



TERMS OF REFERENCE (TOR) OF CUSTOMS CLEARANCE & FORWARDING SERVICES FOR ALIGHT SUDAN

This Terms of Reference (ToR) document for engaging a clearing and forwarding (C&F) agent outlines the scope of services, responsibilities, and expectations to ensure efficient and compliant handling of goods through customs and logistics channels. Below is a structured template for such a ToR:

1. Introduction

Background:

Alight Sudan wishes to enter into a Frame Work Agreement to provide customs clearance, including duty exemption handling services required by Alight on a required basis.

Alight in Sudan is currently involved in diverse humanitarian projects across Sudan. For the implementation of projects, different types of program/non-program supplies, a portion of these supplies are procured internationally. In this regard, Alight intends to hire the services of a national/regional reputed agency with a good presence and an excellent network for providing Customs Clearance and Forwarding Services to Alight across Sudan.

Objective:

Alight wishes to establish a framework Work Agreement (FWA) with the successful bidder for the provision of customs clearance and forwarding (C&F) services for the program and operations supplies for Alight to ensure a smooth Supply Chain system to respond to the project's needs.

2. Scope of Services

The scope of the services to be performed by the Customs Clearance and Forwarding Agent (C&F Agent) shall include but not be limited to the following services:

Customs Clearing

- Provision of custom clearing of all Alight cargos for all shipping/transport modes Air / Sea / Road, which shall include the following activities:
- Collection of "Cargo Delivery Order" issued by Airlines for the clearance process.
- Prepare/process documentation for custom clearance.
- Provision of services to submit and obtain TEC (Tax Exemption Certificate) approval from HAC and other relevant offices.

Freight Forwarding:

- When tasked with Freight forwarding by air, sea, and land, and responsibilities in coordinating shipments from origin to destination.

Below is a list of common commodities to be cleared and transported if needed. However, this list can include any other items required by Alight for program implementation purposes:

- Vaccines & Cold Chain Equipment
- Drugs and medical supplies
- Various Machinery, Vehicles, motorcycles etc.
- Educational materials and vocational materials
- Office supplies and equipment
- IT equipment, Telecommunications equipment, consumables, etc.



- Medicines and hospital/laboratory equipment
- Health Supplies
- Water and Sanitation Supplies
- Emergency Supplies

3. Responsibilities of the Agent

- **Documentation:** Ensure accurate preparation and timely submission of all necessary shipping and customs documents.
- **Compliance:** Adhere to all relevant local and international laws, regulations, and standards.
- **Communication:** Maintain regular updates on shipment status and promptly report any issues or delays.
- **Problem Resolution:** Address and resolve any challenges that may arise during the clearance and forwarding process.

4. Methodology:

A. The Contractor shall provide its services to the Alight on a priority basis throughout the contractual period.

B. The Contractor shall provide the necessary equipment, facilities, qualified personnel, expertise, and other means necessary to perform customs clearance, freight forwarding, and related services in accordance with best commercial practice.

C. For each shipment, Alight shall provide the Contractor with a copy of all relevant documents (invoice, Bill of Lading, Insurance Policy, Packing List etc.) giving a description and relevant particulars of the goods, point of origin, ultimate destination, the name and address of the supplier, terms of delivery, method of transport (rail, truck, sea, air), shipping marks, special handling instructions and other pertinent details. The said documents shall indicate the expected delivery date by the supplier so that the Contractor can coordinate delivery of goods. The Contractor shall carry out its services in respect of each shipment in accordance with the information indicated in the request relating to such equipment.

D. Upon receipt of the relevant documents, the Contractor shall designate the Contractor's local office or a local freight forwarding agent at the port of entry of the shipment to provide services under the Contract and notify Alight in writing of such designation. The word "Agent" as herein referred to shall mean an agent, representative, subsidiary, or affiliate designated by the Contractor to provide services under the Contract.

E. The Contractor shall, in accordance with the Alights Operations Section, perform necessary liaison and coordination in connection with customs clearance, handling, and general movement of cargo and equipment between the airport or port authorities, customs representatives, airfreight or seaport terminals, and operational units, and similar entities.

F. The Contractor shall receive the Original of approved Duty exemption certificates to process Alights cargo clearing processes

G. The Contractor also shall provide and maintain status reports which shall include information on all major steps relative to the goods and their movement, including an updated estimated date of delivery to Alight Sudan.

H. The Contractor shall ensure that the number of pieces, dimensions of each piece, the description of items, the packing and the gross weight and markings are in accordance with the information contained in the documents submitted by Alight, and in those cases where goods are physically received by the



Contractor, check the packing and verify that it is suitable for carriage by the designated method of transport and for the particular item.

I. The Contractor shall give such timely notice of any loss, damage, or delay in respect of the goods as may be required under the applicable contract of carriage or other contract, or under the applicable transport document.

J. The Contractor shall promptly inform the Alight for purpose of approval of any situation under the Contract, which might impose additional financial obligations on Alight.

K. Upon delivery of consignments to the Alight appointed delivery place, request and acknowledgment receipt, shall be in addition to any receipt and inspection certificate raised by Alight shall contain:

- the quantity and type of goods received, and the date received.
- the condition of the goods received, including details as to whether either the goods packaging was damaged prior to receipt by Alight.
- the printed name and signature of an authorized Alight representative. The Contractor must include a copy of such acknowledgment receipt with all documentation provided in support of the invoiced claim submitted by the Contractor in connection therewith.

L. Alight reserves the right to:

- require the Contractor to discontinue providing services through any agent who, in the opinion of Alight, is unfit or unsuitable to perform the services; such agent shall be promptly replaced by the Contractor in consultation with Alight, and all costs or additional expenses, if any, resulting from the withdrawal or replacement of the Contractor's agent in such cases shall be at the Contractor's expense; and
- require the Contractor to change the Contractor's agent(s) and/or appoint as the Contractor's agent(s) a nominee of Alight in any area.

M. The services to be provided by the Contactor at the airports and seaports listed above shall include freight and cargo handling, customs documentation, clearance.

N. Should the Contractor fail to provide customs clearances and/or commence transportation of the goods to the required destination(s) within a time frame agreed at the time of issuance of the Bill of lading or equivalent document to the Contractor, following the Contractor's receipt of all necessary documents from the Alight, Alight without prejudice, reserves the right to seek the appropriate services elsewhere. In relation to this, all costs incurred in excess to those normally charged by the Contractor shall be debited to the account of the Contractor.

O. The Contractor shall invoice Alight as per the service provided by the Contractor. Invoices shall be submitted in English and including a breakdown of costs detailing all corresponding charges per consignment, as detailed in the Financial Proposal Format, to avoid any misunderstanding. All invoices submitted to Alight must show detailed breakdown of services and charges and a copy of Original Bill of Lading, Master Airway Bill or Truck Waybill or other pertinent transport document **MUST** be attached to the invoices together with proof of expenditures

P. Alight shall pay the Contractor, in addition to the customs clearance's fees in the Contract, the freight charges agreed upon in the Contract.

Q. The Contractor will be expected to provide the services through its existing offices and/or affiliates or agents at the locations of the airports and seaports of entry specified above.

R. In the event that the Contractor provides the services through its agents or affiliates in the locations of the ports of entry specified above, all services provided by such agents or affiliates of the Contractor shall



be deemed to have been provided by the Contractor, and the Contractor shall remain responsible for the actions of its agents and affiliates performing work under the Contract.

S. The Contractor shall be responsible for all matters related to the operation of its network of offices, affiliates, or agents, at the locations of the seaports and airports of entry specified above.

5. Performance Standards

Timeliness:

Activities	Expected Output	Expected Timeline
Custom clearance – Air Shipment	Air Shipment cleared	2 working days
Custom clearance – Sea Shipment	Sea Shipment cleared	5 working days
Custom clearance – Road Shipment	Road Shipment cleared	3 working days
Submit & Obtain Tax Exemption Approval	Approved TEC is obtained	5 working days

6. Duration:

- The FWA will be established for a period of one (1) year, with a possible extension of another 1-year subject to satisfactory performance.

7. Working Locations:

- The C&F agent should have well-established office setup and full management team based in Port Sudan, Sudan

8. Proposed Payment Schedule:

- 100% Payment after completion of required services on a case-by-case basis.

9. Contract Supervision:

- The Alight Operations Department will supervise the FWA. The person responsible for each agency will supervise any contract resulting from the FWA.

10. Qualifications and Experience

- Companies must be legally registered entities licensed by the Government to provide clearing and forwarding services.
- Minimum 5 years of experience in providing clearing and forwarding services within Nepal and/or in the region
- Experience to clear shipments of Embassies, INGOs, Donor Agencies will be an advantage.
- References: Able to present work experience certificates or references R

11. Application And Evaluation Process:

In making the final decision, Alight considers both technical and financial aspects. Pre-Screening will be done by Operations Supply team and then the Evaluation Team first reviews the technical aspects of the offer, followed by review of the financial offers of the technically compliant vendors. The proposal obtaining the highest overall score after adding the scores for the technical and financial proposals together, that offers the best value for money will be recommended for award of the contract.

12. Pre-screening/Responsiveness Evaluation:

The proposals will be reviewed on the basis of completion for following documents:

- Submission of Proposal (Technical & financial) in two separate file/ attachment. And to assure that Vendors have not including any financial price in their technical proposal.
- Legal Company Registration / Business Registration
- VAT registration
- Tax clearance certificate of last Fiscal Year
- Power of Attorney to submit proposal-(applies when joint partner)

Proposals who have passed the pre-screening process will be forwarded for Technical Evaluation.

13.The Technical Proposal should include but not be limited to the following:

1. Company Profile

The following documents must be submitted as part of Technical Proposal:

- a) Company registration documents.
- b) Organizational profile and management structure.
- c) CVs of the team members highlighting the qualification, experience and expertise of professionals who would be assigned for Alight consignments:
- d) List of minimum 3 major/big clients

2. Major Accomplishment

Air Freight:

Narrative and details of Major/complex operations on-going/completed during last two years.

- Data of last 2 years (2022-2023)
- Number of air commercial shipments cleared Port Sudan International airport (weight/Volume)
- Number of Charter Flights cleared at Port Sudan International airport (weight/Volume)
- Timeline: Average Number of days involved from Notification to completion of clearing and forwarding services
- Five highest-value contracts executed by your company in the past three years.

Sea Freight:

Narrative and details of Major/complex operations on-going/completed during last three years. Data of last 2 years (2022-2023)

- Number of LCL shipments cleared at Port Sudan Sea port (weight/Volume)
- Number of FCL (20' / 40') cleared at Port Sudan Sea port
- Timeline (by activity): Average Number of days involved from Notification to service completion
- Five highest-value contracts executed by your company in the past three years.

Road Freight:

Narrative and details of Major/complex operations on-going/completed during last two years.

- Data of last 2 years (2022-2023)
- Timeline (by activity): Average Number of days involved from Notification to delivery completion.
- Five highest-value contracts executed by your company in the past three years.

Methodology

Understanding of the assignment objectives, approach to the services, operational methodology for carrying out the activities highlighted in the scope of work. The methodology should include but not limited to the following:

- Proposed time frame to clear shipments (see Table 1)



- Operational modality during emergencies like border closure
- indicate dependencies on sub-contracting of any services in Nepal or outside.
- The associated risks should also be highlighted, and the methods to mitigate those risks should be proposed.

The Financial Proposal should include but not be limited to the following:

- Bidders are expected to submit a lump sum rate valid for 1 years for each type of activity listed in table 1
- Financial Proposal form. The financial proposal must be submitted in the Alight Format. Alternatively the agent can use its own format.

Bidders should also submit the following documents in their financial proposal:

1) Recent Financial Audit Report. Report should have been carried out in the latest past 2 years (between 2022 & 2023) and be certified by a reputable audit organization.

14. Evaluation Weighting Criteria

- Cumulative Analysis will be used to evaluate and award proposals. The evaluation criteria associated with this TOR is split between technical and financial as follows:
- Weightage for Technical Proposal = 60 % Weightage for Financial Proposal = 40 % Total Score = 100%

15. Confidentiality

- All information related to shipments and business operations remains confidential and is not disclosed without prior consent.

16. Submission Requirements

Deadline: December 19, 2024.

Format: Sealed hard copy to Alight Port Sudan Office

For more information please reach out to **Mohammed Alhabib** -Administration Officer at 0100794454, 0915435157.

