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Jhpiego Request for Proposal Global Logistics Preferred Vendor

September 2021

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TABLE OF CONTENTS

Introduction 3

Jhpiego 3

Schedule 3

Contact Details 4

Locations 4

Scope of Work 4

Evaluation Criteria 11

Directions for Response 12

Questions From Bidders 14

Proposal Validity 14

Award of Contract 14

Contract Terms 14

INTRODUCTION

Through this Request for Proposal, Jhpiego intends to engage in a strategic partnership with a global logistics provider to manage and execute Jhpiego's freight (ocean and air) shipments. The selected partner will be responsible for transportation, and multiple other services described in the Scope of Work section below.

The engagement will be dependent on the vendor's ability to provide services that meet the requirements outlined in the Scope of Work and at the lowest price.

Although Jhpiego is entering into this RFP process with the intention of evaluating suppliers and possibly purchasing logistics services from a supplier, this document in no way commits Jhpiego to make any purchase, or make any other legal commitment to enter into a business relationship with any bidder.

Jhpiego thanks you for your participation in this RFP process and looks forward to learning more about your organization.

JHPIEGO

Jhpiego (pronounced "ja-pie-go"), is an international non-profit health organization affiliated with the Johns Hopkins University.

For almost 50 years and in over 155 countries, Jhpiego has empowered front-line health workers by designing and implementing effective, low-cost, hands-on solutions to strengthen the delivery of health care services for women and their families. By putting evidence-based health innovations into everyday practice, Jhpiego works to break down barriers to high-quality health care for the world's most vulnerable populations. Jhpiego's focus is on training and support for health care providers-including doctors, nurses, midwives and health educators working in limited-resource settings throughout Africa, Asia, the Middle East, Latin America and the Caribbean.

Jhpiego's program management strategy recognizes the technical complexity and geographical, cultural, socio-economic and political diversity among our programs. We develop global program initiatives and technical interventions that can be adapted for country-specific applications. In support of this field-driven philosophy, Jhpiego uses a decentralized organizational structure that consists of a global "delivery system" designed to implement the entire portfolio of Jhpiego awards with assistance from key technical, programmatic and administrative staff.

SCHEDULE

The following is the planned schedule for this RFP process. All dates are listed in the local time for Baltimore, MD, USA (EDT - UTC/GMT-5). We will update you if circumstances dictate a change to this schedule.

- Distribution of the RFP: **September 20, 2021 (2:00 PM ET)**
- Bidder Questions Due: **September 27, 2021 (5:00 PM ET)**
- Answers to Questions Published: **September 30, 2021 (5:00 PM ET)**
- Proposals Due: **October 11, 2021 (5:00 PM ET)**
- **Note:** Failure to comply with any of the above deadlines will be interpreted as your intention to not participate in this RFP

CONTACT DETAILS

Please direct all questions and RFP responses to the following primary contact. Include RFQ/RFP Number in the Subject line of the email:

Nawid Atayee

Jhpiego.sourcing@jhpiego.org

NOTE: All formal responses and questions must be submitted **by email** to the contact listed above. Questions will not be answered over the phone.

LOCATIONS

Jhpiego's headquarters is located at the below address, from where this effort will be managed:

1615 Thames Street
Baltimore, MD 21231, USA

Jhpiego Country Office Locations:

- Kabul, Afghanistan
- Luanda, Angola
- Dhaka, Bangladesh
- Ouagadougou, Burkina Faso
- Abidjan, Cote d'Ivoire
- Kribi, Cameroon
- N'Djamena, Chad

- Addis Ababa, Ethiopia
- Accra, Ghana
- Conakry, Guinea
- New Delhi, India
- Jakarta, Indonesia
- Nairobi, Kenya
- Monrovia, Liberia
- Antananarivo, Madagascar
- Lilongwe, Malawi
- Bamako, Mali
- Maputo, Mozambique
- Yangon, Myanmar
- Abuja, Nigeria
- Islamabad, Pakistan
- Davao City, Philippines
- Kigali, Rwanda

SCOPE OF WORK

Jhpiego ships materials primarily to developing countries through funds from private donors and governmental organizations. It is imperative that materials arrive quickly to the requested destination as many programmatic activities are time-sensitive and highly dependent upon the punctual arrival of these shipments. Therefore, accurate shipping estimates and quotes for cost and delivery times are crucial to Jhpiego's business operations globally.

Jhpiego's resources for customs clearance and to obtain duty free shipments are limited; we have developed specific customs strategies by country that will be leveraged as applicable to each shipment to minimize the probability of delays or issues in clearing shipments. As strategic partners, we will actively collaborate with the service provider to ensure these strategies are kept up to date and reflect the most efficient and cost effective operations for Jhpiego.

In the execution of this scope of work, it is important that the service provider focus on three guiding principles:

- **Responsibility** – The service provider must take responsibility for the end to end management of the shipment, management of the customs clearing process, and engagement with Jhpiego. This includes taking responsibility for efficiency of shipment and meeting all Jhpiego timelines (within reason) with the understanding that material shipments are time-sensitive and directly impact programmatic activities.

- **Integration** – We believe that full integration of the logistics service provider into the Jhpiego operation, both in Baltimore and in the country offices, will yield enhanced logistics outcomes, including timeliness and customer satisfaction. The service provider will be trained on and access applicable Jhpiego systems and tools
- **Communication** –The service provider must provide ample and appropriate communication with Jhpiego operations in Baltimore and in country offices, ensuring responsiveness and professionalism in addressing any concerns as they arise.

Jhpiego will track service provider performance using agreed upon Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). The KPIs and SLAs will focus on time to complete shipments, variance between actual and estimated shipment cost and delivery date, and customer satisfaction.

Freight Forwarding Services

Only freight shipments (ocean, air, and ground) are in scope for this RFP. The services that Jhpiego is seeking for freight shipments can be broken down into three groups: pre-shipment, shipment, and post shipment. These groups are defined by possession of goods; the shipment phase initiates when the service provider takes possession of the goods. The specific services required in each group are as follows:

Pre-Shipment

- **Country Office Relationships** – The service provider will need to develop strong relationships with each Jhpiego country office. This must involve a local contact who builds a relationship with the country office, assists the office in obtaining required exemptions and registrations, and acts as or interfaces with the customs clearing broker. Under no circumstance should the country office be unaware of who to contact about a shipment or unsure of the status of a shipment.
- **Registration and Exemptions** – The service provider will work with the Jhpiego country offices and headquarters to obtain duty free exemptions and process any necessary registrations as an agent of Jhpiego.
- **Shipping Estimates and Advisory Service** – The service provider will advise Jhpiego Facilities team on estimated shipping costs, as needed, for planning and operational purposes. Estimates should be able to be provided within 7 business days (pending shipment complexity) to support recurring needs (e.g., Jhpiego’s annual program budget process) or ad hoc requests, such as donor requests or prior approval requirements, or new business development as an input to Jhpiego’s proposals for new donor awards. When applicable, the service provider will contact Jhpiego’s respective vendor(s), gather the shipping dimensions and weights, and any other necessary information to provide an accurate shipping estimate. Estimates may not be required for every shipment but will be an accurate representation of actual

costs at the time of the request and inclusive of all applicable duties and taxes, insurance, customs clearance, storage, and physical shipping costs. Estimates will be an accurate representation of actual costs at the time of the request.

- **Warehousing** – When necessary, the service provider will arrange for warehousing services in the US or overseas to support the consolidation or shipment of materials to Jhpiego country offices.
- **Inspections** – On a case-by-case basis, the service provider may be required to complete or coordinate pre-shipment inspections depending on the country-specific shipping strategy.
- **Vendor Relationships** – The service provider will build relationships with Jhpiego’s suppliers to facilitate the pickup of materials and the gathering of data required for shipping estimates.
- **Country Shipping Strategies** – The service provider will work closely with the Jhpiego procurement team to create, manage, and maintain country-specific shipping strategies. The shipping strategies will be developed using a combination of subject matter expertise in logistics with takeaways from historical Jhpiego shipments. The components of the country-specific shipping strategies include, but are not limited to step-by-step tax exemption process details, available modes of transportation, contact information for respective parties, and customs clearance guidance.

Shipment

- **Materials Pickup** – Most shipments are picked up at a vendor dock and transported directly to the destination country office. Once informed that a shipment is ready, the service provider must coordinate with the Jhpiego vendor to pick up the shipment. Any issues with vendors must be immediately escalated to Jhpiego.
- **Shipment Confirmation and Preparation** – After the materials are picked up and arrive at the designated service provider’s warehouse, the service provider must do the following:
 - **Inspect** - Use the packing list from the vendor to inspect the materials and confirm that the materials were received in full and in good condition.
 - **Freight Forwarder’s Confirmation of Receipt (FCR)** – Provide an FCR document to Jhpiego that lists the materials and quantities received.
 - **Confirmation of Materials Received** – The service provided will provide Jhpiego Facilities team with confirmation of material retrieval from the vendor via a certificate of receipt. This should be done within 2-3 business days after retrieval of materials from the vendor.

- **Repackage** – Repackage materials if necessary to save on chargeable weight, and strengthen the packaging for international shipping
- **Consolidate** – Consolidate materials if applicable with other orders to the same destination to save on shipping costs.
- **Shipping Quotes** – The service provider will be required to generate shipping quotes once a shipment has been inspected, repacked (if applicable), and consolidated (if applicable). The service provider will submit the quote directly to the Jhpiego Facilities team within 7 business days. The shipping quote will undergo approvals within JHU system, and a purchase order will be issued to the service provider if the quote is approved by Jhpiego to proceed with the shipping services. The quote will include all applicable door-to-door costs, duties and taxes, insurance, customs clearance, storage, and physical shipping costs (air shipping costs and where available, ocean shipping costs). When both modes of transportation are available, the lower cost of the two will be the default option unless otherwise communicated by Jhpiego
- **Pre-Alerts and Pre-Clearing** – The service provider will manage all necessary pre-alerts and pre-clearing (including export clearance) as required by the country-specific customs strategy for the destination country. The service provider will notify and update all parties involved for any shipment requiring pre-alert and pre-clearance through a single, continuous email thread issued before the shipment departs the warehouse and concluding once the shipment delivers.
- **Air or Sea Shipment** – Materials must be transported to the destination via the selected mode of transportation.
- **Customs Clearance** – Once the shipment arrives at the destination country, the service provider will manage the customs clearing process to clear the shipment, per the country-specific customs clearance strategy. This will include working with the country customs office, working with the Jhpiego country office, and the procurement team in Baltimore, Maryland. The service provider may be required to interface with other agencies or organizations to clear the shipment. The service provider will manage the entire customs clearing process and immediately raise any issues encountered to Jhpiego.
- **Delivery in Country** – When a shipment has cleared customs, the service provider will arrange for transportation to the Jhpiego country office.
- **Delivery Confirmation** – Once a shipment has been delivered to a country office, the service provider will provide delivery confirmation to Jhpiego.
- **Insurance** – Insurance will be included in the shipping quote and be provided for each shipment unless specifically instructed to exclude it.

- **Continual Updates** - The service provider will provide update shipping notes via email to the responsible point of contact at Jhpiego at a minimum of once every 7 days and within 24 hours for any major updates throughout each phase of the shipment: pre-alert, tax exemption, booking details, transit, customs clearance, final delivery.

Post Shipment

- **Quick Diagnostic** – Upon the completion of each shipment, the service provider will review any issues encountered on the shipment, the resolution of those issues, and the plan to avoid those issues in the future. The diagnostic for each order will be shared with Jhpiego and the respective country shipping strategy should be updated.
- **Invoicing** – Upon completion of each shipment, the service provider will generate an invoice to Jhpiego within 14 days and send the invoice to the Jhpiego Facilities team.
- **Quarterly Business Reviews** – On a quarterly basis, the service provider must meet with Jhpiego to discuss the service provider’s performance (using SLAs and KPIs) and implement process improvement initiatives.

Additional Services

As a strategic partner to Jhpiego, we expect to collaboratively strive for continuous improvement and utilize services beyond those directly related to physical shipments.

- **Knowledge Sharing** – Jhpiego will rely on the service provider’s industry expertise to problem solve, identify opportunities for improvement, relay industry updates, and ensure Jhpiego understands business impacts to make informed decisions.
- **Information Tracking & Reporting** – Monthly, the service provider will report the details of each shipment executed the previous month. As an ongoing effort, the service provider will provide tracking information and ensure our procurement team is readily updated on all open shipments to address Jhpiego stakeholder or donor questions or concerns. This is currently completed through an information tracker through Google docs, however we are open to ideas and suggestions for ways to better achieve these results. This information is archived for internal reporting purposes therefore is separate from the notes and or emails submitted.

Active Management & Issue Resolution – Working on behalf of Jhpiego, it is expected that the service provider actively manages their agents and subcontractors and issues are quickly resolved to provide seamless delivery to Jhpiego and its programs.

Jhpiego’s Shipping Profile

As a reference, Jhpiego’s full shipment profile by chargeable weight for 2016 is provided below:

2016 Freight Shipments					Totals
Chargeable Weight (kgs)	1-500	501-1000	1001-1500	1501+	275,168
Number of Shipments	60	25	10	43	138

The majority of Jhpiego shipments originate in the United States (45%) and China (25%). However, Jhpiego’s business operations continue to expand and we expect to see other origin points in the future.

For evaluation purposes of this RFP, we’ve selected a representative sample of shipments, based on the most used origin-destination country pairs in 2016. Details of the market basket are provided below and in the Answer Sheet.

Origin	Destination	Number of Shipments	Total Chargeable Weight (kgs)
	Ghana	5	4221
	Guinea	3	11348
	Madagascar	4	972
	Mozambique	11	7531
	Nigeria	3	8904
	Philippines	2	9418
	Rwanda	3	4208
	Tanzania	3	4090
	Mozambique	3	776
	Myanmar	4	2467
	Nigeria	4	3523
	Rwanda	2	1859
	Tanzania	2	1965
	Spain	Liberia	1
Mozambique		3	22395
Rwanda		1	10320
Tanzania		2	16018
South Africa	Mozambique	6	16319
	Tanzania	1	219
The Netherlands	Afghanistan	1	480
	Nigeria	1	240
	Rwanda	1	350
	Zambia	1	240
Totals		67	145,795

EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Specification Requirements - Vendor must provide a proposal for logistics services with the exact or similar specifications outlined in the Scope of Work.
- Price - Vendor must provide a proposal for logistics services based on their capabilities, at the lowest price.
- Geographic Footprint – As Jhpiego operates in multiple countries across the globe, the vendor must have global transit and service capabilities as described in the Scope of Work.

- Shipping Profiles – As part of our evaluation process, we will include a pilot period with the selected finalists from this RFP where the finalists will be responsible for executing the services above as they pertain to shipments needed at that time.

References may be considered as an evaluation factor if you are selected as a finalist. The references will not be contacted unless Jhpiego informs you in advance.

DIRECTIONS FOR RESPONSE

All responses to this RFP must include the components and follow the guidelines below. **Any proposal that does not follow these guidelines may be disqualified.**

Complete and submit the following component in your proposal:

ANSWER SHEET (EXCEL FILE)

- General Questions – First tab – Provide your company’s contact information for this RFP process and provide responses to the background questions.
- Services Questions – Second tab – Provide your answers in the “Response” column for each respective question.
- Countries Serviced – Third tab – Using the drop down lists, identify if shipping and/or broker services are available in each country. Then identify the number of ocean and air shipments you managed for each particular country as an origin and destination within the last 6 months.
- Pricing MOT tabs – Fourth and Fifth tabs – For each "Origin-Destination" pair identified, provide transit lead time and the applicable fees associated for the chargeable weight identified and calculate the total cost for the particular mode of transportation. If you identify an additional fee in the "Other" Column, please explain.
- Pricing – Services – Sixth tab – Document any overhead and administrative costs that are not charged on a per shipment basis.
- References – Seventh tab – Please provide at least three customer references Jhpiego may contact.

TECHNICAL PROPOSAL (PDF FILE)

- Overview of company – Provide a general overview of your company and services offered. (max. ½ page)
- Core competencies – Briefly describe your capabilities that distinguish your organization from competitors. (max. 1 page)
- Overview of service delivery model – Provide an overview of your service delivery model as it relates to the Scope of Work and freight forwarding services. (max. 2 pages)
- Shipping and customer profiles – Describe the types of shipments (mode, weights and size, services, etc.) your company manages and what customers each are for. (max. 2 pages)
- Subcontracting plan – Describe your subcontractor management program/process and how you will ensure service is seamlessly delivered to Jhpiego and its country offices, including your agreements with transit providers. (max. 1 page)
- Reporting capabilities – Provide examples of standard and customized reports generated from your system. (max. 1 page)

If you have any questions related to completing the answer sheet, please email them to the primary contact for this RFP.

Direct all responses to the primary contact (see “Contact Details” section) via e-mail by the time indicated (EST - UTC/GMT-5) on the day indicated in the schedule.

Under no circumstance should any bidder attempt to circumvent this RFP process by contacting Jhpiego directly, submitting any proposals, offering discounts outside of the parameters of this process. Please submit all proposals and ask all questions according to the provided timelines and through the channels designated in this document and any other tender documents that may follow. Please direct all questions, information, or concerns to the designated primary contact only.

Questions to the designated primary contact are entirely welcome. However, any violation of these directions will be considered an attempt to gain an unfair advantage over the other competitors, and will result in disqualification of the violating bidder. Any disqualified bidders will be removed from the process and any further submissions by that bidder will not be accepted.

Jhpiego reserves the right to reject any and all proposals and bears no responsibility for any costs of preparing any proposal.

QUESTIONS FROM BIDDERS

In the interest of fairness and completeness of answers, all questions from all bidders will be aggregated, answered and sent to all bidders on the date and time indicated in the schedule. Please submit your questions to the primary contact identified above **via email** by the day they are due (see “Schedule” section). Jhpiego will not respond to questions over the phone because it becomes difficult to share those same answers with the other firms. Jhpiego will respond (in writing) to all bidders simultaneously, including all bidders’ questions and their corresponding responses.

PROPOSAL VALIDITY

Vendor shall submit a proposal that is valid for **120 days** after the proposal due date per the “Schedule” section above.

AWARD OF CONTRACT

The firm(s) that, in the opinion of Jhpiego, has submitted the proposal providing the best value for Jhpiego based on the evaluation criteria will be established as Global Preferred Vendor for three years.

CONTRACT TERMS

Any resulting agreement will be conditional upon the vendor’s acceptance of the Johns Hopkins University Terms and Conditions (<http://ssc.jhmi.edu/supplychain/terms-jhu.html>) and must be approved by Jhpiego’s Executive Office. Jhpiego’s standard payment terms are Net 30.

Appendix A – Standard Template for Shipping Request Item Descriptions

1. Ship To & From

Door to door shipping service via **[MOT]** from **[ORIGIN CITY, COUNTRY]** to **[DESTINATION CITY, COUNTRY]** of PO # **[PO NUMBER(S)]** based on chargeable weight of **[WEIGHT kgs/lbs]**

2. Estimated Import Duties & Taxes

Estimated import duties & taxes for PO # **[PO NUMBER(S)]** into **[DESTINATION CITY, COUNTRY]**

3. Insurance

Shipping insurance for PO # **[PO NUMBER(S)]** from **[ORIGIN CITY, COUNTRY]** to **[DESTINATION CITY, COUNTRY]**

4. Estimated Port Fees

Estimated port fees for PO # **[PO NUMBER(S)]** into **[DESTINATION CITY, COUNTRY]**

5. Additional Unforeseen Charges

a. Storage

Storage charges for PO # **[PO NUMBER(S)]** in **[LOCATION OF STORAGE]** from **[DATE STORAGE STARTS – DATE STORAGE ENDS]**. Original shipping PO # **[SHIPPING PO NUMBER(S)]**

b. Detention/Container Rental Fees

Additional container rental fees for PO # **[PO NUMBER(S)]** from **[DATE FEES START – DATE FEES END]**. Original shipping PO # **[SHIPPING PO NUMBER(S)]**