

**Invitation to Tender (ITT) for Clearing and Forwarding Service under a Framework Agreement**

**REF: FWA 2024 005 Clearing and Forwarding Service**

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| --- |
| **GOAL is completely against fraud, bribery and corruption.**  **GOAL does not ask for money for bids.**  **If you have any serious concern over wrong doing please report it at**[**www.safecall.co.uk/report**](http://www.safecall.co.uk/report)**or email** [**goal@safecall.co.uk**](mailto: goal@safecall.co.uk) **. All information is treated confidentially by Safecall and you may remain anonymous if you wish** |

# About GOAL

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. For more information on GOAL and its operations please visit <https://www.goalglobal.org/>.

GOAL has a 19-year presence in Sierra Leone with activities in Freetown Western Area, Kenema, Bombali, Moyamba, and Kambia Districts. The GOAL Sierra Leone programme contributes to poverty and vulnerability reduction through the implementation of multi-sectorial, integrated programmes. The SL programmes specifically focus on systems strengthening and community level behaviour change programming, targeting improved maternal & child health through nutrition and hygiene, sanitation, and water activities as well as child protection and empowerment interventions.

# Proposed Timelines

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date, Time and Time Zone** |
| 1 | ITT published | 9th January 2025 |
| 2 | Closing date for clarifications | 14th January 2025 @ 14:00pm GMT |
| 3 | Closing date and time for receipt of tenders | 17th January 2025 – 16:00pm GMT |
| 4 | Tender opening date and time | 17th January 2025@ 1700hrs GMT |

# Overview of requirements

GOAL Sierra Leone invites established Clearing and Forwarding Companies to submit their offers in respect of clearing and forwarding shipments arriving via Air at Lungi airport – and by sea at Queen Elizabeth dock for onward forwarding to our projects in all our operational areas in Sierra Leone. Specifically, some of these shipments are under cold chain conditions and therefore require swift transfer to our cold store across our project areas. Potential bidders are expected to comply with our scope of works as imbedded in Annex 1.

GOAL invites prospective suppliers to submit tenders that meet or exceed GOAL’s requirements as outlined in Annex 1 (Terms Of Reference).

# Type of contract

Following this procurement process, GOAL aims to sign a Framework agreement for a period of 3years.

Note that a framework agreement (FWA) is an agreement with a single supplier (or group of suppliers) to establish terms governing contracts that may be awarded during the period of the FWA. GOAL, as contracting authority, does not guarantee any volume of orders under FWAs as all purchases will be based on the needs and activities of GOAL.

To participate in the FWA, respondents will need to be successful in this tender exercise. When a FWA is established with a supplier, the purchasing mechanism will be based on a Purchase Order. Each Purchase Order will be an individual contract based on the agreed terms in the FWA.

In case of establishing a multi-supplier Framework Agreement the purchasing mechanism will be decided at the time of contract award, with individual orders placed according to GOAL’s internal priorities at the time of order*.*

# Terms of the Procurement

## Procurement Process

### This competition is being conducted under GOAL's national tender procedure.

### The contracting authority for this procurement is GOAL.

### This procurement is funded by various donors and the FWA and any contracts or agreements that may arise from it are bound by the regulations of those donors.

## Clarifications and Query Handling

### GOAL has taken care to be as clear as possible in the language and terms it has used in compiling this ITT. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this tender, the meaning and interpretation attributed to that word or term by GOAL will be final. GOAL will not accept responsibility for any misunderstanding of this document or any others relating to this tender.

### Requests for additional information or clarifications can be made before the deadline noted in section 2 above, and no later. Any queries about this ITT should be addressed in writing to GOAL via email at [Clarifications@goal.ie](mailto:Clarifications@goal.ie) with the reference **[FWA 2024 005 Clearing and Forwarding Service].** Clarifications and answers shall be published online at www.Goalglobal.Org/tenders in a timely manner.

## Conditions Of Tender Submission

### Tenders must be completed in English.

### Tenderers must respond to all requirements set out in this ITT and complete their bid in the response format outlined in Section 7.

### Failure to submit tenders in the required format will, in almost all circumstances, result in the rejection of the bid.

### Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Additionally, tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the tenderer knows to be relevant or to mislead GOAL and/or its evaluation team in any way will result in the disqualification of the tender.

### Tenders must detail all costs identified in this ITT. Additionally, tenders must detail any other costs whatsoever that could be incurred by GOAL in the usage of services and/or the availing of options that may not be explicitly identified/requested in this ITT. Tenderers’ attention is drawn to the fact that, in the event of a Contract/ Framework Agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.

### Any conflicts of interest (including any family relations to GOAL staff) involving a tenderer must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or bids put forward by the tenderer.

### GOAL will not be liable in respect of any costs incurred by respondents in the preparation and submission of tenders or any associated work effort.

### GOAL will conduct this tender, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Tenders will be opened by at least three designated officers of GOAL.

### GOAL is under no obligation to accept the lowest or any other bid received in response to this tender and reserves its right to reject any or all the bids(part/full) including incomplete bids without assigning reason whatsoever.

### GOAL reserves the right to split the award of this contract between different bidders in any combination it deems appropriate, at its sole discretion.

### The tenderer shall seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling this contract. Full details of the proposed subcontracting company and the nature of envisioned engagement of sub-contractor/s into this contract shall be included in tenderer’s bid.

### GOAL reserves the right to refuse any subcontractor that is proposed by the bidder.

### GOAL reserves the right to negotiate with the bidder who has submitted the lowest Bid that fully meets the technical requirements, for the purpose of seeking revisions of such Bid to enhance its technical aspects and/or to reduce the price.

### Information supplied by respondents will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.

### GOAL reserves the right to terminate this competition at any stage.

### Unsuccessful tenderers will be notified.

### GOAL’s standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.

### This document is not construed in any way as an offer to contract.

### GOAL and all contracted suppliers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this ITT may be financed by multiple donors and those donors and/or their agents have rights of access to GOAL and/or any of its suppliers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an bid under this ITT assumes Tenderer acceptance of these conditions.

### **Terrorism and Sanctions:** GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. GOAL shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.

### GOAL requires all contracted suppliers and sub-contractors to observe the highest standard of ethics during the procurement process, selection and contract execution of goal’s contracts, and refrain from fraud and corruption. GOAL has zero tolerance for fraud, bribery or corruption in any form and will reject any bids if the organization determines that the bidding company, any of its personnel, or its sub-contractors, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

## Quality Control

3rd party companies may be contracted by GOAL to carry out random quality inspections of work carried out by the contracted party. The cost of the quality control inspections will be covered by GOAL.

GOAL may choose to visit vendors' premises, including sub-contractors (if any) to perform additional checks as part of the evaluation process. Vendors will be notified in advance of a visit.

## Submission of Tenders

Tenders must be delivered in the following way:

1. Electronically with your financial and technical offers to [tenders@goal.ie](mailto:tenders@goal.ie) and in the subject field state:
   1. ***FWA 2024 005 Clearing and Forwarding Service***
   2. ***Name of your firm with the title of the attachment***
   3. ***Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.***

**All documents attached to emails must be in PDF or scan form. Any excel or word documents must be accompanied by a PDF or scan version of the document.**

Links to share drives will not be accepted unless it is necessary due to file size. All documents submitted via links to shared drive must not be modified after the closing date and time for the receipt of bids (timestamp must clearly indicate that they haven't been modified). Documents submitted via links to a shared drive that have been modified after the closing date and time will not be accepted.

**OR**

1. Physical bids- please submit in a sealed envelope marked FWA 2024 005 Clearing and Forwarding Services with your financial and technical offers inside one envelope marked as Financial Offer and Technical Offer to the Private Tender Box located at the GOAL office at 6 The Maze, off King St, Freetown.

Envelopes may be sent through postal or courier services or delivered by hand; and will be accepted during normal working hours for the country of submission. Please note that the GOAL office will not be open during weekends or public holidays.

* **Proof of sending is not proof of reception, either electronically or with post/courier/other physical service. Late delivery will result in your bid being rejected. Envelopes found open at the tender opening will be rejected. All information provided must be perfectly legible.**

## 5.6 Tender Opening Meeting

Tenders will be opened as per Section 2 Proposed Timelines above at the following location:

**GOAL office at 6 The Maze, off King St, Freetown**

One **authorised representative** of each tenderer may attend the opening of the bids. Companies wishing to attend are requested to notify their intention by sending an e-mail at least 48 hours in advance to the following e-mail address: [procurementfreetown@sl.goal.ie](mailto:procurementfreetown@sl.goal.ie) . This notification must be signed by an authorised officer of the tenderer and specify the name of the person who will attend the opening of the bids on the tenderer's behalf.

Bidders are invited to attend the Tender Opening Meeting at their own cost.

# Evaluation Process

## Evaluation stages

Tenderers will be considered for participation in the Contract subject to the following qualification process:

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage** | **The basic requirements with which bids must comply with** |
| *The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential criteria. Only those tenders meeting the essential criteria and do not fall under any of the listed exclusion criteria will go forward to the second phase of the evaluation.* | | |
| 1 | **Administrative instructions** | 1. **Closing Date:**   Bids must have met the deadline stated in section 2 of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by GOAL. Tenderers must note that GOAL is prohibited from accepting any bids after that deadline.   1. **Submission Method:**   Bids must be delivered in the method specified in section 5.5 of this document. GOAL will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected.   1. **Format and Structure of the Bids:**   Bids must conform to the Response Format laid out in section 7 of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by GOAL. **Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.**   1. **Confirmation of validity of your bid:**   The Tenderers must confirm that the period of validity of their bid is not less than 90 (ninety) days. |
| **2** | **Exclusion criteria** | Not Applicable |
| **3** | **Essential Criteria** | - Copy of valid business registration certificate (Certificate of incorporation, Memorandum and articles of association, Power of attorney to confirm who transacts on behalf of the company).  - Copy of valid NRA Tax compliance certificate.  - Copy of valid clearing and forwarding agency or as a customs broker license issued by NRA.  - Financial Offer |
| *Each bid that conforms to the Exclusion and Essential Criteria will be evaluated according to the Award Criteria given below by GOAL.* | | |
| **4** | **Award Criteria** | Tenders will be awarded marks under each of the award criteria listed in this section to determine the best value for money bids.   * Bidders must provide and disclose Curriculum Vitae and certificates of at least two customs employees who have gone through Customs Brokers Examination conducted by NRA. * Bidders must provide documentary evidence (recommendation letters and contracts/Purchase orders) handling similar assignments including consignments of pharmaceuticals, temperature sensitive products and/ or related products including vaccines. Evidence of at least three years’ experience in the provision of Clearing and Forwarding Services. These should be from at least three different clients/employers. * Must provide documentary evidence of ownership or lease agreement of equipment not limited to the following:  1. Refrigerated truck with capacity to transport temperature sensitive products and/ or related products including vaccines. Disclosure by the company in owning or sourcing equipment. 2. At least Two Reefer vehicles. 3. Crane truck   **Note: Registration certificates and lease agreements will be considered as evidence of ownership** |
| **5** | **Due Diligence Checks** | Successful bidder/s will be screened in line with Anti-Terrorism and Sanction checks. GOAL will not contract with bidders who do not pass those checks as per clause 5.3.20 of this document.  References and other checks will be completed, and quality assessed.  In-depth review of financial accounts and other documents submitted will be completed; bidder is judged to have requisite financial stability and legal status. |

## Tender Evaluation

GOAL is committed to the highest standards of fairness and equality across our organisation and ensures impartiality in tender evaluations. GOAL will convene a comprehensive evaluation team which may draw from diverse expertise including Finance, Logistics, Programmes, Donor Compliance and Internal Audit, as well as 3rd Party technical input.

During the evaluation period clarifications may be sought by e-mail from Tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the tenders submitted. Unsolicited communications from tenderers will not be entertained during the evaluation period.

## Award Criteria

**Quality: 60%**

Quality criteria that will be used for evaluation of bids is as below:

* Bidders must provide and disclose Curriculum Vitae of at least two customs employees.
* Bidders must provide documentary evidence in handling consignments of pharmaceuticals, temperature sensitive products and/ or related products including vaccines. Evidence of at least five years’ experience in the provision of Clearing and Forwarding Services.
* Must provide documentary evidence that the bidder will provide appropriate refrigerated trucking capacity to transport temperature sensitive products and/ or related products including vaccines from the airport to Kambia depot. Disclosure by the company in owning or sourcing equipment. Attach documentary evidence of access to at least Two Reefer vehicles is mandatory in the form of vehicle life cards or leased agreement in case of hired vehicles).
* Ability to provide crane services when required to deliver at the required location communicated.

A minimum passing score is established to ensure adherence to our quality standards and project requirements. Only tenders meeting or exceeding 50 marks out of quality 60 scores will proceed to the next stage of evaluation.

**Price: 40%**

All prices must be in NLE and a comprehensive and clear breakdown of prices must be shown as part of the financial offer. Bidders MUST structure their financial offer as per the price schedule provided in this ITT (Appendix 3 - Financial Offer)

Prices offered will be evaluated on full cost basis (including all fees and taxes). During the analysis of bids, if bids were not submitted in the required currency, we will convert all bids in NLE at the InforEuro rate for the date of bid opening. (See <http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm>)

Marks for cost will be awarded on the inverse proportion principle (shown below):

Score = points available x (lowest price offered/ bidder offer price)

**All financial offers must be made on the basis of ‘best and final offer’.**

# Response Format

All bids must conform to the response format laid out below.

By responding to this ITT, each Tenderer is required to accept the terms and conditions of this ITT. Should a Tenderer not comply with these requirements, GOAL may, at their sole discretion, reject the response.

If the Tenderer wishes to supplement their response to any section of the ITT specifications with a reference to further supporting material, this reference must be clearly identified, including section and page number.

## Submission Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **Line** | **Item** | **How to submit** | **Tick attached** |
| 1 | Appendix 1- Company Information | Complete, sign, stamp and submit titled ‘Company Information’. |  |
| 2 | Appendix 2 - Technical Offer | Complete, sign, stamp and submit titled ‘Technical offer’. |  |
| 3 | Appendix 3 - Financial Offer | Complete, sign, stamp and submit titled ‘Financial offer’. |  |
| 4 | Copies of last six months bank statement | Submit copies of Bank Statement |  |
| 5 | Business Registration Certificate | Submit copy of business registration certificate |  |
| 6 | Valid NRA Tax clearance certificate | Submit copy of Updated NRA Tax Clearance Certificate |  |
| 7 | Valid clearing and forwarding agency or as a customs broker license issued by NRA. | Submit copy of clearing and forwarding agency or as a customs broker license issued by NRA. |  |
| 10 | Personnel | Submit copies of curriculum vitae and corresponding academic documents of at least two customs employees. |  |
| 11 | Experience | Attach copy of evidence in handling similar assignments including consignments of pharmaceuticals, temperature sensitive products and/ or related products including vaccines. |  |
| 12 | Equipment. | Submit copy of evidence of availability of equipment as listed under Section (table) 7.1. Registration certificates and lease agreements will be considered as evidence of ownership |  |

Appendix 1 – Company Information

|  |  |  |
| --- | --- | --- |
| Company Name |  | |
| Registered address of the prime Tenderer |  | |
| Year Established |  | |
| Please state the name of any other persons/organisations (except your company) who will benefit from this contract (GOAL compliance matter) |  | |
| Parent company |  | |
| Ownership |  | |
| Do you have associated companies? Tick relevant box. If YES – provide details for each company in the line below. | Yes/No | |
|  | |
| Associated company details (if applicable) |  | |
| If successful, do you agree to work under GOAL’s Terms and Conditions of contract (attached as Appendix 4). | Yes/No | Comments/Attachments |
|  |  |
| If successful, do you agree to sign the contract as per GOAL’s contract template (attached as Appendix 5) | Yes/No | Comments/Attachments |
|  |  |
| If successful, do you agree to abide by GOAL’s Supplier code of conduct for the delivery of goods/services/works?  (attached as Appendix 6) | Yes/No | Comments/Attachments |
|  |  |

|  |  |  |
| --- | --- | --- |
| **1.Turnover history** | | |
| **Turnover figures entered the table must be the total sales value before any deductions**  ‘Turnover of related products’ is for companies that provide items or services in multiple sectors. Please enter information on turnover of items or services that are similar in nature to the items or services requested under this tender. | | |
| **Trading year** | **Total turnover** | **Turnover of related products** |
| **2021** |  |  |
| **2020** |  |  |
| **2019** |  |  |
| Include a short narrative below to explain any trends year to year | | |
|  | | |
| 1. **GOAL operates within the law of the country of operation and within international legal requirements. GOAL expects all companies to fulfil their legal obligations, including meeting their tax liabilities and duties in accordance with the relevant tax legislation. Please comment below if you feel there are any matters you need to bring to GOAL’s attention.** | | |
| *Please continue on a separate sheet if necessary.* | | |

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

Note that winning bidder/s will be required to submit further information as part of supplier registration process before finalisation of contract award.

|  |
| --- |
| By submitting a bid under this Invitation to Tender (ITT) **FWA 2024 005 Clearing and Forwarding Service**, the bidder hereby asserts that the following statements are correct at the time of submission; and further undertakes to inform GOAL of any changes in status of these matters. |
| The bidder is not bankrupt or is being wound up, neither are its affairs are being administered by the court nor has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulation.  The bidder is not the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations.  Neither the bidder, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata nor been guilty of grave professional misconduct in the course of their business.  The bidder has fulfilled all its obligations relating to the payment of taxes or social security contributions in Ireland or any other state or country in which the tenderer is located or doing business.  Neither the bidder, a Director or Partner has been found guilty of: fraud, money laundering, corruption; convicted of being a member of a criminal organisation; nor of serious misrepresentation in providing information to a public buying agency  The bidder has not contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application.  That all data subjects have specifically consented to the use and storage of their data by GOAL for the purpose of analysing the bids and awarding a contract under this tender; and further understood that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract. |

I confirm that my bid has a validity of [insert number] of days. *If your bid does not have this validity, please state what bid validity you offer.*

I confirm that the bid and the costs provided to accompany it are an accurate reflection of the costs that will be charged to GOAL according to the information provided in this Invitation to Tender; and that there are no other costs associated. I also confirm that I have the authority to sign on behalf of the company that is bidding.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | | |
| Print name: |  | Position: |  |
| Company Name: |  | Date: |  |
| Address: |  | | |

# Appendix 2 - Technical Offer

## Profile

Tenderers should note that the information requested below will be required under the Essential Criteria. In total the answers to these questions should take no more than 2 pages

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Response** |
| 1 | An outline of the scope of business activities, and details of relevant experience regarding contracts of this nature |  |
| 2 | Provide details of two contracts of a similar nature carried out in the last two years (please state customer name, service location, value of contract, and dates) |  |
| 3 | The number of years the Tenderer has been in business in its present form |  |
|  |
| 4 | Where the Servicer provider proposes to use subcontractors or resellers/ distributors in the execution of the agreement this section should include details of the quality assurance mechanisms used by the Supplier to monitor the activities of its subcontractors or resellers/ distributors. Suppliers should note that commitment to quality, as evidenced by the existence of such quality control procedures, will be used as a Qualification Criteria |  |
| 5 | Any other relevant information |  |

## References

At least 2 (two) relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied. These references may not be GOAL personnel or related to a GOAL contract. Respondents should supply this information for each of the references in the following format:

|  |  |  |
| --- | --- | --- |
| 1 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 2 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 3 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 4 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |

# Appendix 3 - Financial Offer

Please provide a detailed financial offer and mention any discount if applicable.

**This should be the best and final offer.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CARGO** | | |  | | | **COST** | | |
| **NO** | **TYPE** | **WEIGHT** | **CLEARING &FORWARDING AGENCY FEES** | **TRANSPORTATION FEE TO ALL REGIONS** | **ANY OTHER CHARGES- PLEASE SPECIFY** | **SUB-TOTAL** | **15% GST** | **TOTAL** |
| 1 | Dry Cargo | 1-50kg |  |  |  |  |  |  |
| 51-100kgs |  |  |  |  |  |  |
| 101-250kgs |  |  |  |  |  |  |
| 251-500kgs |  |  |  |  |  |  |
| 501-1500kgs |  |  |  |  |  |  |
| Above 1500kgs |  |  |  |  |  |  |
| 2 | Temperature Sensitive Cargo | 1-50kg |  |  |  |  |  |  |
| 51-100kgs |  |  |  |  |  |  |
| 101-250kgs |  |  |  |  |  |  |
| 251-500kgs |  |  |  |  |  |  |
| 501-1500kgs |  |  |  |  |  |  |
| Above 1500kgs |  |  |  |  |  |  |
| 3 | Dangerous Cargo | 1-50kg |  |  |  |  |  |  |
| 51-100kgs |  |  |  |  |  |  |
| 101-250kgs |  |  |  |  |  |  |
| 251-500kgs |  |  |  |  |  |  |
| 501-1500kgs |  |  |  |  |  |  |
| Above 1500kgs |  |  |  |  |  |  |
| 4 | Dry Container | 20 Ft Container |  |  |  |  |  |  |
| 40 Ft Container |  |  |  |  |  |  |

# Annex 1- Terms of reference

**Background**

In order to achieve efficiency while ensuring outstanding quality of service, GOAL, Sierra Leone wishes to enter into a framework agreement with one of the most competent companies to support its customs clearance, freight forwarding and inland transportation services.

**Objective**

To provide quality, efficient and well managed customs clearance and freight forwarding services.

**Expected Types of Consignments**

Commodities to be customs cleared, warehoused, and transported includes but not limited to the following:

- Drugs, laboratory equipment & reagents, and medical supplies.

- Vaccines (Temperature sensitive).

- Various Machinery equipment

- Educational and printed materials

- Office supplies and equipment - IT equipment, telecommunications equipment, consumables etc.

- Dangerous Goods - Other items that are not listed above but are necessary for the activities of the GOAL/LSHTM.

- Vehicles, motorcycles etc.

**Scope of Work**

1. **Customs Clearance and Freight Forwarding Agent.**

The Contractor shall provide clearing and forwarding services as and when requested by GOAL in its capacity as an accredited clearing and forwarding company.

The scope of such services shall include the following:

* Freight clearance on tax free basis.
* Provisional clearance pending perfection of documents (undertaking).
* Arrangement of proper warehousing facilities and especially for temperature sensitive shipments/dangerous good and delivery to the final destinations.
* Arrangement of required transit insurance up to the place of final delivery.

**The Contractor also should:**

* Promptly inform GOAL for purpose of approval of any situation under the Contract, which might impose additional financial obligations to GOAL.
* Arrange with GOAL for timely transportation of consignments to avoid storage or demurrage charges.
* Provide attendance at Customs Physical Examinations, at a required time and relevant point of entry.
* Collect and deliver cargo.
* Provide handling and processing of export documentation, if required.
* Manage the entire transport chain and logistical functions from the point of entry to the last mile, including all elements of the various modes of transport necessary up to and including the delivery to the pre-defined destination. This will include all necessary equipment, facilities, qualified personnel, expertise, and other means necessary to perform the transport, freight forwarding, off-loading, and positioning as directed by GOAL personnel and related services in accordance with best commercial practice.
* Provide services to GOAL on a priority basis throughout the contractual period.
* The Contractor shall have their full attention and dedicated staff for all GOAL consignments and shall have the supplies cleared in a limited time in order to avoid delays and demurrage.
* The Contractor is expected to promptly notify GOAL focal person of any loss, damage, or delay in respect of the goods as may be required under the applicable contract of carriage or under the applicable transport document. If any loss, shortage, damage, or deterioration of the said shipment is found or detected, they shall take delivery of the said shipment only after obtaining required certificate from the carriers and inform the company in the manner forthwith.
* Shall be fully responsible for all services performed by its sub-contractors, and for all acts and omissions of such sub-contractors and vendors. GOAL’s approval of a sub-contractor shall not relieve the contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.