

SRILANKAN CARGO DOOR PICK UP & DELIVERY AGENT FOR THE NETWORK

Deadline for submission of Proposals : **on or before 28th May 2024, 1000 hrs SriLankan Time** (GMT +5:30)

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This document outlines the core requirements for the Door to Door Cargo Program.

Product Requirements

Shipping and Delivery Requirements

1. Intermodal Transportation – The selected supplier must have the capability to support intermodal transportation (i.e. rail, trucking, ocean, air, etc.) to ensure complete coverage of delivery to intended recipient.
2. Advocate for Best Service – In most situations, SriLankan Cargo will have already determined the preferred mode of transit to utilize. However, the selected supplier must be an advocate for SriLankan Cargo by identifying more appropriate/economical transit options when they exist.
3. “Door to door” Global Shipping Services – The selected supplier must have the ability to ship “door to door” to destination countries, efficiently transporting goods from origin, through airports or other ports of entry, and providing in-country transportation directly to the intended recipient. This ensures all aspects of the shipment are handled by one provider along with SriLankan Airlines.
4. “Door to port” Global Shipping Services – The selected supplier must have the ability to ship “door to port” to destination countries, efficiently transporting goods from origin to the named destination port.
5. International Geography/Coverage – The selected supplier must be able to provide door-to-door and door-to-port services to the following regions, and will be required to identify any regions where freight forwarding service is not supported.

- a. US/Canada
- c. Africa
- d. Asia
- e. Europe including United Kingdom
- f. Middle East
- g. Australia

6. Type of Goods – The selected supplier must have experience in shipping the following types of goods only:

- a. General Cargo
- b. Personal Effects

7. License and Certifications – Based on the types of goods being shipped (see examples above), the selected supplier must maintain active licenses and/or certifications as required by law.

8. Warehousing Capabilities – The selected supplier must have access to secure warehouses at both the shipping and receiving end of the process.

9. Packing – The selected supplier must validate all specifications reflected in any shipping order against the actual cargo being shipped, and must ensure packing lists are affixed properly. In the event the packaging is deemed damaged or insufficient under their custody, the selected supplier will be responsible for repacking prior to shipment (which could include shrink wrapping and/or palletizing when required).

10. Marking – The selected supplier must validate that any applicable labels, emblems, tags, decals, stencils or other identification materials have been properly affixed on the goods, and will be responsible for re-marking or re-labeling if required.

11. Clearance/Inspection Services – The selected supplier must be able to manage and facilitate the export/import clearance process for all goods shipped, and must have the ability to perform or manage any necessary inspections (including pre-inspections and inspections at final destination when required).

- a. When goods need to be shipped to respond to an emergency, local in-country governments may dictate clearance/inspection requirements. The selected supplier must be aware of any such requirements when they apply, and facilitate the clearance/inspection process to ensure prompt and compliant delivery to the intended recipient.

b. Depending on applicable Incoterms, the selected supplier must not take possession of goods if they fail pre-inspection. In such cases, the selected supplier must be able to facilitate the resolution of the failed inspection in a timely manner to ensure the goods can be shipped as soon as possible.

c. Rejection: Rejected cargo handling process should be done by the supplier including handling of any claims and complaints

12. Paperwork and documentation – The selected supplier must be able to facilitate and manage all pre-shipment and post-shipment paperwork/documentation to ensure accuracy and compliance with applicable regulations. Depending on the goods shipped, and the destination country, such documentation could include (but is not limited to):

- a. Duty-Free Applications or Duty/VAT exemptions/waivers
- b. Clearance and inspection documents
- c. Import/export permits
- d. Transport documents including Bill of Lading/Air Waybill
- e. Any other required documentation necessary to fulfil the deliverables

13. Delivery Appointment – When applicable, the selected supplier must be responsible for making delivery appointments with the intended recipient.

14. Before/After Hour Deliveries – When applicable, the selected supplier will be responsible for coordinating before or after hour deliveries.

15. Status Updates – The selected supplier must provide timely, real-time notifications on the status of the shipment throughout the entire process. At a minimum, the selected supplier must provide the following status updates:

- a. Goods have been picked up
- b. Goods have been delivered to warehouse / warehouse receipt
- c. Goods are in-transit (i.e. Air/Sea)
- d. Goods have arrived at port
- e. Real-time updates if any delays, damage or loss occurs to goods during shipment
- f. Goods have been delivered to destination
- g. Proof of Delivery

Product Pricing and settlement requirement

Supplier to collect the dues from the end customer and agreed freight portion to be remitted to the airline on agreed timelines. The applicable bank guarantee amount to be agreed and kept with the airline.