



## Save the Children

### REQUEST FOR PROPOSAL (RFP) For Freight Forwarding Agents

January 31, 2020

Save the Children Federation, Inc.  
501 Kings Highway East, Suite 400  
Fairfield, CT 06825  
[www.savethechildren.org](http://www.savethechildren.org)

#### Key Contact for Questions and Responses:

**Tiffany Oloke**  
Senior Specialist Strategic Sourcing  
Phone: 475-999-3341  
[toloke@savechildren.org](mailto:toloke@savechildren.org)

#### STATEMENT OF CONFIDENTIALITY AND NON DISCLOSURE

All information within this RFP, regardless of the communication form, is given in absolute confidence and may not be disclosed without written permission by Save the Children Federation, Inc. This RFP and the information contained and referred to therein, whether verbally communicated or in written form, include confidential information about Save the Children which is provided for proposal purposes only. Your firm shall regard and preserve as confidential this RFP and all non-public information related to the operations of Save the Children and its affiliated organizations that may be obtained from any source as a result of this RFP process.

Save the Children Federation, Inc. is an equal opportunity employer and federal contractor or subcontractor. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a) and that these laws are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.

**Date:** January 31, 2020

**To:** Proposal Participants

**Re:** Request for Proposal

**Proposal submission due date: February 23, 2020**

**RFP Timeline:**

January 31, 2020	RFP mailed to prospective contractors
February 4, 2020	Deadline for questions regarding proposal. Submit questions to <b>Tiffany Oloke : toloke@savechildren.org</b>
February 7, 2020	Headquarters responds to consolidated inquiries from supplier back to all applicants.
February 9, 2020	Email intention to submit proposal to undersigned <b>5pm EST Tiffany Oloke :toloke@savechildren.org)</b>
February 23, 2020	<b>Proposals due to Save the Children Fairfield, CT office by 5pm EST</b>
March 1, 2020	Finalist(s) chosen and notified
March 2-6, 2020	Oral Presentations by finalist(s) at <b>Save the Children Washington, DC Office</b>
March 11, 2020	Contract winner notified
March 25, 2020	Contract Awarded
April 1, 2020	Effective date of Contract

**Please note:** Prospective supplier will not contact any employee or consult with SC regarding the RFP in spite of any prior relationships you may have with SC, its employees, or visits you may have made to our organization. In order to facilitate the procurement process, your single point of contact within SC is the undersigned.

**I. Introduction**

Save the Children Federation, Inc. (SC) is soliciting proposals from registered Freight Forwarders based in the US for two separate services:

1. To serve as Freight forwarding agent for SC by providing all services related to the shipment of commodities under the USAID Food for Peace Title II and USDA Food for Education and Food for Progress programs.

2. To process Marine claims on behalf of SC by providing all services related to the shipment of commodities under the USAID Food for Peace Title II and USDA Food for Education and Food for Progress programs or assign claim rights to USDA when applicable.

**NOTE:** Please be advised that applicants must submit separate and distinct “standalone” proposals for each type of service listed above, freight forwarding and marine claims. SC reserves the right to award the freight forwarder portion alone, without the Marine claim portion

## II. Scope of Work (SOW)

### 1. SOW for Freight Forwarding Services

SC is seeking a qualified Freight Forwarding agent to:

- Obtain and review procurement information supplied by the Kansas City Commodity Office (KCCO) of the U.S. Department of Agriculture (USDA) for accordance with call forward requirements for commodity type, quantities, packaging, destinations and other pertinent information; addressing and correcting discrepancies with KCCO and/or Food for Peace (FFP) and Save the Children Federation, Inc. (SC), as may be required; and notifying SC headquarters and relevant SC Country Offices on changes in the procurement or variances which cannot be corrected;
- Through the Web Supply Chain Management System (WBSCM), arrange overseas booking of U.S. agricultural/food commodity shipments, including selection of carrier and arrangement of the delivery schedule, subject to SC’s right to specify the line or ship when deemed necessary by SC. Freight Forwarder services shall include the issue of freight tenders as approved by the U.S. Agency for International Development (USAID), KCCO and any other U.S. Government offices with oversight authority; reviewing offers, preparing recapitulation information for relevant government offices, including necessary Cargo Preference information; implementing special terms and conditions, as required by SC and approved by U.S. Government offices; booking cargos within U.S. Government requirements, but to the extent possible, in accordance with SC preferences; issuing booking confirmations in accordance with USDA and USAID requirements, incorporating special terms and conditions as required by SC; securing signed booking confirmations, along with relevant tariff pages; issuing SC booking/transmittal letters with all shipment and booking information for use by SC headquarters, SC Country Offices, Agent and for additional information and instruction to steamship lines; reviewing and completing all forms required by USDA and other U.S. Government agencies on all shipments including but not limited to form CCC-512, for submission to SC for signature; and negotiating, drafting and executing SC’s approved charter parties and liner terms and booking contracts on SC’s behalf using SC standard agreement forms. All U.S. commodity shipments shall be at freight rate not in excess of the rate approved by KCCO, USAID or other applicable U.S. Government offices;
- Working with USDA, USAID and other U.S. Government offices to assure compliance with the requirements of U.S. Cargo Preference Act and any amendments thereto pertaining to U.S. Commodity Shipments on U.S. Flag vessels. Freight Forwarder is to advise SC as soon as it becomes aware that a deviation from the U.S. Cargo Preference Act has or will occur;
- Monitoring and expediting, as necessary, deliveries to load port receiving terminals and representing SC at the load port to monitor loading and to notify SC and/or

appropriate U.S. Government offices in the event the commodity supplier and/or transporter is causing or contributing to delay in loading, berth assignment, and or other problems which might result in demurrage or reduced dispatch to SC's detriment;

- Arranging with ocean carriers for proper stowage of SC's shipments; securing required official; obtaining required official commodity grade certificates; securing and verifying container, barge and vessel hold inspection certificates; and obtaining and verifying required fumigation certificates and any necessary governmental agricultural certificates;
- Preparing and submitting necessary Phytosanitary Certificate applications to local APHIS/PPQ (Animal Plant Health Inspection Services/Plant and Protection Quarantine) offices at load ports verifying that inspections are completed; and obtaining final Phytosanitary or issuing Export Certification Form (or such other forms as needed) for commodities when Phytosanitary are not available. Freight Forwarder shall also secure other health and sanitary documents as may be required by recipient countries;
- Securing load port outturn reports, verifying the accuracy of tallies and securing loading and stowage plans;
- Preparing all shipment documents, including without limitation, On Board Bills of Lading (OBBL), Shippers Export Declarations, and Certificates of Origin, Invoices and Container Lists;
- Preparing all necessary consular documents, export customs papers and all other relevant export documents, as may be needed; and processing final reports and paperwork for KCCO to confirm quantities delivered in good order by supplier, documenting loss or damage, shortages or overages, and all necessary inspection and fumigation certificates;
- Expeditiously dispatching, at Freight Forwarder's expense, originals and copies of OBBL and all other relevant documents by courier, airmail, or otherwise to SC Country Offices with copies to SC headquarters;
- Submitting monthly to USAID all OBBL accompanied by reports recapping same and preparing freight collection documents for submission to SC for signature and subsequent dispatch to USAID. Freight Forwarder shall conform to current USAID Ocean Freight Reimbursement Fund Policy and Procedures Guidelines, as amended from time to time;
- Providing Freight Forwarder update reports to KCCO in prescribed format; Freight Forwarder update reports to USAID/FFP in prescribed format; and issuing ad hoc reports, as requested by all interested parties;
- Providing vessel lift reports in prescribed format to KCCO within 24 hours of lifting FFP shipments;
- Advising SC Country Offices regarding surveyor information supplied by US Government offices;
- Reporting problems and all other unusual circumstances to SC headquarters, SC Country offices and relevant U.S. Government offices;

- Providing Freight Forwarder shipment status reports to SC headquarters and country offices;
- Coordinating diversion requests with carriers, KCCO, FFP, USAID and other relevant U.S. Government offices;
- Assisting SC in handling such matters as commodity quality deficiencies, procurement of empty bags, return or disposal of infested commodities, port strikes, and any other matters relating to SC's U.S. Commodity shipments as necessary;
- Available to discuss and offer technical advice to SC in any other matters where transportation is an element or component of the transaction as a whole or when Freight Forwarder's expertise can assist SC in resolving difficulties.

2. SOW to prepare Marine Claims on behalf of SC-USA

**III. Roles and Responsibilities**

Please find below SC's proposed distribution of responsibilities between SC and the freight forwarder, for managing SC vessel discharge and delivery surveys and reimbursement of survey fees, with an option for handling marine claims.

1. Freight Forwarder's Responsibilities

- Freight Forwarder will assume the responsibility of reviewing all marine survey reports and various related services for Save the Children P.L. 480 Title II Food for Progress, Food for Education commodity shipments originating from the U.S. where the forwarder records for the ocean consignment;
- These services will include forwarding the survey reports and related documents to the USDA Kansas City Commodity Office (KCCO) after review, recordkeeping of the survey fees paid by SC for these consignments including tracking reimbursement of these fees by the USDA, liaison with SC country offices on surveys, and providing status reports to SC on same;
- Freight Forwarder will directly communicate with SC Country Offices (COs) when USDA has questions, needs additional information or has informed us of changes in their requirements, and will respond to COs when advice or guidance is needed regarding surveys and reports. SC HQ will be copied as requested or when Freight Forwarder believes it is appropriate on specific matters;
- A database record for post-shipment tracking and a physical file are both created when a consignment is lifted aboard a vessel. Survey fees paid and reimbursed will be recorded in this tracking system, and Freight forwarder will maintain database records and physical files for surveys for a minimum of seven years from the shipment on-board vessel date;
- When three months have elapsed from the bill of lading on-board date and a survey report has not been received, Freight Forwarder will send reminders via email to each respective CO listing all shipments with outstanding survey reports. This is done using a database report that lists all such records. Follow-up reminders will then be sent at regular intervals, every week if necessary, until the survey reports are received;
- Each survey report received by Freight Forwarder will be thoroughly reviewed for accuracy and completeness. If required documents are missing or if errors are

discovered, Freight forwarder will communicate directly with the designated person(s) in the CO to request corrections and/or missing documents needed to meet USDA standards for claims filing, and regular follow-up will continue until these standards are met;

- When a survey report is complete, includes all required supporting documents, and is otherwise without deficiencies, it will be submitted to KCCO along with along with the request for reimbursement of survey fees, and a copy of the cover letter to KCCO will be provided to SC HQ;
- One or more reports per contract period covering survey fees and reimbursements activity will be provided to SC HQ by Freight Forwarder, the content and frequency to be mutually agreed upon;
- At the end of each month Freight Forwarder will submit an invoice to SC for services in accordance with the agreed upon fee schedule on all shipments covered by the survey reports sent to KCCO for that month.

***Marine Claims Option:***

- In addition to the above, if agreed by SC, Freight Forwarder will file marine claims for these shipments when the survey reports support taking such action against the ocean carrier, and will pursue settlement of these claims in a manner consistent with U.S. regulations. Pending the adoption of the planned regulations rewrites which provide compensation for survey management; the regulations do not provide any off-setting compensation unless a SC files marine claims. By adding the marine claims filing and settlement services the “Administrative Allowance” provided by USDA, while minor, could provide some portion of the compensation to Freight Forwarder and a reduction in the fee compensation.
- Under this option, each food commodity shipment will be recorded and tracked in Freight Forwarder’s database until that file is closed in regards to marine claims, which will be when any of the following conditions apply:
  - The survey report indicates that there is little or no loss and it is therefore determined that a marine claim will not be filed; or
  - A claim is filed and a satisfactory settlement is achieved with the ocean carrier; or
  - Claim rights are assigned to USDA; or
  - A claim that was previously filed is re-determined to no loss or insignificant loss where no claim is necessary after revised survey information is received.
- Notwithstanding the above, reimbursement for survey fees will be tracked until each survey fee is reimbursed by USDA;
- When a survey report is complete Freight Forwarder will calculate the total loss due to damage or shortage and determine whether a claim against the ocean carrier is supported by the survey report;
  - If the loss exceeds the threshold level prescribed by the regulations, Freight forwarder will file a claim against the carrier, sending a copy of the claim plus the original survey report and supporting documentation, along with the request for reimbursement of survey fees, to KCCO;

- When there is no loss, or the loss does not meet the prescribed minimum threshold no claim is filed and a “No Loss” letter is provided to KCCO along with the survey report and other documentation;
  - When a file remains open more than six months after the bill of lading on-board date and it does not appear that a settlement or assignment is imminent, Freight Forwarder will seek formal suit time extension letters from the carrier. This is to prevent a carrier from denying the claim based on the argument that it will be “time-barred” under the law if not settled within six months;
  - If settlement cannot be achieved within a reasonable time, or in the event that the carrier is not forthcoming with the requested suit extension and the “time bar” date is not at least 90 days away, the claim rights will be assigned to USDA and it will be up to them whether they wish to pursue another approach, such as referring the matter to the Department of Justice for legal action;
  - Electronic and physical files will be maintained by Freight Forwarder on marine claims for a minimum of seven years, and longer if known to be part of litigation or otherwise remain open in the USDA records;
  - Various reports will be provided to SC HQ regarding marine claims activities, the content and frequency of these to be agreed;
  - Freight Forwarder’s invoice to SC will include the USDA Administrative Allowance for marine claims in addition to the proposed fee schedule for survey management;
  - One or more reports covering survey fees and marine claims status and activity will be provided to SC HQ per contract period by Freight Forwarder on a regular basis, the content and frequency to be mutually agreed upon.
2. Save the Children HQ Responsibilities
- Inform COs on survey/claims administration arrangement with the Freight Forwarder; instruct them to submit all claims documentation directly by courier to Freight Forwarder, and to promptly provide the Freight Forwarder with all requested additional documents and follow-up information;
  - Provide Freight Forwarder with names of persons responsible in each CO for the handling and coordination of surveys and their contact information;
  - Provide Freight Forwarder the reimbursement information from USDA (survey fees and claims Administration), i.e. This may be as simple as adding a designated Freight Forwarder’s email address to the USDA distribution list for reimbursement notifications, forwarding the email containing links to the USDA reimbursement, or faxing/emailing a copy of each disbursement;
  - Provide a Letter of Subrogation to Freight Forwarder and any other necessary parties (USDA, carriers) confirming that freight Forwarder is authorized to act on behalf of SC in processing and settling marine claims on SC food aid consignments;
  - Intervene as necessary with SC COs, U.S. Government, carriers, or other relevant parties as necessary to facilitate Freight Forwarder’s efforts in providing the services described herein;

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- Arrange survey contracts signed between CO and local independent surveyor(s);
- Have a representative in attendance at the port during discharge of cargo from each vessel. (The surveyor is required to state in his report the name of the PVO representative present during discharge/delivery.);
- Send a “protest letter” to the master of the vessel or their Freight Forwarders within 3 days of the final discharge or delivery date detailing all cargo discharged or delivered damaged. This letter must be on SC’s stationery and must be submitted with the report along with proof of submission, or signature of vessel Freight Forwarders or master. If either refuses to acknowledge the letter of protest, SC must make a note of that on the letter;
- Assure that the completed discharge survey report is provided to them within 60 days from final discharge date or in the case of thru B/Ls, 60 days from final delivery date. Penalties may be included in survey contracts so surveyors will have reason to comply. Clauses should also be included in contracts that would allow you or your agents to request additional information/documentation from the surveyor in order to bring reports up to standard and for them to provide this information/documentation promptly (5 business days) if missing from the original submission. Freight forwarder must adhere to USDA specifications and performance standards that surveyors need to follow; these standards will be provided at the time of contract award. Guideline will be provided at the time of signing the contract with the independent surveyor in country office;
- Regularly follow-up with the surveyor until reports and all required documents are received;
- Immediately notify SC HQ, Freight Forwarder and local USAID mission if major damage occurs (generally considered to be any damage estimated over \$5,000) or any unusual event;
- Upon learning of damage or problems in handling of commodities that could lead to damage, take necessary actions to mitigate the damage. Although losses may be claimed against the ocean carrier, failure by receivers to provide assistance in mitigating damages can sometimes be used by the carrier as a defense against a claim;
- When damage occurs it is SC’s responsibility to make arrangements to promptly conduct reconstitution of salvageable commodities. This should be supervised and documented by the surveyor and included in his report. Reconstitution expenses not directly paid or reimbursed by the carrier or his agent can be submitted with supporting documentation along with the survey report and will be reimbursed by USDA. However, Ex-tackle Recon expense over \$500 must be approved by the local USAID office. (Note: Reconstitution expenses with proper documentation resulting from inland movement of commodities that are not part of the marine claim can be submitted for reimbursement from USAID Washington.) ;
- Provide a list of all persons present during discharge/delivery;
- Provide a “Loss Advice” with each report;
- Send original reports by courier to Freight Forwarder along with invoice for survey fees and certification of the payment to the surveyor.



**IV. Period of Engagement**

The proposed engagement period for the agreement between SC and the selected Freight Forwarder to carry out the responsibilities and duties outlined in the stipulated SOWs for both the freight forwarding services. and the preparation of marine claims will be for one (1) year with a provision for extension—if mutually agreeable to both parties-- in one year increments for an additional 4 years, making this a potential five year business partnership.

**V. Proposal Requirements – Please submit proposals that contain the following elements at a minimum:**

**A. Firm background and experience:**

The proposal should include your firm’s corporate capability statement, describing your firm’s experience and expertise in the management of humanitarian cargo shipments. Include the size of your firm, location of offices, other areas in which the firm specializes, and relevant professional memberships and affiliations. Indicate the location of the office from which the engagement would be staffed.

SC will evaluate proposals and make the final decision based on past experience, pricing, level of expertise and services offered by Freight Forwarder and performance data. For past experience, supplier should provide information for no more than 10 separate organizations that they support for food shipments giving such information as: Type, value; agency name; point of contact; value of shipments, and number of years servicing that client. It is SC’s intent to call these organizations to obtain past experience and performance information.

Premium placed on extensive experience dealing with US Government programs, particularly in Latin America & Caribbean, Africa and Asia

**B. Identify key personnel:**

Explain your approach to staffing for the desired work and ensuring continuity. Provide information on senior professionals who would staff our engagement, including related experience of the primary contact for the desired work. Include resumes for all senior engagement staff. The proposal should identify the following for principal and secondary contact persons:

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

**Firm’s Freight Forwarder site:** \_\_\_\_\_

- C. Approach/methodology to conducting each of the two types of solicited services, the Freight Forwarding and Marine Claim processing and reporting.

Detail your Freight Forwarding approach and steps of engagement, noting stages that would involve your personnel and the timing of your field work. Explain how your firm plans to share information either using web-based systems or periodic updates--on status of shipments and pending claims with SC, providing transparency and ease of tracking.

- D. Outline fee structure

SC will be evaluating proposals as well by taking into account Cost. Please represent as a % rate of commission for freight forwarding activities as established by US government and any other applicable regulations, and as follows for Marine claims:

\$\_\_\_\_per ocean bill of lading, plus:

\$\_\_\_\_ additional for each bulk with bagging, and/or

\$\_\_\_\_ additional for each through bill of lading

- E. References

List contact information for at least three organizations similar to our own (and if applicable with international operations).

#### IV. Evaluation Criteria

- 50 Points:** Expertise & Experience:
- Expertise of service team on engagements with Federal Funding
  - Team experience with entities having international operations
  - Experience with project based organizations
  - Expertise with non-profit issues and US cost principles
  - Experience with USAID funded projects
  - Registered freight forwarder

- 25 Points:** References and Reputation

- 25 Points:** Cost Reasonableness

#### V. Submission Requirements

Questions related to this RFP shall be submitted to:

**Tiffany Oloke at [toloke@savechildren.org](mailto:toloke@savechildren.org)** no later than 5pm EST on February 4, 2020

Supplier must submit separate and distinct "standalone" proposals for each type of service listed in Section II above, freight forwarding and marine claims. SC reserves the right to award the freight forwarder portion alone, without the Marine claim portion,

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Unless otherwise stated all proposals will remain valid for a period of 120 days after submission. SC will require five sets of proposals from each supplier. Proposals are not to exceed 40 pages in length. Proposals should be in 12 pt. Times New Roman font. Resumes and organization charts will not be considered as part of the page count. Past experience will be considered part of the page count. Going beyond the page count will disqualify the entire proposal. Proposals will not be returned by SC to the supplier; they will either be kept on file or destroyed. Finalists will be allowing Freight Forwarder no more than 2 hours for oral presentations and will be presented at SC Washington DC Offices.

Electronic copy adobe, pdf or other scanned format of proposal should be submitted by deadline **(02/23/2020) 5pm EST** to **Tiffany Oloke** at [toloke@savechildren.org](mailto:toloke@savechildren.org).so that they may be forwarded to the Freight Forwarder Selection Committee members electronically. In addition, hard copy format (four copies in a sealed envelope) sent via courier to the SC Fairfield, CT office (see below) .The hard copy must be signed with the following information included at the end of the proposal by an authorized representative of your firm:

**Firm Name:** \_\_\_\_\_  
**By:** \_\_\_\_\_  
**Name:** \_\_\_\_\_  
(Type or Print)  
**Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

***Fairfield, CT Office Address:***  
**Save the Children**  
**ATTN: Cheryl Carey – Commodity Operations Unit**  
**501 Kings Highway East**  
**Suite 400**  
**Fairfield, CT 06825**

**Confidentiality:** Your proposal will be treated as a confidential document and will not be shared outside of SC.