



**REQUEST FOR PROPOSAL**

Date: **September 1, 2024**

Subject: Request for Application to provide Global Household Effects (HHE) Shipping Services

RFP Number: RFP-HR-04FY24-0018

Offer Deadline: **September 30, 2024; 5:00 PM EST (Washington, D.C.)**

Counterpart International (hereinafter Counterpart) is soliciting proposals for the supply of full-service shipping, warehousing and other associated Household Effects Shipping services (collectively, a “Global HHE Shipping Program”).

Firms invited by Counterpart (hereinafter “bidders or Offerors”) to submit offers (hereinafter “bids” or “offers”) for the services described in the attached supply schedules are under no obligation to do so. The Bidder shall bear all costs associated with the preparation and submission of the Proposal, Counterpart will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

This Request for Proposal includes the following sections:

- I. Instructions to Bidders
- II. Technical Specifications

All correspondence and/or inquiries regarding this RFP should be requested in accordance with the enclosed Instructions to Bidders (Section I, Clause 10, Clarifications).

The Instructions to Bidders (henceforth ITB) shall not form part of the bid or of the Blanket Purchase Agreement. They are intended to aid bidders in the preparation of bids. For the purposes of interpretation of these ITB, unless otherwise stated, the number of days stated herein shall be consecutive calendar days.

Submission of bids should be completed in accordance with the enclosed instructions to Bidders (Section I, clause 11, Submission of Bids).

**REQUEST FOR PROPOSAL**

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## SECTION I: INSTRUCTIONS TO BIDDERS

### 1. **Introduction**

- 1.1 **Request for Proposal (RFP) No. RFP-HR-04FY24-0018:** Counterpart International is hereby soliciting bids for the supply of comprehensive Global HHE Shipping Program as described in Section II of the ITB.

### 2. **Eligible Source**

- 2.1 A bidder will be considered ineligible if it has been suspended, debarred, or ineligible, as Indicated on (1) the “List of Parties Excluded from Federal Nonprocurement Programs” and/or (2) the “Consolidated Lists of Designated Nationals”.

### 3. **Preparation of Bids**

- 3.1 Bidders are expected to examine the specifications, and all instructions contained in this RFP. Failure to do so shall be at the Bidder's risk.
- 3.2 The Bid prepared by the Bidder and all correspondence related to the Bid and exchanged by the Bidder and Counterpart shall be in English.

### 4. **Contents of Bid-** Submitted bids are required to consist of the following documents:

- 4.1 Bidders should provide, at a minimum, the following components as part of their proposal for consideration:
- a) Proposal cover page, using *Appendix 1* as a guide
  - b) Company background including size, years in business and number/types of clients with whom you work
  - c) Proposed approach to meet Counterpart International’s business requirements.
  - d) The following documentation:
    - a. Evidence of Bidder’s legal company registration, incorporation or license to do business issued by a competent authority in the country of registration.
    - b. Audited financial statements for the previous fiscal year.
    - c. Self-Certification Form
  - f) Three (3) active references whose environment, size, and scope are most similar to Counterpart International. Include a summary of the work completed for each account. Include reference contact names, with telephone and email addresses where they may be reached.
  - g) Quotations for hypothetical shipping scenarios (*Appendix 1*)
  - h) Completed electronic questionnaire:
    - Global HHE Shipping Program (*Appendix 2*)

### 5. **Format and Signing of Bid**

- 5.1 The Bidder shall prepare one bid with all the required sections of the proposal typed or written in legible ink and shall be signed by a person duly authorized to bind the Bidder.

### 6. **Price Quote**

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Bidders must provide all-inclusive pricing in their price quotes, rather than solely the principal cost of the shipment (i.e., type of cargo, weight and volume, and packing/palletization) to ensure there are not duplicative charges applied during transit. All-inclusive price quotes should include any additional costs that could apply to the shipment, including but not limited to carrier costs, documentation fees, insurance (when applicable), clearance/customs fees, administration charges, etc.

- Price quotes should include detailed line-item descriptions and price for all items that make up the quoted amount.
- If additional expenses (outside of the quoted amount) are to be incurred for a particular shipment, the selected bidder must obtain special pre-approval for those additional expenses.

6.1 The Bidder shall indicate the unit price in USD for each service, the description, the quantity, and the total cost in USD of the Bid, which will comprise the total price of the Bid. If there is any discrepancy between the unit price and the total amount, the unit price shall be considered as correct and the total amount adjusted accordingly. It shall be assumed that the Bidder is not bidding on any item for which a unit price or total amount is not indicated.

## **7. Statement of Qualifications**

7.1 The Bidder shall include in its bid evidence in support of its technical qualifications and ability to fulfil the Blanket Purchase Agreement if its bid is accepted. This shall consist of references to successful prior projects of a similar nature which are of key importance. These references should include contact names, e-mail addresses, and telephone numbers of persons who can be contacted regarding the Bidder's prior performance.

## **8. Bid Validity Period**

8.1 Bids shall remain valid until (90) days after the offer deadline. A bid valid for a shorter period shall be rejected as non-responsive.

## **9. Deadline and Late Bids**

9.1 It is the Bidder's sole responsibility to ensure that bids are received by Counterpart on or before the Offer Deadline of **September 30, 2024; 5:00 PM EST (Washington, D.C.)**. Electronic submissions are required. Faxed bids will not be accepted.

9.2 A Bid received after the deadline for submission of bids shall be rejected. Bidders will be held responsible for ensuring that their bids are received in accordance with the instructions stated herein and a late bid will not be considered even though it became late as a result of circumstances beyond the Bidder's control. A late bid will be considered only if the sole cause of its becoming a late bid was attributable to Counterpart, its employees or agents.

## **10. Clarification of Bidding Documents**

10.1 Clarifications may be requested in writing not later than five (5) business days prior to the Offer Deadline. The contact for requesting clarifications is:

**11. Submission of Bids**

11.1 Only electronic submissions will be accepted. All bids with technical and price schedule must be received no later than **September 30, 2024; 5:00 PM EST (Washington, D.C.)** by Central Purchasing Unit, purchasing@counterpart.org

11.2 Ensuring successful transmission and receipt of the bids is the responsibility of the Bidder. It is recommended that no e-mail exceed the size of 10 MB, inclusive of attachments.

**12. Amendment of Bidding Documents**

12.1 Counterpart may at its discretion, for any reason, whether at its own initiative or in response to a clarification by a Bidder, modify bidding documents by amendment. All prospective Bidders that have received bidding documents will be notified of the amendment by e-mail and such amendments will be binding on them.

**13. Modification of Bids**

13.1 Any Bidder has the right to withdraw, modify, or correct its bid after it has been delivered to Counterpart, provided the request for such a withdrawal, modification, or correction together with full details of such modification or correction is received by Counterpart at the submission contact point given above before the time set for opening bids. Counterpart may ask any Bidder for a clarification of its bid; nevertheless, no Bidder will be permitted to alter its Bid Price or make any other material modification after the deadline unless the RFP has been amended or the deadline extended. Clarifications which do not change the Bid Price or other material aspects of the bid may be accepted.

**14. Criteria for Award and Evaluation**

14.1 Subject to Clause 15, Counterpart will award the Blanket Purchase Agreement to that Bidder(s) whose proposal is deemed acceptable, and which offers the best value based upon the evaluation criteria. In order for a bid to be deemed acceptable, it must comply with all the terms and conditions of the RFP without material modification. A material modification is one which affects the price, quantity, quality, delivery or installation date of the equipment or materials or which limits in any way any responsibilities, duties, or liabilities of the bidders or any rights of Counterpart. In addition, the successful bidder must be determined to be responsible. A responsible bidder is one who has the technical expertise, management capability, workload capacity, and financial resources to perform the work. Counterpart may, at its option, reject all bids.

14.2 Counterpart International anticipates that one or more Blanket Purchase Agreements shall be awarded to the Bidder(s) whose bid offers the best price taking into consideration that the bid offers the technical specifications and requirements as described in the RFP. Evaluation of the proposals will be based on the following parameters set forth in Section II, technical specifications

**15. Counterpart's Right to Accept Any Bid and to Reject Any or All Bids**

15.1 Counterpart will reject any bid that is nonresponsive. Further, Counterpart reserves the right to waive any minor informalities in the bids received if it appears in Counterpart's best interests to do so, to reject the bid of any bidder if, in Counterpart's judgment, the bidder is not fully qualified to provide the services as specified in the Blanket Purchase Agreement or to reject all bids.

**16. Notification of Award**

16.1 Before the expiration of the period of bid validity, Counterpart will notify the successful Bidder(s) in writing that its bid has been accepted.

16.2 Upon the successful Bidder acknowledging receipt of the Notification of Award, Counterpart will promptly notify each unsuccessful Bidder that their bids were rejected. If after notification of award, a Bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to Counterpart via email at [procurements.hq@counterpart.org](mailto:procurements.hq@counterpart.org).

**17. Acceptance of Privacy Policy and Terms and Conditions.**

By Submitting quotation/proposal to Counterpart International, The company or the individual consents to Counterpart's privacy policy terms and conditions (<https://www.counterpart.org/terms-and-conditions/>), and provides Counterpart International permission to process the company's or individual's personal data specifically for the performance of, and purposes identified in, this solicitation document and in compliance with Counterpart's legal obligations under applicable United States and European Union laws, data protection and regulations and any other applicable legal requirements. The company/Individual may withdraw their consent at any time by contacting [privacy@counterpart.org](mailto:privacy@counterpart.org). If consent is withdrawn, Counterpart reserve's the right to accept or reject the offer.

## SECTION II – TECHNICAL SPECIFICATIONS

### 1. General Background

The scope of services provided by the recipient/contractor will primarily include:

1. Full-service shipping, warehousing and other associated Household Effects Shipping services

These services will be implemented over a 12-month period with a possible one time extension of up to an additional 12 months upon mutual agreement of both parties.

### 2. Objective of the Assignment

Movement of household effects (clothing, décor, furniture, personal belongings) for Counterpart International staff being fielded to their station of duty (post) and returning from post to their home of record.

### 3. Scope of Work

The bidder is anticipated to provide the following core services/tasks:

1. Provide guidance and support to assure that USG Funder international shipment rules and regulations are adhered to in a compliant manner. (2 CFR 200, FAR, and other applicable regulations and laws)
2. Home of record pack out
3. International shipping document preparation
4. Provide real-time tracking of shipment from pick-up to delivery
5. Provide dedicated customer support to address challenges, emergencies, irregularities, and general questions.
  - a. A non-exhaustive list of potential support questions include are there any restrictions on what can be brought into a specific country, personal liability if the shipment is over the allowed amount, status of the shipment, cost of delays in customs, etc.
6. Prepare any necessary export/import documentation and coordinate clearance/customs of shipment
7. In-country delivery and unpacking at station of duty post

### 4. Evaluation Criteria.

Bidders will be evaluated based on their ability to respond to the methodology, core services, and specific tasks. See below for evaluation criteria and priority rank.

Within the bid response bidders should include information as detailed in “Section I. Clause 4, Contents of Bid” which will allow Counterpart to adequately assess the following:

<b>Evaluation Criteria</b>	<b>Weighting</b>
<b>1. Household Effects Shipping Capabilities.</b> Ability to meet the	35%

required service level expectations and capabilities.	
2. <b>Geography/Coverage.</b> Ability to provide Household Effects Shipping services to the required global destinations.	20%
3. <b>Pricing.</b> Competitive contract pricing structure that allows for cost-effective movement of goods globally.	20%
4. <b>Account Management and Support.</b> Strength of account management, including the ability to support international operations for Counterpart International Purchasing Program.	15%
5. <b>Technology and Reporting.</b> Use of technology to provide more efficient account/shipping management.	10%
6. <b>Documentation.</b> Submission of all required documentation identified in <i>Section I. – Instructions to Bidders.</i>	Pass/fail
7. <b>Other Conditions.</b> Have all ‘other conditions’ listed below been satisfied.	Pass/fail
Total	100%

### Other Conditions

1. Insurance Coverage- When applicable, the selected bidder must:
  - a. Insure the cargo
  - b. Provide a valid Certificate of Insurance
  - c. Provide information about any additional insurance options that are available for an additional cost if desired.
2. No Commitments – The selected bidder must not enforce any level of committed volume, spend or frequency through the resulting Master Agreement of this solicitation. Shipping needs will be identified on an as-needed basis through the issuance of Purchase Orders made under the Master Agreement.
3. Single Point of Contact – The selected bidder must provide a single, dedicated, point of contact for global HHE Shipping orders (a dedicated Account Manager) that understands the challenges NGOs face and who can help respond to emergency shipping requests and status inquiries and general shipping questions.
4. Compliance with Applicable Regulations – Goods may be funded from a variety of governmental and/or private sources. The selected bidder must be aware of and have the



appropriate expertise to comply with applicable regulations or requirements. Examples could include, but are not limited to, complying with the Fly America Act, utilizing U.S. flag vessels/cargo preference or applying for VAT exemptions.

5. Online Portal/Interface – The selected bidder must provide access to an online portal/interface to manage the full shipping lifecycle, including but not limited to obtaining HHE Shipping quotes, placing shipping orders and having visibility into real-time status of a shipment.

**Appendix 1 – Price Quotation Cover Page**

<b>Name of Organization:</b>	<b>Primary Address:</b>
<b>Contact Name:</b> <i>(must be an individual with the authority to negotiate and enter into a contract)</i> <b>Title:</b>	<b>Telephone:</b> <b>Email (at least two):</b> <b>Website:</b>
<b>Type of Entity:</b> <i>(check one)</i> Non-Profit For Profit Other (specify)	<b>Year registered in:</b> <b>DUNS #:</b> <b>SAM Registration Status:</b>

Authorized Signatory: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Shipping Scenarios for Price Quotation**

**Instructions to Bidders:**

- Please prepare price quotations for each of the following sample shipments, *including details about estimated delivery time.*
- Price quotes must identify the total cost of the shipment, but also *must include line-item detail* identifying the components/fees that make up the total quotation amount.
- Price quotes must be all-inclusive, meaning they should include all costs associated with the Household Effects Shipping service, including but not limited to:
  - a. Departure pack out/Destination unpacking
  - b. Documentation preparation fees
  - c. Inspection fees (when applicable)
  - d. Clearance/customs fees (when applicable)
  - e. Insurance charges (when applicable)
  - f. In-country delivery fees
  - g. Administration charges
  - h. Fuel surcharges

Example Shipment #1

<b>Core Shipping Details</b>	<b>Details/specs</b>
Origin	Warehouse St Paul, Minnesota
Destination	San Salvador, El Salvador
Cargo type (i.e., what is being shipped)	Household Effects (furniture, personal belongings)
Gross weight (Lbs.)	1,800 lbs.
<b>Additional Criteria</b>	<b>Details/specs</b>
Mode of shipment (i.e., air/ocean)	
Loading services required? (yes/no)	Yes
Insurance requirements	Yes
Clearance & customs services required. (yes/no)	Yes
Documentation preparation required. (yes/no)	Yes
Offloading services required? (yes/no)	Yes
Other criteria	Drop Pick

Example Shipment #2

<b>Core Shipping Details</b>	<b>Details/specs</b>
Origin	Home of Record - 1919 Pennsylvania Ave NW, Washington DC 20006
Destination	Post location in: Central America and the Caribbean, South America, Central Europe, Southeast Asia, Africa (Northern, Eastern, Western, and Southern)
Cargo type (i.e., what is being shipped)	Household Effects (furniture, personal belongings)
Gross weight (Lbs.)	5,000 lbs.
<b>Additional Criteria</b>	<b>Details/specs</b>
Mode of shipment (i.e., air/ocean)	
Loading services required? (yes/no)	Yes
Palletization required? (yes/no)	No
Insurance requirements	Yes
Clearance & customs services required. (yes/no)	Yes
Documentation preparation required. (yes/no)	Yes
Offloading services required? (yes/no)	Yes
Other criteria	Drop Pick

## **Appendix 2 – Household Effects Shipping Services Questionnaire**

All participants in this RFP are required to answer the following questions by election form submission. [Use the link here to access the electronic form](#). Should you encounter any technical difficulties accessing this form you must contact Counterpart International’s Central Purchasing team ([purchasing@counterpat.org](mailto:purchasing@counterpat.org)) prior to the deadline of this RFP **September 30, 2024; 5:00 PM EST (Washington, D.C.)**

### **A. General Company Information**

- 1) Where is your headquarters located?
- 2) How long have you been in business?
- 3) How many shipments do you handle per year?
- 4) How many employees do you have?
- 5) How many customers do you have?
- 6) Which of the following best describes your company? (*select one*)
  - Publicly Traded
  - Privately Owned
  - Other
- 7) Has your company been profitable in each of your last three fiscal years?
  - Yes
  - No (if no, please explain)
- 8) Does your company qualify as any of the following? (*check all that apply*)
  - Small business
  - Veteran owned business
  - Service-disabled veteran owned business
  - Minority owned business
  - Woman owned business
  - SBA certified small, disadvantaged business
  - SBA certified HUBZone small business
  - Located in a Labor Surplus Area
  - None of the above
- 9) Are you, is your company, or any one of its principal officers presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal Agency? (yes/no)
- 10) Please provide your claim and loss rates over the last three years.

### **B. Household Effects Shipping Capabilities**

- 1) Are you able to utilize all of the following modes of transit (when applicable) to move goods from origin to destination? (*yes/no – if no, please explain*)
  - Air

- Ocean
- Ground/truck
- Rail

- 2) Are you able to support intermodal transportation (i.e., rail, trucking, ocean, air, etc.) to ensure complete coverage of delivery to the intended recipient? *(yes/no – if no, please explain)*
- 3) Do you have the ability to ship “door to door,” efficiently transporting goods from origin, through ports AND providing in-country transportation directly to the intended recipient? *(yes/no – if no, please explain)*
- 4) Do you have the ability to ship “door to port,” efficiently transporting goods from origin to the named destination port? *(yes/no – if no, please explain)*
- 5) Describe your network of global, in-country offices/operations (i.e., do you have wholly owned in-country offices, or do you utilize agents)? Please provide percentage breakdown of each if applicable. *(open text)*
- 6) Are you able to support the shipment of, at a minimum (but not limited to) the following types of goods? *(yes/no – if no, please identify)*
  - IT products or equipment
  - Perishables
  - Household Effects (clothing, décor, furniture, personal items)
- 7) Do you maintain active licenses and/or certifications, as required by law, to ship the types of goods listed in the question above? *(yes/no – if no, please identify)*
- 8) Do you have access to secure warehouses at both the shipping and receiving end of the Household Effects Shipping process? *(yes/no – If no, please explain)*
- 9) Are you able to provide price quotes for shipping requests within three (3) business days? If not, then within how many days?
- 10) In response to an emergency, are you able to provide price quotes for shipping requests within 48hrs (including weekend response)? If not, then within how many days?
- 11) What are your standard lead times to schedule pickups? *(open text)*
- 12) In the event packaging of goods being shipped is deemed damaged or insufficient, are you able to repack prior to shipment (which could include shrink wrapping or palletizing when required)? *(yes/no – if no, please explain)*
- 13) In the event that goods are not marked/labeled appropriately (in accordance with purchase orders, laws, regulations or other marking requirements) are you able to re-mark or re-label the goods prior to shipment? *(yes/no – if no, please explain)*
- 14) Are you able to manage and facilitate the entire export/import customs clearance process? *(yes/no – if no, please explain)*

- 15) Are you able to perform or manage any necessary inspections (including pre-inspections prior to shipment and inspections at final destination when required)? *(yes/no – if no, please explain)*
- 16) Are you able to facilitate and manage the entire pre-shipment and post-shipment paperwork/documentation process to ensure accuracy and compliance with applicable regulations? *(yes/no – if no, please explain)*
- 17) What type of insurance coverage do you provide? Please include details about insurance policies and premium rates/pricing. *(open text)*
- 18) Shipments may be funded from a variety of governmental and/or private sources. How do you ensure that you have the appropriate expertise and capability to comply with applicable regulations or requirements (e.g., USAID, Fly America Act, utilizing U.S. flag vessels/cargo preference, VAT exemptions, etc.)? *(open text)*
- 19) If applicable, are you able to provide laborers and manage all loading/unloading services? *(yes/no – if no, please explain)*
- 20) When applicable, will you take responsibility for making delivery appointments with the intended recipient? *(yes/no – if no, please explain)*

### **C. Geography/Coverage**

- 1) Are you able to provide door-to-door and/or door-to-port Household Effects Shipping services from the United States to the following destination geographic areas *(yes/no – if no, please identify any limitations)*
- Africa
  - Asia
  - Australia
  - Caribbean and Central America
  - Europe
  - Middle East
  - South America
- 2) Are you able to provide door-to-door Household Effects Shipping services to all zip codes in the United States? *(yes/no – if no, please identify any limitations)*

### **D. Pricing**

- 1) How do you calculate your fuel surcharge?
- 2) Please provide a quote for each of the hypothetical shipping examples in Appendix 1.
- 3) Provide any other relevant information about your proposed pricing and benefits for this Global Household Effects Shipping Program

### **E. Account Management and Support**

- 1) Will you be providing a dedicated account manager to manage all global Household Effects Shipping needs? *(yes/no – if yes, please identify and describe their role and responsibilities)*

2) Do you have a dedicated support team? (*yes/no*) – If yes:

- How many people are on your support team?
- Describe the type of support provided, how it is requested, and response time to support inquiries.

3) Will there be any minimum requirements that need to be met (i.e., minimum volume, spend, frequency, etc.) under the Master Agreement resulting from this solicitation? (*yes/no – if yes, please describe*)

## **F. Technology and Reporting**

1) Can you provide our team with real-time status updates when: (select all that apply)

- Goods have been picked up
- Goods are in-transit (i.e., Air/Sea)
- Goods have arrived at port
- Real-time updates if any delays, damage or loss occurs to goods during shipment
- Goods have been delivered to destination
- Proof of Delivery occurs
- None of the above

2) As part of your service offering, do you provide an online portal/system to manage the full shipping lifecycle? (*yes/no*) – *If 'yes,' questions 3 – 5 will be asked.*

3) What capabilities does the online portal/system offer? (select all that apply)

- Obtain Household Effects Shipping quotes
- Place orders
- Track real-time status of a shipment
- View shipping documents
- Place a claim
- Communicate and collaborate with account manager and support team
- View invoices and tie them back to specific shipments
- Access to reporting/dashboarding

4) Are there any fees or licenses associated with the use of your online portal/system? (*yes/no – If yes, please explain*)

5) How many unique users are able to access the online Household Effects Shipping portal? (*open text*)

## **G. Other Information**

1) Provide any additional information you would like to share about your Global Household Effects Shipping Program offered to Counterpart International.