



**RFP for partnering with Ethiopian
Cargo & Logistics Services as Last
Mile Delivery Agent for
..... Market**

1. Introduction

Ethiopian Airlines Group, a public enterprise duly organized and existing under the laws of the Federal Democratic Republic of Ethiopia, and having its head office address at **Addis Ababa Bole International Airport, P.O. Box 1755**, invites willing candidates to bid for partnering with **Ethiopian Cargo & Logistics Services**, one of the business units of Ethiopian Airlines Group, in the sales territory of _____ as a Last Mile Delivery Agent.

It is the intention of Ethiopian Airlines Group to let a contract for one year.

2. Purpose of RFP

This invitation to RFP seeks to obtain the most effective and efficient Last Mile Delivery Agent in the sales territory of _____.

3. Specification of services to be supplied

Specific requirements are as follows:

- a. Logistics Expertise that has been in business for a while with strong track record of compliance, liaison, and deliveries.
- b. Possess clean, climate and security-controlled warehouse that is clearly marked and kept very clean. Properly stocked shelves or spaces that are specifically marked as to be easy to locate.
- c. At its sole cost and expense, employ competent, well-trained and customer-friendly staffs that are sufficient to do the job and represent Ethiopian brand. Shall also offers continuous training to their personnel and that they have current certification. (Required certificates- Road safety awareness, customer services, customs clearance, etc)
- d. Dedicated key account manager that will be available and accessible when a need arises.
- e. Has a good safety and security record.
- f. Has a quality control system in place to ensure that packages are delivered in good condition.
- g. Fleet availability and mix depending on the volume of packages at the delivery station including cold storage boxes for temperature-sensitive deliveries.
- h. Route Optimization and Delivery Speed. Multi-drop and multi-client deliveries (the capability to deliver to several customers on the same route using one vehicle, rather than having to make separate deliveries to each customer or address for each package).
- i. Can crowd-source fleets, drivers and other operations on demand to ensure limited capacity never prevents from completing an order on time.
- j. Acquire advanced technology that can easily be integrated with ET system which enables to gain end to end visibility of the process and that can share real-time updates with the customer.
 - o In the absence of own system, 3PL must be ready to learn and make use of the technology that will be provided by Ethiopian at a reasonable price to cover messaging cost.

- k. Holds the best support IT team available to meet further needs.
- l. Wide delivery zone coverage and network size that can increase the national and global reach. Also works collaboratively with the local e-commerce business to optimize the delivery process.
- m. Operates 7 days a week and has standard deliveries with an extensive range of timing options including same day delivery and the opportunity for the customer to reschedule and choose the time to receive orders.
- n. Offer a competitive delivery rate which is flexible and with extended payment options that adhere to the country and city where it operates.
- o. Cash on Delivery management.
- p. Capability for repacking and re-labelling.
- q. Capability in sending auto-alerts to customers about the status of the shipment through multiple communication channels (WhatsApp, SMS, Email etc).
- r. Utilize dispatch track visibility Dashboard that provides complete visibility of every delivery unit, every route and every delivery that enables to see any problem developing in real time and solve them before they happen.
- s. Have customer support options such as an online portal, chatbot, and phone.
- t. Monitor and track customer reviews.
- u. Exert every effort to enhance the goodwill of Ethiopian Cargo & Logistics Services.
- v. Coordinate with ground handling agent and customs office to facilitate smooth delivery of import ecommerce goods.
- w. Handling of the last mile delivery (i.e., getting parcels information from ET through API, processing customs pre-clearance, getting the BUP from ET/GHA and in scan, breakdown, sorting and in scan, finalize customs clearance, real time tracking of consignments with SMS/Email notification to customers, out scan, delivery to the customer doorstep or pick up point as applicable, getting POD with delivery scan). Each parcel shall be scanned at every point along its journey to confirm it has been received or dispatched (in and out of warehouse) until such time as it is delivered. At the point of delivery, a final scan shall record details of the handover, such as the time and who received the parcel.
- x. Report any discrepancies immediately and follow up with concerned offices till case finalized.
- y. Offer shipment insurance as a protective cover for any damage or lost packages while in the custody of the last mile delivery partner.
- z. Offer customers options to return goods which includes
 - o Use of drop-off locations
 - o Pickups from customers' homes especially when dealing with fragile or bulky items
 - o Enabling customers to mail their returns
 - o Allow for tracking of returns

4. How to return your response?

Your response must be returned in the templates provided in **Annex A to Q** on **pages 6 -7**. By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

- 4.1. Please include two sealed copies of your RFP document in plain envelopes marked **“RFP for representing Ethiopian Cargo & Logistics Services as Last Mile Delivery Agent in “.....” to:**

Mr. Tewodros Ayalew

Mgr. Ecommerce Logistics Services

Ethiopian Cargo & Logistics Services

Addis Ababa Bole International Airport

Addis Ababa ,Ethiopia

C/o Area Manager (in the sales territory), Ethiopian Airlines Group

The RFP must be received by Ethiopian Airlines Group no later than **17:00 (GMT+3h) on**, RFP not meeting the deadline will not be evaluated.

5. Timing of the RFP process

Planned dates for the RFP process are:

- Deadline for the receipt of RFP 17:00 (GMT+3h) on _____
- Contract award _____. Please note that the planned date for contract award is being shared for indicative purposes only and may be subject to change.

6. Criteria for acceptance and evaluation

The RFP must be returned correctly (in compliance with the RFP structure given in Annex A-Q below) and on time. Failure to comply will eliminate your RFP from consideration. The company that meets the minimum selection criteria and provides the RFP that is the most economically advantageous to Ethiopian Airlines Group will be awarded the contract.

The RFP must demonstrate an understanding of Ethiopian Cargo & Logistics Service's values and needs specific to this Invitation to RFP. The RFP will be evaluated on (but the evaluation is not limited to):

- 6.1. Be organized as a company and its documents of incorporation and byelaws be acceptable to Ethiopian Cargo & Logistics Services.

- 6.2. Must be well established and recognized in the territory, familiar with business policies, political and social conditions of the territory.
- 6.3. Must have the ability to sufficiently handle conversion of local currency to other currencies acceptable to Ethiopian Cargo & Logistics Services as specified in each contract and be able to remit such funds to Ethiopian Airlines Group efficiently.
- 6.4. Is not engaged in any other activity that may adversely affect the interests of Ethiopian Cargo & Logistics Services.
- 6.5. Must comply with all mandatory applicable data protection laws, regulations or legal requirements, including but not limited to EU GDPR regulations and rules (as amended, supplemented and replaced from time to time) (“Data Protection Laws”).
- 6.6. Should possess legal, financial and professional capability to run the Last Mile Delivery business.
- 6.7. Should have influence on or close relation with relevant authorities to facilitate Ethiopian Cargo & Logistics Service’s business or operational needs.
- 6.8. Should be able to produce audited financial statement showing its position to the satisfaction of Ethiopian Cargo & Logistics Services.
- 6.9. Should be able to produce an absolute, unconditional and irrevocable Bank Guarantee to secure the performance of its obligations under the contract. The Bank Guarantee has to be valid at all times during the validity period of the contract.
- 6.10. Must have the commitment to environmental sustainability and implement eco-friendly practices and should prioritize sustainable and environmentally friendly delivery practices, with a focus on reducing the carbon footprint of its services.

Details of the information required should be provided in attached templates in Annex A – Q of this document.

This Invitation is not an offer or guarantee of award of any contract or business.

All costs incurred in the preparation of the bid are the bidder’s sole responsibility.

Ethiopian Airlines Group reserves the right to reject all bids at any time prior to the award of contract without assigning any reason.

Annex A – Company overview

Please provide:

- a. Year(s) in business, number of branches, delivery locations and network size)
- b. A brief detail about your warehouse facilities
- c. Accreditations acquired
- d. Operating days and hours
- e. List of your *present* corporate clients
- f. Relationship with ecommerce companies and other Airlines

Annex B – Financial Stability

Please provide 2 years of audited accounts i.e., Balance sheet and Income statement (most recent 2 years)

Annex C - Staffing

- a. Please provide details of the team that you propose to work with us, including their training record and current certification.
- b. Please attach a brief CV for each person. (No more than 1-page A4 per person).
- c. Capability to dedicate Key account manager that will be available and accessible when a need arises.
- d. Ability to assign customer support team through different options such as online portal, chatbot, phone etc.
- e. Please advise if delivery employees wear uniform. If yes, please attach one picture.

Annex D – Customer Service Standards

Please provide details of your customer service standards

Annex E – Safety and Security record

Please provide details of your company safety and security record.

Annex F – Quality Control System

Please provide details of your Quality control system.

Annex G- Fleet availability, Optimisation across fleets and external carriers

Please provide list of available fleets, route optimization mechanisms and ability to crowd-source fleets and provide cold storage boxes for temperature-sensitive deliveries.

Annex H – Technology solution

- a. Please provide details of the technology in use including integration details, capability to send auto-alerts through multiple communication channel and availability of IT support team to meet further need.
- b. In the absence of a above, please advise your readiness to learn and make use of Ethiopian technology at a reasonable price to cover messaging cost.

Annex I – Time slot selection and optimisation

Range of delivery timing option and the opportunity for the customer to reschedule and choose the time to receive order, API to fully integrate with ecommerce websites allowing for recipient to select delivery / pickup time slots.

Annex J – Pricing Model

Please provide your pricing model with fixed, variable, transactional and/or cost-plus elements.

Annex K – Real-time control of delivery operation

Ability to view the entire operation map in real-time, Predictive alerts for delays / build-up of delivery issues, Option to manually edit routes and reassign jobs in real-time and option to communicate with driver in real-time.

Annex L – COD (Cash on Delivery) service

Please provide if your company can provide COD service.

Annex M – Reverse logistics

Capability to provide reverse logistics for order returns and the ability to inspect, repack, provide return labels, track and trace visibility and disposal if required.

Annex N – Any Additional Value-Added Services

Please describe any additional unique services that you can offer to Ethiopian Cargo & Logistics Services to deliver effective and efficient services. This may also include First mile delivery service along with its network size.

Annex O – Bank Guarantee

Please indicate your intension to provide an absolute, unconditional and irrevocable Bank Guarantee payable upon demand and sufficient to cover _____.

Annex P – Insurance coverage

Please provide your insurance policy.

Annex Q – Feedback mechanism

Availability of the option for customers to share delivery feedback and satisfaction rating based on their experience.