

TERMS OF REFERENCE (TOR)

Public Tender for Provision of Warehouse Management, Security and Commodity Insurance Services

1. Background

Samaritan's Purse – South Sudan is seeking qualified, experienced, and legally registered service providers to provide **warehouse management, warehousing, security, inventory control, and insurance services for commodities stored in designated warehouse facilities**. The selected service provider will be responsible for ensuring that all commodities entrusted to its custody are properly received, stored, handled, protected, accounted for, and released in accordance with Samaritan's Purse requirements and applicable laws and regulations in South Sudan.

The service provider must demonstrate adequate infrastructure, qualified personnel, security arrangements, inventory management systems, insurance coverage, and operational capacity to manage humanitarian commodities safely and efficiently.

2. Purpose of the Tender

The purpose of this tender is to identify and contract a competent service provider capable of providing an integrated warehouse management solution that includes:

- Warehouse receiving and storage;
- Inventory management and stock control;
- Loading and unloading;
- Picking, packing and dispatch;
- Warehouse security;
- Loss, damage and incident management;
- Commodity insurance;
- Warehouse maintenance and safety;
- Reporting and documentation; and
- Other warehouse-related services as required by Samaritan's Purse.

The successful bidder will be expected to provide a **comprehensive and cost-effective service** while maintaining high standards of accountability, security, safety, and inventory accuracy.

3. Scope of Services

3.1 Warehouse Facility

Samaritan's Purse will provide service providers with suitable warehouse facilities that meet the following minimum requirements in **Juba, Bor, Malakal and Aweil**.

- Adequate storage capacity for the anticipated commodity volumes;
- Secure and controlled access;
- Weatherproof and structurally sound facilities;
- Appropriate ventilation and lighting;
- Adequate loading and unloading areas;
- Suitable racking, pallets, shelving, or other storage systems where required;
- Fire prevention and firefighting equipment;
- Emergency exits and clearly marked evacuation routes;

- Appropriate pest-control measures;
 - Drainage and flood-protection measures where applicable;
 - Clean and hygienic storage conditions;
 - Adequate electrical and backup-power arrangements where required; and
 - Compliance with applicable local health, safety, fire, and regulatory requirements.
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3.2 Warehouse Receiving

The service provider shall:

1. Receive commodities delivered to the warehouse.
2. Verify quantities against the relevant delivery documentation.
3. Inspect commodities for visible damage, discrepancies, or irregularities.
4. Record all received commodities in the inventory management system/register.
5. Prepare and issue Goods Received Notes (GRNs) or equivalent receiving documentation.
6. Immediately report shortages, overages, damages, expired commodities, or other discrepancies to Samaritan's Purse.
7. Properly label and identify commodities upon receipt.
8. Place commodities in their designated storage locations.

No commodities shall be accepted into stock without appropriate supporting documentation and authorization from Samaritan's Purse.

3.3 Storage and Inventory Management

The service provider shall ensure that:

- Commodities are stored according to their nature and storage requirements.
- Stock is organized to facilitate efficient identification and movement.
- **FIFO/FEFO principles** are applied where applicable.
- Expiry dates are properly monitored and reported.
- Damaged, expired, quarantined, or restricted stock is physically segregated and clearly identified.
- Stock records are maintained accurately and updated on a timely basis.
- Physical inventory balances reconcile with system/bin-card records.
- Stock movements are supported by authorized documentation.
- Unauthorized removal or movement of commodities is prevented.

The service provider shall maintain an accurate **stock ledger/bin card system** and provide inventory reports to Samaritan's Purse as required.

3.4 Loading, Unloading and Handling

The service provider shall provide appropriately trained personnel and equipment for:

- Loading and unloading vehicles;
- Safe handling of commodities;
- Palletization and de-palletization;
- Stacking and de-stacking;
- Picking and packing;
- Internal movement of commodities; and

- Dispatch preparation.

The bidder should clearly indicate whether the quoted rates include **labour, forklifts, pallet jacks, loading/offloading equipment, and other handling equipment.**

3.5 Dispatch and Release of Commodities

Commodities shall only be released against an authorized **Goods Release Note, Dispatch Authorization, Waybill, Delivery Note, or other approved documentation.**

The service provider shall:

- Verify release authorization;
- Pick commodities according to approved documentation;
- Prepare commodities for dispatch;
- Verify quantities before loading;
- Record all stock issues;
- Obtain appropriate signatures from the receiving/transporting party; and
- Maintain complete dispatch records.

No stock may be released without appropriate authorization from Samaritan's Purse.

4. Warehouse Security Services

Security of commodities shall be an integral component of the service. The service provider shall provide adequate security arrangements, including:

4.1 Security Personnel

- Trained and vetted security guards;
- 24-hour security coverage where required;
- Clearly defined guard duties and responsibilities;
- Shift handover procedures;
- Visitor and vehicle access control;
- Incident reporting procedures; and
- Appropriate supervision of security personnel.

4.2 Physical Security

The warehouse should have, as applicable:

- Secure perimeter fencing/walls;
- Controlled entrance and exit points;
- Lockable warehouse doors;
- Adequate external and internal lighting;
- CCTV surveillance where available/required;
- Fire alarms and firefighting equipment;
- Emergency response arrangements; and
- Secure areas for high-value or sensitive commodities.

The service provider shall immediately notify Samaritan's Purse of any theft, attempted theft, forced entry, fire, damage, unauthorized access, or other security incident.

5. Insurance Requirements

The successful bidder shall maintain **adequate insurance coverage for commodities under its custody and control** to maintain liability insurance coverage of **USD 1 million**.

The insurance should cover, as applicable:

- Theft;
- Fire;
- Flood/water damage;
- Accidental damage;
- Natural disasters;
- Malicious damage;
- Burglary/forced entry; and
- Other relevant risks associated with storage and custody of commodities.

The bidder shall provide:

1. Evidence of valid insurance coverage;
2. Details of the insurance provider;
3. Policy number;
4. Coverage period;
5. Maximum insured value;
6. Applicable exclusions and deductibles; and
7. Terms and conditions relating to commodities stored on behalf of third parties.

The bidder must clearly state whether the proposed insurance covers the full value of Samaritan's Purse commodities while they are under the service provider's custody.

Any limitation or exclusion affecting Samaritan's Purse commodities must be clearly disclosed in the proposal.

6. Loss, Damage and Liability

The service provider shall be responsible for safeguarding commodities while they are under its custody, subject to the terms of the final contract.

The service provider shall:

- Immediately report any loss, damage, theft, deterioration, or unexplained stock variance;
- Conduct investigations when requested in writing by the Samaritan's Purse Country Director;
- Provide an incident report within the agreed timeframe;
- Cooperate with Samaritan's Purse and relevant authorities;
- Support insurance claims where applicable; and
- Be liable for losses or damages attributable to negligence, misconduct, inadequate security, or failure to comply with agreed warehouse procedures, subject to the contract and applicable law.

7. Inventory Verification and Stocktaking

The service provider shall facilitate:

- Routine cycle counts;
- Monthly or periodic physical inventory counts;
- Annual physical inventory counts;

- Spot checks by Samaritan's Purse;
- Joint stock reconciliation; and
- Stock investigations where discrepancies are identified.

Samaritan's Purse reserves the right to conduct **announced or unannounced physical inspections and stock verification** of commodities held under the contract.

8. Reporting Requirements

The service provider shall submit reports as required by Samaritan's Purse, including:

Daily/As Required

- Receiving and dispatch records;
- Stock movement documentation;
- Incident notifications.
- Update Stock Control Card

Monthly

- Stock status report;
- Opening and closing balances;
- Receipts;
- Issues/dispatches;
- Adjustments;
- Damaged/expired commodities;
- Stock discrepancies;
- Warehouse utilization;
- Security incidents; and
- Insurance-related incidents/claims.

Incident Reports

Any loss, theft, damage, fire, security breach, or other emergency shall be reported **immediately**, followed by a formal written incident report within the agreed timeframe.

9. Information and Record Management

The service provider shall maintain daily updates, complete and auditable records, including:

- Goods Received Notes;
- Waybills;
- Dispatch documentation;
- Stock cards/bin cards;
- Inventory reports;
- Damage reports;
- Incident reports;
- Visitor logs;
- Vehicle movement records;
- Security guard duty records;
- Insurance documentation; and
- Other relevant warehouse records.

All records related to Samaritan's Purse commodities shall be made available for inspection and audit upon request.

10. Staffing Requirements

The bidder shall provide appropriately qualified personnel, which may include:

- Warehouse Manager/Supervisor;
- Storekeepers;
- Warehouse Assistants/Loaders;
- Inventory/Stock Controller;
- Forklift Operator
- Security Guards; and
- Other personnel necessary for effective service delivery.

The bidder shall provide an **organizational structure and staffing plan** showing the proposed personnel, qualifications, experience, working hours, and responsibilities.

11. Health, Safety and Environmental Requirements

The service provider shall maintain appropriate health, safety, and environmental standards, including:

- Fire prevention and emergency preparedness;
 - Provision and maintenance of firefighting equipment;
 - Safe stacking and storage practices;
 - Appropriate PPE for warehouse personnel;
 - Occupational health and safety measures;
 - Pest control;
 - Waste management; and
 - Compliance with applicable South Sudan laws and regulations.
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12. Compliance and Ethical Requirements

The successful bidder must comply with:

- Applicable laws and regulations of South Sudan;
- Samaritan's Purse policies and contractual requirements;
- Anti-fraud and anti-corruption requirements;
- Safeguarding requirements;
- Anti-trafficking requirements;
- Conflict-of-interest requirements; and
- Applicable humanitarian standards.

The bidder shall disclose any actual or potential conflict of interest with Samaritan's Purse employees or representatives.

13. Minimum Eligibility Requirements

Interested companies should submit evidence of:

1. Valid business registration/license;
2. Valid tax registration/clearance documentation;

3. Company profile;
4. Minimum **three years of relevant warehouse management experience**, preferably with NGOs, INGOs, UN agencies, or other humanitarian organizations;
5. Evidence of previous similar contracts;
6. At least three relevant client references;
7. Details of proposed warehouse facilities;
8. Security arrangements;
9. Valid insurance documentation or evidence of ability to obtain required coverage;
10. Staffing structure;
11. Inventory management system; The Service Provider shall maintain a cybersecurity program aligned with a recognized industry framework, such as ISO/IEC 27001 or the NIST Cybersecurity Framework, covering systems and data used to provide the warehouse and inventory reporting services and shall provide evidence of applicable cybersecurity controls upon request.
12. Financial capacity;
13. Relevant statutory permits/certifications; and
14. Any other documentation specified in the tender instructions.

14. Proposal Requirements

Bidders should submit both a **Technical Proposal** and a **Financial Proposal**.

Technical Proposal

The technical proposal should include:

- Company profile;
- Relevant experience;
- Proposed warehouse location and capacity;
- Warehouse layout/photos;
- Security plan;
- Insurance plan;
- Staffing plan;
- Inventory management methodology;
- Receiving and dispatch procedures;
- Stocktaking/reconciliation methodology;
- Incident and emergency response plan;
- Business continuity plan;
- References; and
- Any assumptions or exclusions.

Financial Proposal

The financial proposal should clearly indicate:

Service	Unit	Unit Rate	Frequency/Quantity	Total
Warehouse management fee	Per month			
Receiving	Per MT / consignment / transaction			
Loading/offloading	Per MT / vehicle			

Service	Unit	Unit Rate	Frequency/Quantity	Total
Picking/packing	Per transaction/line item			
Dispatch	Per transaction			
Inventory management	Per month			
Security	Per guard/month or included			
Insurance	% of insured value / month			
Forklift/equipment	Per hour/day/month			
Other applicable charges	As applicable			

All taxes, duties, fees, and other applicable charges should be clearly identified.

Bidders should clearly distinguish between **fixed costs, variable costs, pass-through costs, and optional services.**

15. Evaluation Criteria

Samaritan's Purse may evaluate proposals based on a combination of technical and financial criteria.

Indicative evaluation criteria:

Evaluation Area	Weight
Company experience and capacity	25%
Warehouse management methodology	25%
Security arrangements	10%
Insurance coverage	10%
Staffing and qualifications	5%
Reporting/inventory management system	10%
Relevant humanitarian/NGO experience	5%
Financial proposal/value for money	10%
Total	100%

Samaritan's Purse reserves the right to conduct **site inspections, reference checks, due diligence, and clarification meetings** before final award.

16. Contract Duration

The anticipated contract duration will be **12 months** with the possibility of extension subject to satisfactory performance, operational requirements, availability of funding, and mutual agreement.

17. Performance Management

The successful service provider's performance will be monitored against agreed Key Performance Indicators (KPIs), including:

- Inventory accuracy;
- Timeliness of receiving and dispatch;
- Stock discrepancy rate;

- Incident response time;
- Security performance;
- Reporting compliance;
- Warehouse utilization;
- Damage/loss rate; and
- Compliance with agreed procedures.

Persistent failure to meet agreed performance standards may result in corrective action or termination in accordance with the contract.

18. Confidentiality

The service provider shall maintain strict confidentiality regarding Samaritan's Purse commodities, inventory levels, beneficiaries, suppliers, operations, locations, security arrangements, and other sensitive information. Information may not be disclosed to third parties without prior written authorization from Samaritan's Purse, except where required by law.

19. Tender Submission

Interested and qualified service providers are invited to submit their proposals by:

Tender Reference: [Insert Reference]

Submission Deadline: [Insert Date and Time]

Submission Method: [Email/Physical/Online Portal]

Submission Address: [Insert Address/Email]

The subject line should state:

"Tender for Warehouse Management, Security and Commodity Insurance Services – [Juba, Bor, Malakal & Aweil]"

Late submissions may not be considered.

20. Samaritan's Purse Rights

Samaritan's Purse reserves the right to:

- Accept or reject any or all proposals;
- Request clarification from bidders;
- Conduct due diligence and site inspections;
- Negotiate with the preferred bidder;
- Cancel or amend the tender process;
- Award the contract in whole or in part; and
- Reject proposals that do not meet the minimum requirements.

Participation in the tender process does not create an obligation on Samaritan's Purse to award a contract.