

Scope of Work (SOW)

Warehousing, Customs Clearance and Freight Forwarding Services

1. Background

The International Rescue Committee (IRC) wishes to enter into a Master Services Agreement with one of the most competent companies to serve in a humanitarian approach its customs clearance, freight forwarding, warehousing and inland transportation services.

The Vendor will provide the necessary equipment (trucks, forklifts, etc. including drivers / operators), facilities, qualified personnel, expertise, and other means necessary to perform the customs clearance, freight forwarding and inland transportation and related services in accordance with best commercial practice and under a humanitarian simplified procedure. (see attached IRC Waiver for certificate of registration)

the IRC will negotiate an agreement for an initial period of One (1) year with a Vendor for the provision of customs clearance services. This Agreement may be renewed, at the sole option of the IRC, on the same terms and conditions, for Two (2) additional periods of One (1) year each, by means of a written notification of such renewal by the IRC to the Vendor and upon an Annual Performance Review of the services provided.

2. Objectives

Mainly under Incoterm: DAP UKRAINE, Vendor to provide comprehensive, high quality, efficient and well managed customs clearance and freight forwarding services of goods for road surface shipments, sea and air shipments for the IRC in Ukraine, Poland, and Moldova. The Vendor will also manage warehousing and cargo handling if required.

Expected Types of Consignments

The main commodities to be customs cleared, transported, and warehoused include, but are not limited to, the following:

- Pharmaceutical products (including controlled substances), medical supplies, medical equipment.
- Educational and printed materials
- IT equipment, telecommunications equipment
- Vehicles
- Dangerous Goods (e.g., lithium batteries for medical equipment, etc.)
- Non-Food items (NFI)
- Other items not listed above but necessary for the activities of the IRC.

3. Scope of Work

Price estimates

The Vendor will provide customs clearance and freight forwarding price estimates if required prior to the availability of shipping documents, based on volume, weight, special requirements (e.g. temperature control), origin and destination, to assist the IRC in finalizing supplier selection. **All pricing must be all-risks cargo insurance coverage inclusive of war & Terrorism risk.**

Price confirmation

The Vendor will provide customs clearance and freight forwarding price confirmation on reception of original shipping documents, based on volume, weight, special requirements (e.g. temperature control), origin and destination. **All pricing must be all-risks cargo insurance coverage inclusive of war & Terrorism risk.**

Customs clearance

The Vendor will provide full clearing and forwarding services as and when requested by the IRC, in United States Dollars (USD), in its capacity as an accredited clearing and forwarding company. The scope of such

services will include the following:

Surface imports

- Surface imports clearance, mostly containerized cargo, and vehicles on tax free basis.
- Administrative payments at border points for all applicable expenses.
- Arrangement of proper warehousing facilities and delivery to the final destinations.
- Arrangement of required transit insurance up to the place of final delivery.
- Adherence to EU GDP standards and cold chain for all pharmaceutical products.

Air freight imports

- Airfreight clearance on tax free basis.
- Provisional clearance pending perfection of documents (undertaking);
- Arrangement of proper warehousing facilities and delivery to the final destinations.
- Arrangement of required transit insurance up to the place of final delivery.

The Vendor will:

- Manage the entire transport chain and logistical functions from the point of origin to the point of destination, 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 and related services in accordance with best commercial practice.
- Collect and deliver cargo, if required.
- Promptly inform the IRC for purpose of approval of any situation that might impose additional financial obligations on the IRC.
- Arrange with IRC for timely transportation of consignments to avoid storage or demurrage charges.
- Provide attendance at Customs Physical Examinations, at required time and relevant point of entry.
- Provide handling and processing of export documentation, if required.
- Provide services to the IRC on a priority basis throughout the contractual period.
- Provide quotation 48 hours after shipping documents reception
- Provide ready to ship date and transport documentation. Provide info on ETD (Estimated Time of Departure) and make transport availability.

The Vendor will assign dedicated staff for all IRC consignments and will have the supplies cleared in a limited time to avoid delays and demurrage.

The Vendor is expected to promptly notify the IRC's Supply Chain focal points 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.

Shipping Documents:

The IRC will ensure that the following documents are handed to the Vendor as soon as they are received from the supplier:

For surface shipments:

- Original copy of the bill of lading.
- Original copy of the supplier's invoice.
- Copy of packing list (if different from invoice).
- Authorization letters/other related documents.

For air shipments:

- Copy of air waybill.
- Original copy of the supplier's invoice.

- Copy of packing list (if different from invoice);
- Authorization letters/other related documents.

4. Organizational Requirements

Management and Liaison with the IRC

- The Vendor will nominate a professional and reliable contact person(s) who will be responsible for the performance of the obligations and to always liaise with the IRC's Supply Chain focal points.
- The IRC reserves the right to request the Vendor at any time during the term of this arrangement to assign additional personnel or to replace any of the Vendor's designated staff dealing with IRC shipments and the Vendor will promptly comply with such request.
- The Vendor will provide the name(s), contact information and CV(s) of the designated staff dealing with IRC shipments.

Required Qualifications

The Vendor is expected to provide high quality services in an efficient manner and is expected to have the following service qualities:

- The Vendor should be knowledgeable and familiar with relevant Poland, Moldova, Ukraine customs regulations and surrounded countries, especially those applicable to Humanitarian Aid and International Non-governmental Organizations.
- The Vendor must be knowledgeable of international conventions and local laws with regards to carriage of goods by sea, air, and land.
- The Vendor will provide the necessary equipment, facilities, qualified personnel, expertise, and other means necessary to perform the customs clearance, warehousing, and transportation services in accordance with best commercial practices to deliver promptly.
- The Vendor must demonstrate sound financial stability.
- The Vendor must provide inventory monitoring and reporting for any stock managed by the Vendor on a minimum of weekly basis.

5. Other tasks to be performed by the Vendor on behalf of the IRC

The Vendor, in addition to its regular tasks stated in the Scope of Work, will, on behalf of the IRC and in liaison with IRC Supply Chain focal points, represent and/or negotiate with the relevant authorities and third parties for issues that don't require the presence of an IRC representative. This may include but is not limited to:

- Processing of export permits and related licenses for IRC consignments.
- Prepayment or arrangement for prepayments of all applicable charges provided that the Vendor will ensure that such charges do not include taxes, excises, or other duties.
- Provide expert advice to the IRC on various logistics-related expenses (such as freight expenses, port expenses, consular fees, documentation costs, insurance fees, cost of merchandise, custom clearance, and charges) incurred during the process of exports/imports.
- Assist in obtaining required Export license and necessary documentation for Cargo.
- Arrange the booking of cargo space on ship, plane, train, or truck.
- Coordinate the insurance of the goods and do the necessary follow-up in case of an accident.
- Oversee the transportation of the cargo and its packing and loading into the carrier.
- Liaise with overseas customs agents to ensure that the goods and documents comply with local customs regulations.
- Through your international network, Provider shall advise International Rescue Committee on legislation affecting international trade, political situation and unrest, and other factors that may affect the movement of goods.
- Provision of Clearing, storage, handling, packing and delivery to Cargo to IRC.
- Act as a multimodal transport operator with direct contractual responsibility from one mode of

transport to another until the Cargo is delivered to International Rescue Committee advised location's doorstep.

- Determining the correct harmonized tariff heading of the goods for custom duties.
- Calculating the Import duties and taxes/ VAT payable.
- Arranging the custom clearance/ release with the relevant requirements, Physical examination, port health inspections and other requirements as deemed necessary.
- Payment of duty and taxes on behalf of the Importer/export deemed necessary and claim later.
- Application for Licenses and Certificates as and when requested
- Comply with EU GDP requirements for pharmaceuticals products including Cold chain management.
- Provide IRC when necessary, a bonded warehousing service for transit goods.