA |
| Air | Uganda | Nepal |
| Surface | Sudan | Pakistan |
| Air | Nepal | USA |
| Surface | Uganda | Pakistan |
| Surface | Lebanon | England |
| Air | Jordan | USA |
| Surface | England | Ethiopia |
| Air | Mongolia | USA |
| Air | Uganda | Timor Leste |
| Surface | USA | Uganda |
| Surface | Nicaragua | Colombia |
| Air | Ethiopia | USA |
| Air | USA | Guatemala |
| Air | USA | Haiti |
| Air | Uganda | USA |
| Air | Nepal | USA |
| Ocean | Liberia | Nigeria |
| Air | Uganda | USA |
| Air | Indonesia | USA |

1. **Year 2019 - 33 Shipments**

|  |  |  |
| --- | --- | --- |
| **Mode** | **Origin** | **Destination** |
| Surface | Nigeria | Cameroun |
| Surface | Myanmar | Kenya |
| Air | India | Nigeria |
| Surface | Kenya | Nigeria |
| Surface | Lebanon | USA |
| Air | Jordan | Iraq |
| Surface | Indonesia | Australia |
| Surface | Indonesia | USA |
| Air | Tanzania | Uganda |
| Surface | UAE | Indonesia |
| Surface | Amman | Canada |
| Surface | Guinea | Rwanda |
| Surface | Canada | Timor Leste |
| Surface | Israel | USA |
| Surface | Jordan | USA |
| Air | Israel | Serbia |
| Surface | USA | Nepal |
| Surface | Puerto Rico | USA |
| Surface | Nigeria | Kenya |
| Air | Jordan | USA |
| Air | Uganda | USA |
| Air | Mongolia | USA |
| Ocean | Mali | Kenya |
| Air | Beirut | Uganda |
| Air | France | Niger |
| Air | Nepal | USA |
| Air | Israel | USA |
| Air | USA | East Timor |
| Ocean | USA | Jordan |
| Air | Haiti | USA |
| Air | Nigeria | USA |
| Air | Guatemala | USA |
| Air | Lebanon | Uganda |
| Air | Sudan | Italy |

1. **Year 2020 - 37 Shipments**

|  |  |  |
| --- | --- | --- |
| **Mode** | **Origin** | **Destination** |
| Surface | Haiti | USA |
| Air | Kenya | Ethiopia |
| Surface | Myanmar | Switzerland |
| Surface | Rwanda | Senegal |
| Surface | Tajikistan | Uzbekistan |
| Surface | Indonesia | New Zealand |
| Surface | Jordan | Canada |
| Surface | Lebanon | USA |
| Surface | Myanmar | Netherlands |
| Surface | England | Lebanon |
| Surface | USA | Timor Leste |
| Air | Jordan | Netherlands |
| Surface | Guatemala | Bolivia |
| Surface | France | Haiti |
| Air | Tanzania | England |
| Surface | Kenya | USA |
| Surface | Timor Leste | USA |
| Surface | Lebanon | France |
| Surface | London | Khartoum |
| Surface | Guatemala | Bolivia |
| Air | USA | Sudan |
| Air | Mongolia | USA |
| Air | Nepal | Timor Leste |
| Surface | Lebanon | France |
| Air | USA | Ethiopia |
| Ground | Uganda | Kenya |
| Air | Nepal | Serbia |
| Air | Nepal | USA |
| Ocean | Jordan | USA |
| Ocean | Jordan | Pakistan |
| Air | NY | Ethiopia |
| Ocean | Germany | Uganda |
| Ocean | France | Tunisia |
| Air | Myanmar | Jordan |
| Air | USA | Jordan |

1. **Year 2021 - 35 Shipments**

|  |  |  |
| --- | --- | --- |
| **Mode** | **Origin** | **Destination** |
| Air | Jordan | USA |
| Surface | Jordan | USA |
| Air | Uganda | Nigeria |
| Surface | Jordan | USA |
| Surface | Niamey | France |
| Surface | Abuja | Nepal |
| Surface | USA | Colombia |
| Surface | Haiti | France |
| Surface | Timor Leste | Australia |
| Air | Mongolia | USA |
| Air | Netherlands | Uganda |
| Air | Niger | Lebanon |
| Surface | Iraq | Liberia |
| Air | Rwanda | Senegal |
| Air | Nigeria | USA |
| Air | Uganda | Germany |
| Air | USA | Nepal |
| Surface | Niger | France |
| Surface | Germany | Uganda |
| Surface | Ethiopia | USA |
| TBD | Iraq | Liberia |
| TBD | Kyrgyztan | Rwanda |
| Surface | Jordan | Canada |
| Air | Lebanon | USA |
| Surface | London | Lebanon |
| Surface | Jordan | Pakistan |
| Air | Myanmar | Jordan |
| Air | Australia | Jordan |
| Surface | USA | Jordan |
| Surface | Palestine | USA |
| Air | USA | Sudan |
| Surface | USA | Uzbekistan |
| Air | Sudan | Chad |
| Surface | Madagascar | USA |
| Surface | Morocco | USA |

**Appendix B: Mercy Corps Shipping relocation countries**

Current Mercy Corps locations eligible for expatriate relocation shipping by regions

**Africa**

1. Burkina Faso
2. Ethiopia
3. Kenya
4. Liberia
5. Mali
6. Sudan
7. Niger
8. Nigeria
9. Rwanda
10. Tunisia
11. Zimbabwe

**Americas**

1. Guatemala
2. Colombia
3. Haiti

**Asia**

1. Indonesia
2. Kyrgyzstan
3. Timor Leste
4. Myanmar
5. Nepal
6. Uzbekistan

Middle East

1. Jordan
2. Lebanon
3. Jerusalem - Palestine

* This list is not exhaustive and Mercy Corps will ship items from and to any location globally that is not characterized by extreme hardship conditions.
* Also, please note that most end of service repatriation shipments will have destinations all over the world.