

Annex 4. Scope of Work

Freight Forwarding and 3rd Party Logistics

1. Objective

The objective of this tender is to establish framework agreements and create vendor pool with qualified freight forwarding service providers to support the organization's global humanitarian operations.

Selected service providers will ensure the safe, timely and cost-effective transport of humanitarian supplies, including medical and nutrition commodities, WASH materials, non-food items (NFIs) and operational equipment, from points of origin to final delivery locations in program countries.

1.1. Indicative Freight Volume and Demand Context

The anticipated annual freight expenditure under this framework agreement is indicative only and may vary depending on program scale, emergency response requirements and funding availability.

Based on historical trends, the organization's freight expenditure has exceeded **USD 2 million over a two-year period** and is expected to continue increasing in line with program expansion and operational needs.

A significant proportion of international freight movements related to medical and nutrition commodities is currently arranged directly by global suppliers. Through the establishment of this framework agreement, the organization intends to progressively strengthen its direct management of freight services through contracted freight forwarding partner based on agreed INCOTERMS

For relevant international shipments, the organization may **compare freight quotations provided by suppliers with quotations obtained from contracted freight forwarders** under this framework. Shipment award decisions will be based on **overall best value for money**, taking into consideration price, routing feasibility, lead times and operational reliability.

In addition, while a substantial share of procurement is currently undertaken locally within program countries, the organization anticipates a gradual shift towards increased international sourcing where operationally appropriate. This transition may result in a corresponding increase in international freight requirements during the framework period.

Freight forwarders should therefore demonstrate the capacity and flexibility to support **variable and potentially increasing shipment volumes** across multiple geographic regions and operational contexts.

The framework agreement does not guarantee minimum shipment volumes.

2. Service Coverage

The freight forwarder shall provide end-to-end logistics services, including but not limited to:

2.1. International Freight Transport

- Air freight services (routine and emergency shipments)
- Sea freight services (FCL and LCL shipments)
- Multimodal transport solutions
- Charter flight sourcing and coordination where required
- Freight planning, cargo consolidation and pipeline coordination
- Cargo booking and carrier management
- Export documentation preparation and coordination
- Supervision of cargo handling and loading

2.2. Inland Transport and Last-Mile Delivery

- Coordination of inland transport from port of arrival/entry to final delivery location
- Delivery to warehouses, health facilities or project sites
- Management of transport operations in remote, fragile or high-risk operational contexts

2.3. Customs Clearance and Regulatory Compliance

- Coordination of customs clearance processes at origin, transit and destination where required
- Support with preparation and verification of shipping documentation
- Liaison with customs brokers, port authorities and relevant regulatory entities

2.4. Temporary Warehousing and Storage

The freight forwarder may be required to arrange temporary storage solutions at origin, transit or destination locations.

Services may include:

- Short-term storage pending customs clearance or onward transport
- Provision of secure storage facilities, including temperature-controlled storage where required
- Cargo handling, palletization, repacking and consolidation
- Basic inventory visibility and reporting during storage periods
- Coordination of onward transport following storage

2.5. Temperature-Sensitive and Pharmaceutical Logistics

- Management of temperature-controlled shipments
- Provision of appropriate cold-chain solutions during transport
- Monitoring and reporting of temperature conditions where applicable

2.6. Emergency Response and Surge Capacity

- Availability to support urgent humanitarian shipments when needed. A comprehensive list of watchlist countries provided below in Annex 5.
- Rapid mobilization of transport capacity during emergency responses
- Proactive communication of operational disruptions
- Proposal of alternative routing solutions and risk mitigation measures

2.7. Shipment Visibility and Communication

- Provision of shipment tracking and regular milestone status updates
- Communication of delays, incidents or operational risks
- Maintenance of clear escalation contacts for urgent operational coordination
- Submission of transport documentation and proof of delivery

2.8. Cargo Insurance and Claims Support

- Facilitation of cargo insurance arrangements where requested
- Support in the management and follow-up of loss or damage claims

2.9. Environmental and Sustainability Considerations

- Ability to provide transport emissions reporting where available
- Proposal of lower-emission routing or modal optimization options where operationally feasible

3. Geographic Scope

Services may be required across multiple regions including, but not limited to:

- Africa
- Middle East
- Asia

- Latin America
- Europe

Delivery locations may include remote, fragile or insecure operating environments with limited logistics infrastructure.

4. Types of Cargo

Typical cargo may include:

- Pharmaceutical supplies
- Nutrition commodities (e.g. RUTF, therapeutic milk)
- Medical equipment
- Emergency relief items

Cargo may require:

- Specialized handling
- Temperature-controlled transport
- Secure delivery arrangements

5. Service Standards

The freight forwarder shall:

- Comply with applicable international transport, safety and regulatory requirements
- Maintain effective coordination throughout shipment execution
- Demonstrate flexibility in routing and scheduling
- Ensure timely submission of shipping documentation and proof of delivery
- Support continuous improvement of logistics performance