

COURIER SERVICES

Introduction

Strømme Foundation (SF) is an international Development Organization headquartered in Kristiansand, Norway with a global footprint in 9 countries in the regions of West Africa, East Africa, and Asia. SF is committed to empowering people to overcome the root causes of poverty through its thematic focus on Education, Livelihoods, and Job creation. SF aims to realize its vision of ***“a world free from poverty”*** through long-term partnerships with local organizations.

Rationale

The purpose of this terms of reference (ToR) is to appoint a suitable and reputable service provider/company to provide courier services for Stromme Foundation Uganda for one (1) year. The successful service provider shall perform the required services in line with high-quality standards and shall follow all applications and directives as indicated in this TOR.

Scope of work

- Required packaging for items to be couriered.
- Picking up, receiving, labelling, invoicing, and delivery of the following
 - Special courier
 - Parcel, cargo, merchandise
- On prescribed timing, the courier will pick up and drop off domestic and international mail.
- Immediate collection and delivery of highly sensitive, extremely urgent, and critical shipments.
- Shipment insurance for all risks of physical shipment damage or loss from any external cause.
- Ensure the availability of an online tracking system for use by SF Uganda.
- Enter relevant weights, volumes, and units to be couriered on the airway bill or shipment.
- Ensure there is no misplacement or damage of documents, packages, or mail.
- Provide prepackaging material when requested.

Eligibility Criteria

- The service provider must have an electronic tracking system to track couriered goods which should be able to: (i) Enable the SF to place/ log a request for collection and/ or deliveries, (ii) track all consignments, (iii) provide online quotes for all documents or parcels (iv) Generate waybill activity reports, online statements, and invoices.
- The Service provider must have the ability to always safeguard the interests of SF by ensuring the confidentiality and safety of parcels and demonstrate what measures they have in place to protect confidential information when they are tasked to courier documents in line with relevant laws like the Protection of Personal Information.
- The service provider must clearly outline the role and responsibilities of a dedicated person (Account Manager) who shall serve as the primary liaison throughout the course of the service.
- The Service provider Must be able to provide service without initial deposits and invoice later for payment.
- The Service provider must be authorized and registered to provide courier services.
- The Service provider must have been in business for at least five years.
- The Service provider must be able to deal with equipment that fails during the warranty period without hesitation.