OPEN TENDER

c/o Humanitarian and Conflict Response Institute,
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Oxford Road,
Manchester,
M13 9PL.

Date: 4th May 2023

INVITATION TO TENDER (ITT) For Freight Services, UK-Med

1. UK-Med invites your organisation, along with others, to tender for the provision of Freight, customs and chartering services. The requirement has been split into two categories, and for the purpose of this tender the term ‘Freight Services’ shall hereafter refer to the two services below:
   - Freight Forwarding
   - Air Chartering Services and Brokering

The specification for each service is outlined in the attached documents and Suppliers may bid for all, or individual services. Preference will be given to suppliers being able to provide all the services within a certain lot. Providing all the services in both lot will be an advantage. Using the Selection process outlined, UK-Med will award a non-fixed prices Framework agreement for a period of 2 years with the option to extend on a plus 1 basis for a further 3 years, which will be renewed automatically unless terminated by either party giving the other at least 3 months written notice. Should a need for these services arise, UK-Med will contact Suppliers on the Framework in the first instance. During the Term of this Agreement, the Supplier will use good faith, reasonable efforts to supply to UK-Med on a timely basis upon the receipt of a purchase order. However, if the required Services cannot be supplied under the Terms of this Agreement then UK-Med reserves the right to source an alternative Supplier.

2. Enclosed are:
1. Please read the instructions on the tendering procedures carefully. Failure to comply with these instructions may invalidate your tender.

2. Your tender should be emailed to procurement@uk-med.org no later than May 26th Midnight United Kingdom time. All parts of your tender application must arrive by the deadline stated. Late tenders will not be considered.

3. This requirement is being procured using the open tender procedure. The tender is a one stage process where your response to the Invitation to Tender is evaluated simultaneously against both the Selection Criteria and Award Criteria.

4. All bidders will be advised on 30th of June whether they have been successful at the winning the tender or if further meetings are required for clarifications.

5. If you have any questions about the tendering procedure, please contact procurement@uk-med.org. We will endeavour to answer all questions by the deadline listed in this tender and will post anonymised answers on https://www.uk-med.org/tender-opportunities/

We look forward to your response.

Yours sincerely,

UK-Med
DOCUMENT 1

INSTRUCTIONS AND INFORMATION ON TENDERING PROCEDURES

Introduction

1. These instructions are designed to ensure that all tenders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. Please contact UK-Med by email at procurement@uk-med.org, if you have any questions or clarifications as to what is required in the tender application or if you have any difficulty providing the information requested. Please be advised that pre-tender negotiations are not allowed.

2. Bidders should ensure they have read and fully understood the guidance set out in this document before submitting a tender.

Timeframe

3. This time frame is provisional, UK-Med will do our best to follow this timetable. Any substantial changes will be updated on https://www.uk-med.org/tender-opportunities/ and/or via email

<table>
<thead>
<tr>
<th>Tender publication date</th>
<th>4th of May 2023</th>
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<tbody>
<tr>
<td>Last date for submission of questions from suppliers (only accepted via <a href="mailto:procurement@uk-med.org">procurement@uk-med.org</a>)</td>
<td>14th of May 2023</td>
</tr>
<tr>
<td>Deadline for UK-Med to respond to supplier questions</td>
<td>18th of May 2023</td>
</tr>
<tr>
<td>Submission deadline for receipt electronic copies of bid proposals (emailed to <a href="mailto:procurement@uk-med.org">procurement@uk-med.org</a>)</td>
<td>26th of May 2023, midnight United Kingdom time</td>
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<tr>
<td>Clarification meetings for suppliers if required</td>
<td>5th of June 2023</td>
</tr>
<tr>
<td>Contract award decision</td>
<td>9th of June 2023</td>
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<tr>
<td>Contract commences</td>
<td>TBC</td>
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Tendering process

4. You are invited to tender for the provision of Freight Services to UK-Med. Please note that in this document references to ‘Contract’ will mean the non-fixed price Framework agreement.

5. The tender process will be conducted in a manner that ensures bids are evaluated fairly to ascertain the tenders that deliver greatest value for UK-Med.
Incomplete Tender

6. Tenders may be rejected if the information asked for in this documentation is not provided at the time of tendering.

Queries

7. Questions relating to any aspect of the tender process should be submitted, by e-mail to procurement@uk-med.org. UK-Med will aim to post responses to questions within the timeframes provided and bidders should regularly check https://www.uk-med.org/tender-opportunities/

8. To ensure all clarification responses are provided in time for bidders to apply to their tenders, the cut-off date for receipt of questions will be May 14th 2023.

Returning Tenders

9. All tenders must be received from bidders by May 24th 2023, Midnight UK time. UK-Med will only accept submissions from bidders by email to the following address: procurement@uk-med.org

Please note that there is a size limit of 20MB on emails sent to this address. Your bid will not be received if it exceeds this limit. All documents should be in a format readable by Microsoft Office or Adobe Suite.

Format for completed tenders

10. Bidders should include the following documents with their tender:

   • Declaration
   • Supplier Due Diligence
   • Submission Document for each service

No other documentation submitted will be assessed by the tender committee.

Receipt of Tenders
11. Tenders will be received up to the time and date stated in this invitation to tender. Those received before the due date will be retained unopened until then. **It is the responsibility of the tenderer to ensure that their tender is delivered not later than the appointed time.**

**Tender Clarification Meetings**

12. UK-Med may need to clarify certain issues that arise from posting the tender. We may therefore invite tenderers to a clarification meeting to clarify aspects of their tender submission.

**Acceptance of Tenders**

13. By issuing this invitation UK-Med is not bound in any way and does not have to accept any tender. UK-Med also reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise in their bid.

**Inducements**

14. Offering an inducement of any kind in relation to obtaining this or any other contract with UK-Med will immediately disqualify your tender from being considered.

**Confidentiality of Tenders**

15. Please note the following requirements. You must not:

- Tell anyone else what your tender price is or will be, before the time limit for delivery of tenders.
- Try to obtain any information about anyone else’s tender or proposed tender before the time limit for delivery of tenders.
- Make any arrangements with another organisation about whether or not they should tender, or about their or your tender price.

Failure to comply with these conditions may disqualify your tender.
Costs and Expenses

16. You will not be entitled to claim from UK-Med any costs or expenses, which you may incur in preparing your tender whether or not your tender is successful.

Debriefing

17. Following the award of contract, debriefing will be available to unsuccessful bidders on request.

Tender Period

18. UK-Med requires tenders to remain valid for a period of 90 days from the date of submission

Legal Compliance

19. In putting together their tenders, tenderers should adhere to all appropriate legislative requirements.

Conclusion

20. Whilst every endeavour has been made to give tenderers an accurate description of the UK-Meds requirement, tenders are encouraged to make their own assessment and propose their own solutions to the challenges posed by the specification, relating both to the methods and resources needed to meet those requirements. This applies both during the writing of the tender process and, if successful, after being awarded the contract.
UK-Med delivers rapid, quality emergency medical interventions for populations caught up in natural disasters, conflict and disease outbreaks, in such situations it is lifesaving that medical services are delivered rapidly. UK-Med holds its stock mainly in warehouses in the United Kingdom as well as in supplier warehouses in the Netherlands. The goods are required to be deployed rapidly in emergencies.

The scope of services to be performed by the successful bidder includes:

- Clearing and forwarding from the designated ports of entry, including expediting and follow-up activities with all relevant the authorities
- In-going and outgoing inspections of packaging and reporting,
- Temporary storage of goods in transit
- Preparation of shipments for on-forwarding, including re-packing damaged/torn packages,
- Forwarding, transporting and distribution to end users,
- Distribution of shipping documents for out-going shipments
- Specialised Pharmaceutical handling for ambient and cold chain in accordance to Good Distribution Practices.
- Air Charters for emergency response

The main commodities to be cleared, received, and shipped/distributed under the assignment include

- Pharmaceutical products
- Medical consumables
- Electronics
- Medical equipment
- Various aid material, hardware and consumables

The successful bidder will be expected to provide the services to UK-Med on a priority basis throughout the duration of the framework agreement.

All eligible service providers that are qualified and technically competent and meet the requirements attached are invited to submit their proposals.

Freight Forwarding
The Bidder shall perform the following services as requested by UK-Med in its capacity as an accredited clearing and forwarding company.

- Operate under the latest incoterm(Incoterms 2020) as defined by the International Chamber of Commerce for International Freight
- Sea and air export clearance including transit border and port clearance
• Sea and air import and customs clearance (If any, to pay Duty and Taxes on behalf of UK-Med)
• Export freight forwarding: the bidder may be requested to perform freight forwarding and related services (such as consolidating, containerization, etc.) from the point of origin to the point of destination
• Bond/temporary clearance for special consignments, including those requiring cold chain
• Border points clearance
• Perform transport, freight forwarding and related services from the port of entry and/or warehouse to the point of destination.
• After the Green Light approval from UK-Med, the bidder manage the entire transport chain and logistics functions from the port of entry/warehouse to the point of destination, including all elements of the modes of transport necessary up to and including the delivery to the pre-defined final destination (Named Place). 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 the best commercial practice.
• All temperature-controlled goods (Cold Chain and ambient Controlled) should be handled, monitored, stored and transported within their required temperature range and in accordance to Good Distribution Practice, throughout the entire shipment.
• The bidder shall monitor and follow all shipment until released to the consignee at the ultimate delivery point as stipulated in the transport document. If any shipment deviation, i.e., delays, short shipments and damages during transit, etc., the bidder shall promptly notify UK-Med the consignee and the parties of such deviation and provide information or suggestions on further plan of action.
• The bidder shall ensure that packing is suitable for on-forwarding in accordance with the best commercial practice, sufficient to withstand damage to goods in transit to the final destination, including special requirements of any dangerous or hazardous commodities.
• The bidder shall have the supplies cleared in the shortest possible time assigning full time dedicated staff for UK-Med’s consignment, in order to avoid delays and demurrage.
• The bidder shall inform UK-Med when goods are cleared for on-forwarding or collection, as per the instructions provided.

Air Chartering Services and Brokering
The bidder charter scope should take into consideration the following capability requirements:
• Provide evidence of air charter fleet capacity and capability available for use, owned or through 3rd party service engagement ideally on a worldwide basis.
• Demonstrate knowledge and understanding of Logistics cluster/One-stop shop customs clearance proceedings in emergency context.
• Demonstrate experience of working with humanitarian agencies and medical emergency teams within the past 6 months by providing at least 3 references and detailed schedules of similar work done for another International Non-Governmental Organisation or United Nations
• On Emergency alert be able to provide/share information on charter flight options available within 12 hours of request
• Provide list of insurance and liability coverage schedules that will apply
• Be able to provide full documentation required to move the Chartered Cargo to the required destination
• Is able to acquire necessary permits and clearances to port of destination for compliance with ICAO (International civil aviation authority)
• Must provide a detailed manifest and route plan and actions to be taken by UK-Med prior to the charter
• Able to provide full charter services that include ground handling on receipt and port of dispatch.
• Must be able to organise the charter within 72 hours of request
• Provide a named dedicated focal point for each charter requirement with full 24/7 helpdesk support communication availability
• Provide up to date real time tracking and schedule data.