



REQUEST FOR PROPOSAL (RFP)

RFP #:	FY20-130-HQ-FF-001
Services Requested:	Global Freight Forwarding Services
Contract Type:	Blanket Purchase Agreement (BPA) with Purchase Orders
Issuance Date:	August 18, 2020
Notice of Intent to Participate:	August 20, 2020 at 5pm EST
Last Receipt Date for Questions:	August 24, 2020 at 5pm EST
Deadline for Responses (Date of Receipt):	September 14, 2020 at 5pm EST
Anticipated Award Date:	October 9, 2020



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1. Introduction

Overview of Corus International

IMA World Health and Lutheran World Relief combined in 2020 to create Corus International. Corus International is the parent organization of Lutheran World Relief and IMA World Health, two brands that operate as a single organization.

Founded in 1945, Lutheran World Relief (LWR) is a U.S.-based 501(c)3 organization with a mission to end poverty, injustice, and human suffering. LWR focuses its work on humanitarian assistance and long-term development, laying a foundation for resilience, sustainable adaptation to climate change, and the strengthening of value chains.

Headquartered in Baltimore, Maryland, LWR has an annual operating budget of \$50 million, with funding from Lutheran individual and congregational donors, U.S. Agency for International Development (USAID), the United States Department of Agriculture (USDA), the Bill & Melinda Gates Foundation, the Margaret A. Cargill Philanthropies, and others. LWR's programmatic approaches promote collaboration between public and private institutions to achieve shared impact. In the past 10 years, LWR has successfully executed more than \$60 million in restricted funding from the U.S. government, foundations, and the private sector.

IMA is a global, faith-based nonprofit that helps developing communities overcome their public health challenges. Founded in 1960 as Interchurch Medical Assistance, today's IMA works alongside governments, non-governmental organizations, faith-based and secular agencies to bring the best in science and public health programming to some of the world's most challenging environments. With offices in six countries and more than \$100 million in annual revenue, IMA is a vibrant, growing agency working to achieve health, healing and well-being for all.

IMA offers sustainable and efficient solutions to health-related problems that are far too common in the developing world. IMA believes all people are children of God and thus deserve to lead healthy and productive lives. The founding members of IMA World Health, Protestant Churches and church-based organizations chose to be intentionally ecumenical to provide health services and to build healthy communities around the world. We can do more together than alone; that spirit of joint action remains foundational to IMA today.

2. Purpose and Scope

Purpose of this RFP

Corus International is issuing this Request for Proposal ("RFP") to solicit qualified bidders to provide global, full-service shipping, warehousing and other associated freight forwarding services (collectively, a "Global Freight Forwarding Program").

It is anticipated that Corus will issue a Blanket Purchase Agreement (the "Master Agreement") to one or more Bidder(s) who are able to provide the best value to Corus. The purpose of the Master Agreement is to establish all terms and conditions of the Global Freight Forwarding Program, including pricing, while subsequent Purchase Orders ("POs") will be issued under the Master Agreement as shipping needs are identified.



Corus International will serve as the Lead Procurement Organization for this solicitation, with the intent of making the resulting Master Agreement between Corus and the selected bidder(s) available to members of the Humentum Purchasing Program (as described further in Section 3).

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.

Scope of Services

The overall objective of this RFP is to select a supplier who can provide full-service freight forwarding services. Corus desires to establish a long-term relationship with a freight forwarder who provides a high degree of service, with dedicated contacts, that understands the challenges NGO’s face (including responding to emergency requests to support humanitarian crises).

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

Overview of Current Shipping Operations

Corus International exports annually containers of donated commodities to vulnerable populations in the developing world. On any given year goods for humanitarian relief efforts are commonly shipped via ocean from our US warehouses to: Angola, El Salvador, Ecuador, Mali, Tanzania, and Georgia. Each country might receive anywhere from one to four full container loads of donated goods such as quilts, fabric, school, baby, and personal care kits. Additionally, Corus ships IT equipment to Juba South Sudan, or Kinshasa, Democratic Republic of Congo via air. Donations from churches across the United States are consolidated in two of Corus’s domestic warehouses.

Corus program team requisition containers of donated goods to be shipped abroad from either of Corus’s two US based warehouses. The vendor receives an email from procurement with pick up details, incoterms and shipping instructions to destination. Vendor provides a quote based on the established Blanket Purchase Agreement and subsequently receives a Purchase Order.

Period of Performance

It is anticipated that the resulting Blanket Purchase Agreement (the “Master Agreement”) will have an initial term length of one year, with the option to be extended for a maximum of two additional years.

3. Expanded Contract Opportunity

Humentum Group Purchasing Program

Corus International has partnered with Humentum to make the Master Agreement resulting from this procurement available to Humentum members through their recently created Humentum Purchasing Program.



Humentum is a global organization of 330 non-governmental organizations (NGOs) dedicated to international development. [Their members](#) represent a dynamic mix of all those leading development work today: non-governmental organizations (NGOs), for-profit companies with an expertise in international development, sector experts with deep roots in global issues, nonprofit policy organizations, and academic institutions advancing sustainable development.

There are three primary goals for making this Master Agreement available to Humentum members.

- a) Allow Humentum Members to leverage their combined purchasing power to achieve more favorable terms, conditions and pricing;
- b) Simplify purchasing for members by establishing a comprehensive, competitively bid agreement that the winning vendor uses as their go to market strategy with Humentum Members; and,
- c) Enable Humentum Members (and the winning vendor) to save time and money through a single solicitation process that will reduce the need for Humentum Members to conduct their own competitive solicitations and, in turn, for Vendors to respond to multiple solicitations.

Corus International is acting as the Lead Procurement Organization on this solicitation. Humentum Members will be allowed to utilize the Master Agreement after they have registered to participate in the Humentum Purchasing Program. Humentum members collectively purchase in excess of \$30B of goods and services on an annual basis. Corus International, in addition to a core group of Humentum members (the "Leadership Group") collectively spend roughly \$18M on shipping and freight services on an annual basis.

See Appendix 4 for additional Humentum Purchasing Program general conditions.

Key Contractual Documents

The selected vendor will be required to sign contractual agreements with both Corus International and Humentum. An overview is provided below.

- a) Master Agreement – A Blanket Purchase Agreement (BPA) between the selected Bidder(s) and Corus International that defines the terms and conditions for the Global Freight Forwarding Program, and also allows for Humentum Members to purchase through the agreement.
- b) Marketing and Administration (M&A) Agreement – Contractual agreement between the vendor and Humentum that defines the terms and conditions for marketing and administering the program to Humentum members.

4. Requirements

This section outlines the core requirements for the Global Freight Forwarding Program. They have been developed to address the needs of Corus International, but they are also representative of the broader needs of the Humentum membership. 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.

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, Corus International will have already determined the preferred mode of transit to utilize. However, the selected bidder must be an advocate for Corus (and all Humentum Purchasing Program members) 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.
 - a. North America
 - b. Central America, South America & The Caribbean
 - c. Africa
 - d. Asia
 - e. Europe
 - f. Middle East
 - g. 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 to the following destinations on all Incoterms 2020 (ocean and air):

- a. Matadi/Kinshasa, DRC
 - b. Goma, DRC
 - c. Juba, South Sudan
 - d. Luanda, Angola
 - e. San Salvador, El Salvador
7. 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.
 8. Type of Goods – The selected bidder must have experience in shipping the following types of goods, including but not limited to:
 - a. Health/humanitarian/disaster relief commodities
 - b. IT products or equipment
 - c. Lab products
 - d. Pharmaceuticals

- e. Perishables
 - f. Hazardous materials
 - g. Office equipment
9. 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.
 10. Warehousing Capabilities – The selected bidder must have access to secure warehouses at both the shipping and receiving end of the freight forwarding process.
 11. 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 and/or palletizing when required).
 12. 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.
 13. 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 and inspections at final destination when required).
 - a. 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.
 - b. 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.
 14. 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):
 - a. Duty-Free Applications or Duty/VAT exemptions/waivers
 - b. Clearance and inspection documents
 - c. Import/export permits
 - d. Transport documents including Bill of Lading/Air Waybill
 - e. Any other required documentation necessary to fulfil the deliverables
 15. 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 must be able to provide price quotes within 48 hours.
 16. 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”).
 17. Loading/Unloading – When applicable, the selected bidder will need to provide laborers to perform loading/unloading services.



18. Delivery Appointment – When applicable, the selected bidder must be responsible for making delivery appointments with the intended recipient.
19. Before/After Hour Deliveries – When applicable, the selected bidder will be responsible for coordinating before or after hour deliveries.
20. Status Updates – The selected bidder must provide timely, real-time notifications on the status of the shipment throughout the entire process. At a minimum, the selected bidder must provide the following status updates:
 - a. Goods have been picked up
 - b. Goods have been delivered to warehouse / warehouse receipt
 - c. Goods are in-transit (i.e. Air/Sea)
 - d. Goods have arrived at port
 - e. Real-time updates if any delays, damage or loss occurs to goods during shipment
 - f. Goods have been delivered to destination
 - g. Proof of Delivery

Pricing Requirements

1. Format of Price Proposals – All bidders must provide a comprehensive fee schedule as part of their proposal, identifying the specific rates/charges associated with global freight forwarding services. Proposed pricing must identify both the standard list price as well as any percentage discount available under this group purchasing opportunity.
2. Pricing Consideration – Bidders must provide pricing for the Global Freight Forwarding Program that represents the greater Humentum membership (see Section 3).
3. Taxes – Sales and other applicable taxes should **not be included in the prices quoted**.
4. Currency – Price quotations must be made in US Dollars.
5. 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, 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.

Other Requirements

1. Insurance coverage – When applicable, the selected bidder must:
 - a. Insure cargo to destination on awarded Incoterms
 - b. Insure the cargo at a minimum of 110%
 - c. Provide a valid Certificate of Insurance



2. No Commitments – The selected bidder must not enforce any level of committed volume, spend or frequency through the resulting Master Agreement of this solicitation. Shipping needs will be identified on an as-needed basis through the issuance of Purchase Orders made under the Master Agreement.
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) that understands the challenges NGOs face and who can help respond to emergency shipping requests.
4. 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.
5. 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: obtaining freight forwarding quotes, placing shipping orders and having visibility into real-time status of a shipment.

5. Contact Information

Both Corus International and Humentum are working with an outside consulting firm, Vendor Centric, to manage this RFP process. A representative from Vendor Centric will contact you to ensure you have access to the secure Guest Portal for this RFP, and to coordinate questions, calls and proposal submission.

6. Proposal Guidelines

- a) **NOTIFICATION OF INTENT:** Each prospective Bidder receiving a copy of this RFP shall, **within 3 business days**, identify their intent to submit or not to submit a proposal. Intent to participate must be submitted through the secure online Guest Portal for this RFP.
- b) 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, Procurement@imaworldhealth.org, no later than **5pm EST on August 24, 2020**. Questions will be compiled, and responses sent to all Bidders by **5pm EST on August 28, 2020**.
- c) Optional phone calls with representatives from Corus (not to exceed 30 minutes) will be made available to Bidders who intend to participate in this RFP. Phone calls will take place the week of August 24, 2020.
- d) 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.
- e) In order to be considered, proposals must be received no later than **5pm EST on September 14, 2020**. *Proposals must be submitted through the secure online Guest Portal for this RFP.*
- f) 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.



- g) Proposals may not be altered or corrected after the Date of Receipt, except when Corus at its sole discretion, may permit correction of arithmetic errors, transposition errors, or other clerical or minor mistakes, in cases in which Corus deems that both the mistake and the intended proposal can be established conclusively on the face of the proposal.

7. Submission Instructions

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

- a) Proposal cover page, using *Appendix 1* as a guide
- b) Company background including size, years in business and number/types of clients with whom you work
- c) Proposed approach to meet Corus International's business requirements
- d) Proposed approach to supporting the broader Humentum Purchasing Program
- e) The following documentation:
 - a. Evidence of Bidder's legal company registration, incorporation or license to do business issued by a competent authority in the country of registration.
 - b. Audited financial statements for the previous fiscal year.
 - c. Self-Certification Form
- f) Three (3) active references whose environment, size, and scope are most similar to Corus International. 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.
- g) Quotations for hypothetical shipping scenarios (*Appendix 2*)
- h) Completed online questionnaires about:
 - Global Freight Forwarding Program ([Click here](#))
 - Humentum Purchasing Program ([Click here](#))



8. Evaluation Criteria

In evaluating the proposals, Corus 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.	45%
4. Account Management and Support. Strength of account management, including the ability to support international operations for both Corus and the Humentum Group Purchasing Program.	10%
5. Technology and Reporting. Use of technology to provide more efficient account/shipping management.	10%
6. Documentation. Submission of all required documentation identified in <i>Section 7 – Instructions</i> .	5%
Total	100%

9. Timeline

Activity	Complete by:
RFP document issued	August 18
Notice of intent to participate	August 20
Deadline for submission of clarification questions to Corus	August 24
Optional phone calls with Corus	Week of August 24
Responses to questions distributed to Bidders	August 28
Proposal responses due to Corus	September 14
Proposal evaluation and follow-up questions, if any	September 25
Presentations by finalists, if necessary	October 2
Anticipated Award Date	October 9
Anticipated Contract Effective Date	October 30



Appendix 1 – Proposal Cover Page

[Use this form or create one in this format]

Name of Organization:	Primary Address:
Contact Name: <i>(must be an individual with the authority to negotiate and enter into a contract)</i> Title:	Telephone: Email (at least two): Website:
Type of Entity: (check one) <input type="checkbox"/> Non Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Other (specify)	Year registered in: DUNS #: SAM Registration Status:

Authorized Signatory: _____

Name and Title: _____

Date: _____



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:
 - a. Documentation preparation fees
 - b. Inspection fees
 - c. Clearance/customs fees
 - d. Insurance charges (when applicable)
 - e. In-country delivery fees
 - f. Administration charges
 - g. Fuel surcharges

Example Shipment #1

Core Shipping Details	Details/specs
Origin	Warehouse St Paul, Minnesota
Destination	San Salvador, El Salvador (through Port of Acajutla)
Cargo type (i.e. what is being shipped)	80 bales of Quilts, 230 cartons of School Kits, 300 cartons of Personal Care Kits, 280 Baby Care Kits, 10 cartons of Fabric Kits
Size/Dimensions (L/W/H)	Dimensions Overall Cubic Feet: 3,516
Gross weight (Lbs.)	49,572
Net weight (Lbs.)	46,060
Value (USD)	\$388,040
Incoterms	CPT – Door to Door
Additional Criteria	Details/specs
Mode of shipment (i.e. air/ocean)	Ocean
Container requirements (FCL, LCL, etc.)	FCL 40' (Qty 2 Containers)
Due to destination within (5 days, 10 days, etc.)	30 days
Loading services required? (yes/no)	Yes
Palletization required? (yes/no)	No
Insurance requirements	No
Clearance & customs services required? (yes/no)	Yes
Documentation preparation required? (yes/no)	Yes
Offloading services required? (yes/no)	Yes
Other criteria	Drop Pick

Example Shipment #2

Core Shipping Details	Details/specs
Origin	Warehouse New Windsor, Maryland
Destination	Port of Valparaiso, Chile
Cargo type (i.e. what is being shipped)	Bales (Quilts)
Size/Dimensions (L/W/H)	Dimensions Overall Cubic Feet 1,850
Gross weight (Lbs.)	38,630 Gross
Net weight (Lbs.)	34,780 Gross
Value (USD)	\$44,400
Incoterms	CIP – Door to Port
Additional Criteria	Details/specs
Mode of shipment (i.e. air/ocean)	Ocean
Container requirements (FCL, LCL, etc.)	FCL 40' (Qty 1 Container)
Due to destination within (5 days, 10 days, etc.)	30 days
Loading services required? (yes/no)	Yes
Palletization required? (yes/no)	No
Insurance required	Yes
Clearance & customs services required? (yes/no)	No
Documentation preparation required? (yes/no)	Yes
Offloading services required? (yes/no)	Yes
Other criteria	Drop Pick

Example Shipment #3

Core Shipping Details	Details/specs
Origin	Antwerp, Belgium
Destination	Kinshasa, DRC
Cargo type (i.e. what is being shipped)	Vehicle tires
Size/Dimensions (L/W/H)	Pallet 1/3 – 190 x 150 x 140 CMS Pallet 2/3 – 150 x 110 x 170 CMS Pallet 3/3 – 150 x 110 x 115 CMS
Actual weight	Pallet 1/3 – 280 KGS Pallet 2/3 – 370 KGS Pallet 3/3 – 245 KGS
Value (USD)	\$3,400
Incoterms	DAP – Door to Door (to office in Kinshasa)
Additional Criteria	Details/specs
Mode of shipment (i.e. air/ocean)	Ocean
Container requirements (FCL, LCL, etc.)	LCL
Due to destination within (5 days, 10 days, etc.)	ASAP
Loading services required? (yes/no)	Yes
Palletization required? (yes/no)	No
Insurance required	Yes
Clearance & customs services required? (yes/no)	Yes
Documentation preparation required? (yes/no)	Yes
Offloading services required? (yes/no)	Yes
Other criteria	Import permit had already been acquired

Example Shipment #4

Core Shipping Details	Details/specs
Origin	Baltimore, US
Destination	Abuja, Nigeria
Cargo type (i.e. what is being shipped)	Scales and measuring boards
Size/Dimensions (L/W/H)	5 boxes 34 x 16 x 15"
Actual weight	280 lbs
Volumetric weight	127.50 kilos
Value (USD)	\$9,627
Incoterms	CIP – Door to Port (in Abuja, Nigeria)
Additional Criteria	Details/specs
Mode of shipment (i.e. air/ocean)	Air
Container requirements (FCL, LCL, etc.)	--
Due to destination within (5 days, 10 days, etc.)	ASAP
Loading services required? (yes/no)	Yes
Palletization required? (yes/no)	No
Insurance required	Yes
Clearance & customs services required? (yes/no)	No
Documentation preparation required? (yes/no)	Yes
Offloading services required? (yes/no)	No
Other criteria	Cleared by USAID

Example Shipment #5

Core Shipping Details	Details/specs
Origin	Dulles, VA
Destination	Ethiopia
Cargo type (i.e. what is being shipped)	1 Dell Latitude 5400 and Docking station
Size/Dimensions (L/W/H)	49"x28"x8"
Actual weight	3 K
Volumetric weight	--
Value (USD)	\$1579.25
Incoterms	CIP – Door to Airport
Additional Criteria	Details/specs
Mode of shipment (i.e. air/ocean)	Overnight air
Container requirements (FCL, LCL, etc.)	--
Due to destination within (5 days, 10 days, etc.)	ASAP
Loading services required? (yes/no)	No
Palletization required? (yes/no)	No
Insurance required	Yes
Clearance & customs services required? (yes/no)	No
Documentation preparation required? (yes/no)	No
Offloading services required? (yes/no)	No

Example Shipment #6

Core Shipping Details	Details/specs
Origin	2821 Emerywood Parkway Henrico, Va 23294
Destination	19431 Paddock View Drive Tampa, Florida 33647
Cargo type (i.e. what is being shipped)	Clothes, household items
Size/Dimensions (L/W/H)	6 packages, 3' x 3' x 2'
Actual weight	337 lbs
Value (USD)	\$500.00
Additional Criteria	Details/specs
Mode of shipment (i.e. air/ocean)	Ground
Container requirements (FCL, LCL, etc.)	--
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)	No
Offloading services required? (yes/no)	Yes



Appendix 3 – Corus International General Conditions

1. Proposals must be valid for at least **ninety (90)** days from the Date of Receipt.
2. Prospective Bidders are under no obligation to prepare or submit proposals in response to this RFP and do so solely at their own risk and expense. Corus will not reimburse any costs incurred related to this RFP.
3. If at any time prior to award Corus deems there to be a need for a significant modification to the terms and conditions of this RFP, Corus will issue such a modification as a written RFP amendment to all competing Bidders. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any RFP term or condition, and no Bidder shall rely on any such statement.
4. Corus may request additional information to clarify or substantiate information provided in the proposal or may request revisions to the proposed approach or personnel. After selection, Corus will negotiate the award cost with the selected bidder. A contract will be awarded after the selected Bidder undergoes a pre-award survey to assess the selected Bidder's management capacity and financial capability and after references have been checked.
5. Corus is not bound to accept the lowest bid or any proposal and reserves the right to accept any proposal in whole or in part and to reject any or all proposals.
6. Corus shall not be legally bound by any award notice issued for this RFP until a contract is duly signed and executed with the winning Bidder.
7. Financial Proposal shall be stated in US Dollars.
8. Prior to submission of any protest, all parties shall use their best efforts to resolve concerns raised by an interested party at the contracting officer level through open and frank discussions.
9. The following procedures are established to resolve protests effectively:
 - a. Protests shall be concise and logically presented to facilitate review by Corus. Failure to substantially comply with any of the requirements may be grounds for dismissal of the protest.
 - b. Protests shall include the following information:
 - i. Name, address, and fax and telephone numbers of the protester.
 - ii. Solicitation number.
 - iii. Detailed statement of the legal and factual grounds for the protest, to include a description of resulting prejudice to the protester.
 - iv. Copies of relevant documents.
 - v. Request for a ruling by Corus.
 - vi. Statement as to the form of relief requested.
 - vii. All information establishing that the protester is an interested party for the purpose of filing a protest.
 - viii. All information establishing the timeliness of the protest.



- c. All protests will be addressed to the contracting officer or other official designated to receive protests.
- d. Protests based on alleged apparent improprieties in a solicitation shall be filed before bid opening or the closing date for receipt of proposals. In all other cases, protests shall be filed no later than 5 days after the basis of protest is known or should have been known, whichever is earlier.



Appendix 4 – Humentum General Conditions

In addition to the Corus general conditions defined in Appendix 3, awarded Bidder(s) must also comply with the following to be awarded a separate agreement with Humentum, thereby making the Master Agreement available to Humentum Members.

1. Award of the Marketing and Administration Agreement

The Master Agreement for the Global Freight Forwarding Program that is awarded by Corus International will, at Humentum's option, be the basis for a national contract that can be offered to Humentum members through the Humentum Purchasing Program. If more than one vendor is awarded a Master Agreement by Corus, those same vendors will be required to extend the Master Agreement to all Humentum members that have registered to participate in the Humentum Purchasing Program (collectively "Participating Humentum Members"). Further, the awarded vendor(s) will be required to execute a separate Marketing and Administration Agreement ("M&A Agreement") with Humentum.

Humentum Members will utilize the Master Agreement at their sole discretion. Certain terms of the Master Agreement specifically applicable to the Lead Procurement Organization may be subject to modification for each Participating Humentum Member as vendor, Humentum Member and Humentum shall agree. Humentum Members may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement. Any supplemental agreement, when developed, is exclusively between the Humentum Member and the vendor. Further, it is the responsibility of the vendor to comply with any regulatory requirements in effect in the jurisdiction of the Humentum Member.

2. Payment of Marketing and Administration Fee

The awarded vendor(s) will be required to pay Humentum a Marketing and Administration fee for sales made to all Participating Humentum Members, including the Lead Procurement Organization. This fee will, among other things, support Humentum in the marketing and administration of the Master Agreement, the specifics of which are defined in the M&A Agreement.

3. Assignment of a National Account Manager

The awarded vendor(s) must provide a single, national account manager responsible for managing the relationship with Humentum, and ensuring accountability for all contractual requirements.

4. Ability to Sell and Distribute Globally

The awarded vendor(s) must have a sales and operational structure that ensures appropriate coverage for all Humentum members.

5. Ability to Track and Report Sales Data

The awarded vendor(s) must have a sales and reporting system that allows for sales data to be captured, aggregated and reported for all participating Humentum Members.

6. Contracting with Humentum Members



All transactions, purchase orders, invoices, payments etc., will occur directly between the awarded vendor and each Participating Humentum Member individually. Neither Humentum or the Lead Procurement Organization, nor any of their respective agents, directors, employees or representatives, shall be liable to the vendor for any acts, liabilities, damages, etc., incurred by any other Participating Humentum Member.

Even though it is anticipated many Participating Humentum Members will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where one or more Participating Humentum Members will issue their own solicitation. In these situations, the vendor may respond and, if awarded, execute an alternative agreement to the Master Agreement. However, in each and all of these cases, the vendor will be required to report all sales made under any of these alternative agreements to Participating Humentum Members as Contract Sales which are applicable for payment of marketing and administration fees to Humentum.



Appendix 5 – Freight Forwarding Services Questionnaire

All participants in this RFP are required to answer the following questions through an online questionnaire (see Section 7 – Submission Instructions). Responses to these questions through any other format (i.e. electronic or paper-based document) will not be accepted.

A. General Company Information

- 1) Where is your headquarters located? (*open text*)
- 2) How long have you been in business? (*open text*)
- 3) How many shipments do you handle per year? (*open text*)
- 4) How many employees do you have? (*open text*)
- 5) How many customers do you have? (*open text*)
- 6) Which of the following best describes your company? (*select one*)
 - Publicly traded
 - Privately owned
 - Other (describe)
- 7) Has your company been profitable in each of your last three fiscal years?
 - Yes
 - No (if no, please explain)
- 8) Does your company qualify as any of the following? (*check all that apply*)
 - Small business
 - Veteran owned business
 - Service-disabled veteran owned business
 - Minority owned business
 - Woman owned business
 - SBA certified small, disadvantaged business
 - SBA certified HUBZone small business
 - Located in a Labor Surplus Area
 - None of the above
- 9) Are you, is your company, or any one of its principal officers presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal Agency? (*yes/no*)
- 10) Please provide your claim and loss rates over the last three years (*open text*)

B. Freight Forwarding Capabilities

- 1) Are you able to utilize all of the following modes of transit (when applicable) to move goods from origin to destination? (*yes/no – if no, please explain*)
 - Air
 - Ocean
 - Ground/truck
 - Rail

- 2) Are you able to support intermodal transportation (i.e. rail, trucking, ocean, air, etc.) to ensure complete coverage of delivery to the intended recipient? *(yes/no – if no, please explain)*
- 3) Do you have the ability to ship “door to door,” efficiently transporting goods from origin, through ports AND providing in-country transportation directly to the intended recipient? *(yes/no – if no, please explain)*
- 4) Do you have the ability to ship “door to port,” efficiently transporting goods from origin to the named destination port? *(yes/no – if no, please explain)*
- 5) Describe your network of global, in-country offices/operations (i.e. do you have wholly-owned in-country offices or do you utilize agents)? Please provide percentage breakdown of each if applicable. *(open text)*
- 6) Are you able to support the shipment of, at a minimum (but not limited to) the following types of goods? *(yes/no – if no, please identify)*
 - Health/humanitarian/disaster relief commodities
 - IT products or equipment
 - Lab products
 - Pharmaceuticals
 - Perishables
 - Hazardous materials
 - Office equipment
- 7) Do you maintain active licenses and/or certifications, as required by law, to ship the types of goods listed in the question above? *(yes/no – if no, please identify)*
- 8) Do you have access to secure warehouses at both the shipping and receiving end of the freight forwarding process? *(yes/no – if no, please explain)*
- 9) Are you able to provide price quotes for shipping requests within three (3) business days?
- 10) In response to an emergency, are you able to provide price quotes for shipping requests within 48hrs (including weekend response)? *(yes/no)*
- 11) What are your standard lead times to schedule pickups? *(open text)*
- 12) In the event packaging of goods being shipped is deemed damaged or insufficient, are you able to repack prior to shipment (which could include shrink wrapping or palletizing when required)? *(yes/no – if no, please explain)*
- 13) In the event that goods are not marked/labeled appropriately (in accordance with purchase orders, laws, regulations or other marking requirements) are you able to re-mark or re-label the goods prior to shipment? *(yes/no – if no, please explain)*
- 14) Are you able to manage and facilitate the entire export/import customs clearance process? *(yes/no – if no, please explain)*
- 15) Are you able to perform or manage any necessary inspections (including pre-inspections prior to shipment and inspections at final destination when required)? *(yes/no – if no, please explain)*

- 16) Are you able to facilitate and manage the entire pre-shipment and post-shipment paperwork/documentation process to ensure accuracy and compliance with applicable regulations? *(yes/no – if no, please explain)*
- 17) What type of insurance coverage do you provide? Please include details about insurance policies and premium rates/pricing. *(open text)*
- 18) Goods may be funded from a variety of governmental and/or private sources. How do you ensure that you have the appropriate expertise and capability to comply with applicable regulations or requirements (e.g. USAID, Fly America Act, utilizing U.S. flag vessels/cargo preference, VAT exemptions, etc.)? *(open text)*
- 19) When applicable, are you able to provide laborers and manage all loading/unloading services? *(yes/no – if no, please explain)*
- 20) When applicable, will you take responsibility for making delivery appointments with the intended recipient? *(yes/no – if no, please explain)*
- 21) When applicable, are you able to coordinate and execute before/after-hour deliveries? *(yes/no – if no, please explain)*

C. Geography/Coverage

- 1) Are you able to provide door-to-door and/or door-to-port freight forwarding services from the United States to the following destination countries? *(yes/no – if no, please identify any limitations)*
 - Matadi/Kinshasa, DRC
 - Goma, DRC
 - Juba, South Sudan
 - Luanda, Angola
 - San Salvador, El Salvador
- 2) Are you able to provide door-to-door and/or door-to-port freight forwarding services from the United States to the following regions? *(yes/no – if no, please identify any limitations)*
 - North America
 - Central America, South America & The Caribbean
 - Africa
 - Asia
 - Europe
 - Middle East
 - Australia
- 3) Are you able to provide door-to-door freight forwarding services to all zip codes in the United States? *(yes/no – if no, please identify any limitations)*

D. Pricing

- 1) How do you calculate your fuel surcharge? *(open text)*
- 2) Please upload your proposed pricing for the Global Freight Forwarding Program, making sure to identify standard list price & applicable discounted pricing as it applies to this program. *(Document upload)*

- 3) Provide any other relevant information about your proposed pricing and benefits for this Global Freight Forwarding Program (to be made available to all eligible Humentum members). *(open text)*

E. Account Management and Support

- 1) Will you be providing a dedicated account manager to manage all global freight forwarding needs? *(yes/no – if yes, please identify and describe their role and responsibilities)*
- 2) Do you have a dedicated support team? *(yes/no)* – If yes:
 - How many people are on your support team?
 - Describe the type of support provided, how it is requested, and response time to support inquiries.
- 3) Will there be any minimum requirements that need to be met (i.e. minimum volume, spend, frequency, etc.) under the Master Agreement resulting from this solicitation? *(yes/no – if yes, please describe)*

F. Technology and Reporting

- 1) Can you provide our team with real-time status updates when: (select all that apply)
 - Goods have been picked up
 - Goods have been delivered to warehouse / warehouse receipt
 - Goods are in-transit (i.e. Air/Sea)
 - Goods have arrived at port
 - Real-time updates if any delays, damage or loss occurs to goods during shipment
 - Goods have been delivered to destination
 - Proof of Delivery occurs
 - None of the above
- 2) As part of your service offering, do you provide an online portal/system to manage the full shipping lifecycle? *(yes/no) – If 'yes,' questions 3 – 5 will be asked.*
- 3) What capabilities does the online portal/system offer? (select all that apply)
 - Obtain freight forwarding quotes
 - Place orders
 - Track real-time status of a shipment
 - View shipping documents
 - Place a claim
 - Communicate and collaborate with account manager and support team
 - View invoices and tie them back to specific shipments
 - Access to billing information by department/cost center
 - Integration with other systems (i.e. through an API)
 - Access to reporting/dashboarding
- 4) Are there any fees or licenses associated with the use of your online portal/system? *(yes/no – If yes, please explain)*
- 5) How many unique users are able to access the online freight forwarding portal? *(open text)*



G. Other

- 1) Provide any additional information you'd like to share about your Global Freight Forwarding Program offered to Corus International and all Humentum Group Purchasing Program members. *(open text and document upload)*



Appendix 6 – Humentum Purchasing Program Questionnaire

All participants in this RFP are required to answer the following questions through an online questionnaire (see Section 7 – Submission Instructions). Responses to these questions through any other format (i.e. electronic or paper-based document) will not be accepted.

1. Company Information

- a. Does your company currently have contracts with any other group purchasing programs? (yes/no)
 - a. If yes, please identify each program and the contracts you have. (open text)
- b. Do you currently work with any Humentum Members? (a current membership list is available or download in the secure Guest portal)
 - a. If yes, please share how many and the types of products/services you provide them. (open text)

2. Products and Distribution

- a. Describe the full line of products and services you could potentially offer through the Humentum Purchasing Program. These can include those proposed within this RFP, as well as additional products and services you may offer. (open text) (If helpful, upload supplemental documents)
- b. Which of the following regions are you able to sell and deliver your products and service? (check all that apply)
 - a. North America
 - b. Central America & The Caribbean
 - c. South America
 - d. Africa
 - e. Asia
 - f. Europe
 - g. Middle East
 - h. Australia
- c. Based on your selections above, are there any regional limitations we need to be aware of? (yes/no)
 - a. If yes, please explain. (open text)
- d. Will you be using any other vendors, technology partners, subcontractors or consultants (collectively “fourth parties”) to process, handle or deliver the services you are proposing on? (yes/no)
 - a. If yes, identify each fourth party and their role in the provision of services. (open text)

3. Account and Contract Management

- a. Will there be one person designated as the National Contract Manager who has ultimate responsibility for the management of the Marketing & Administration (M&A) Agreement, and coordination of sales, marketing and support for the Humentum Purchasing Program? (yes/no)
 - a. If yes, provide name, title and contact information.



- b. Explain in detail how you will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, account set-up for new accounts, timely contract administration, etc. (open text)
- c. Describe the system you will use to track and report on member participation and spend. (open text)
- d. Do you have the ability to provide monthly reporting on Humentum member participation and spend? (yes/no)
- e. Please provide your proposed Marketing & Administrative Fee (M&A Fee) to be paid to Humentum under this program.

4. Sales and Marketing Support

- a. Describe in detail how your sales force is structured. (open text)
- b. Describe how you sell your products/service nationwide. If you use territory managers, explain how you will coordinate sales across all territories. (open text)
- c. Describe your approach to making your sales force aware of the Master Agreement, including training and the role (if any) of Humentum in the process. (open text)
- d. Describe how your marketing team will work with the Humentum team to implement, grow and service the Humentum Purchasing Program. (open text)

5. Other

- a. Provide any additional information you'd like to share.