

REQUEST FOR PROPOSALS

**REQUEST FOR PROPOSALS FOR THE DESIGN,
PREPARATION OF TENDER DOCUMENTS AND
SUPERVISION OF THE IMPLEMENTATION OF THE
ISCOS SHIPPING AND LOGISTICS INFORMATION
AND COORDINATION CENTER (SHIPLINC)**



REQUEST FOR PROPOSALS
RFP No.: [ISCOS/RFP/SERV/ICT/18/01](#)

Client:

[INTER GOVERNMENTAL STANDING COMMITTEE ON SHIPPING \(ISCOS
SECRETARIAT\)](#)

Project Name:

[SHIPPING AND LOGISTICS INFORMATION AND COORDINATION CENTER
\(SHIPLINC\)](#)



Request for Proposals

ISCOS was established by Treaty in 1967 by the Governments of Kenya, Tanzania, Uganda, and Zambia to protect and promote the Shipping and Maritime interests of the Member States and the region at large. A permanent Secretariat was established in 1974 and has since been located in Mombasa. In fulfilment of its Mandate, ISCOS works and collaborates with various institutions, regionally and internationally. ISCOS' main objective is to serve the Region and the International Community as a one stop Center of Excellence for Regional Maritime Matters and Total Logistics. Facilitating the seamless flow of international Trade is central in ISCOS' Operations and Mandate.

ISCOS invites interested eligible Consulting Firms to submit Proposals for the *Design, Preparation of Tender Documents and Supervision of the Implementation of the Shipping and Logistics Information and Coordination Centre (SHIPLINC.)* More details on the services are provided in the attached Terms of Reference (TORs).

The Service Provider /Consulting Firm will be selected under a Quality–Cost Based Selection procedures described in this RFP.

The RFP includes the following documents:

- Section I. Instructions to Consulting Firms
- Section II. Technical Proposal – Standard Forms
- Section III. Financial Proposal – Standard Forms Section IV. Terms of Reference
- Section V. Standard Form of Contract

The Proposals must be delivered by hand, courier or through email to ISCOS with office address at:

INTERGOVERNMENTAL STANDING COMMITTEE ON SHIPPING (ISCOS)
NYALI, OFF LINKS ROAD
NEXT TO NYALI HEALTH CARE LTD
P.O BOX 89112 – 80100
MOMBASA, KENYA

E-mail Address at: opportunities@iscosaficashipping.org

No late proposal shall be accepted.

ISCOS reserves the right to accept or reject any proposal and to annul the selection process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to affected Consulting Firms.

Very truly yours,

SECRETARY GENERAL

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Section I - Instructions to Service Providers/ Consulting Firms

1. Introduction

- 1.1 Only eligible Consulting Firms may submit a Technical Proposal and Financial Proposal for the services required. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the selected Consultant Firm.
- 1.2 Consulting Firms should familiarize themselves with local conditions and take them into account in preparing the proposal. Consulting Firms are encouraged to visit ISCOS before submitting a proposal and to attend a pre-proposal conference if is specified in Item 2.3. of this Instruction.
- 1.3 The Consulting Firms costs of preparing the proposal and of negotiating the contract, including visit/s to the ISCOS, are not reimbursable as a direct cost of the assignment.
- 1.4 Consulting Firms shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the ISCOS.
- 1.5 ISCOS is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Consulting Firms.
- 1.6 ISCOS shall provide at no cost to the Consulting Firm the necessary inputs and facilities, and assist the Firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and report (see Section IV. Terms of Reference).

2. Corrupt, Fraudulent, and Coercive Practices

- 2.1 ISCOS Policy requires that all ISCOS Staff, bidders, manufacturers, suppliers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. ISCOS shall reject any proposal put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, ISCOS defines for purposes of this paragraph the terms set forth below as follows:
 - Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
 - Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
 - Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;

- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

3. Conflict of Interest

3.1 All Consulting Firms found to have conflicting interests shall be disqualified to participate in the procurement at hand. A bidder may be considered to have conflicting interest under any of the circumstances set forth below:

- A Consulting Firm has controlling shareholders in common with another Consulting Firm ;
- A Consulting Firm receives or has received any direct or indirect subsidy from another Consulting Firm
- A Consulting Firm has the same representative as that of another Consulting Firm for purposes of this bid;
- A Consulting Firm has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Bid of another or influence the decisions of the procuring Entity regarding this bidding process;
- A Consulting Firm submits more than one bid in this bidding process;
- A Consulting Firm who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of the bid.

4. Clarifications and Amendments to RFP Documents

- 4.1 At any time before the submission of the proposals, ISCOS may, for any reason, whether at its own initiative or in response to a clarification amend the RFP. Any amendment made will be made available to all short-listed Service Providers/ Consulting Firms.
- 4.2 Consulting Firms may request for clarification(s) on any part of the RFP. The request must be sent in writing or by standard electronic means and submitted to ISCOS at the address indicated in the invitation on or before **Wednesday the 10th October 2018 at 1800hrs**. ISCOS will respond in writing or by standard electronic means to the said request and this will be made available to all those who acknowledged the Letter of Invitation without identifying the source of the inquiry.

5. Preparation of the Proposal

- 5.1 A Consulting Firm Proposal shall have two (2) components:
- a) the Technical Proposal, and
 - b) the Financial Proposal.
- 5.2 The Proposal, and all related correspondence exchanged by the Consulting Firms and ISCOS, shall be in *English*. All reports prepared by the contracted Consulting Firm shall be in *English*.

- 53 The Consulting Firms are expected to examine in detail the documents constituting this Request for Proposal (RFP). Material deficiencies in providing the information requested may result in rejection of a proposal.

6. Technical Proposal

- 61 When preparing the Technical Proposal, Consulting Firms must give particular attention to the following:
- a) If a Consulting Firm deem that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Consulting Firms may associate with the other consultants invited for this assignment or to enter into a joint venture with consultants not invited, only with the approval of ISCOS. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.
 - b) For assignment of the staff, the proposal shall be based on the number of professional staff-months estimated by the firm, no alternative professional staff shall be proposed.
 - c) It is desirable that the majority of the key professional staff proposed is permanent employees of the firm or have an extended and stable working relationship with it.
 - d) Proposed professional staff must, at a minimum, have the experience of at least *five years*, working and demonstrated experience ICT consultancies.
- 62 The Technical Proposal shall provide the following information using the attached Technical Proposal Standard Forms TPF 1 to TPF 5 (*Section II*).
- a) A brief description of the Consulting Firms/organization and an outline of recent experience on assignments of a similar nature (TPF-2), if it is a joint venture, for each partner. For each assignment, the outline should indicate the profiles of the staff proposed, duration of the assignment, contract amount, and firm's involvement.
 - b) A description of the approach, methodology and work plan for performing the assignment (TPF-3). This should normally consist of maximum of ten (10) pages including charts, diagrams, and comments and suggestions, if any, on Terms of Reference and counterpart staff and facilities.
 - c) The list of proposed Professional Staff team by area of expertise, the position and tasks that would be assigned to each staff team members (TPF-4).
 - d) Latest CVs signed by the proposed professional staff and the authorized representative submitting the proposal (TPF-5) Key information should include number of years working for the firm and degree of responsibility held in various assignments during the last five years.
 - e) A time schedule estimates of the total staff input (Professional and Support Staff, staff time needed to carry out the assignment *in line with FPF-2 below*.

- f) A time schedule (bar chart) showing the time proposed to undertake the activities indicated in the work plan.

63 The technical proposal shall not include any financial information.

7. Financial Proposal

- 7.1 The Financial Proposal (FPF-1 to FPF-3) and other required documents shall be duly signed and accomplished and typewritten or written in indelible ink. Any correction made to the prices, rates or to any other information shall be rewritten in indelible ink and initialed by the person signing the Proposal.
- 7.2 Price breakdown for the following must be provided. All items and activities described in the Technical proposal must be priced separately; activities and items in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.
- Cost of the Proposed Solution
 - Cost of Services (Design, Preparation of Tender Documents and Supervision of the implementation)
- 7.3 Consulting Firms shall express the price of their financial proposal in *Kenya Shillings, inclusive of VAT*.
- 7.4 The Financial Proposal shall be valid for **90 calendar days**. During this period, the Consulting Firm is expected to keep available the professional staff for the assignment. ISCOS will make its best effort to complete negotiations and determine the award within the validity period. If ISCOS wishes to extend the validity period of the proposals, the Consulting Firm has the right not to extend the validity of the proposals.

8. Submission, Receipt, and Opening of Proposals

- 8.1 Consulting Firms may only submit one proposal. If a Consulting Firm submits or participates in more than one proposal such proposal shall be disqualified.
- 8.2 The original Proposal shall be prepared in indelible ink. It shall contain no overwriting, except as necessary to correct errors made by the Consulting Firms themselves. Any such corrections or overwriting must be initialed by the person(s) who signed the Proposal.
- 8.3 The Consulting Firms shall submit one original and one copy of the Proposal. The Proposal shall be marked “Original” or “Copy” as appropriate. If there are any discrepancies between the original and the copies of the Proposal, the original governs.
- 8.4 If delivered by hand or courier, the original and all copies of the Proposal shall be placed in a sealed envelope. The envelope shall be labeled with the submission address, reference number and title of the project.
- 8.5 Proposal may be submitted either in a sealed envelope.

If via sealed envelope, the Proposal shall be addressed and submitted by hand delivery or courier to:

**INTERGOVERNMENTAL STANDING COMMITTEE ON SHIPPING
(ISCOS)**
NYALI, OFF LINKS ROAD
NEXT TO NYALI HEALTH CARE LTD
P O BOX 89112 – 80100_
MOMBASA, KENYA

Proposals shall be submitted on or before Wednesday the 10th October 2018 at 1800hrs

Any Proposal submitted by the Consulting Firm after the deadline for receipt of Proposals prescribed by ISCOS shall be declared “Late,” and shall not be accepted by the ISCOS

- 86 After the deadline for the submission of Proposals, all the Proposals shall be opened by ISCOS. ISCOS has the option to open the proposals publicly or not.

9. Evaluation of Proposals

- 91 After the Proposals have been submitted to the ISCOS and during the evaluation period, Consulting Firms that have submitted their Proposals are prohibited from making any kind of communication with any ISCOS member, as well as its Secretariat regarding matters connected to their Proposals. Any effort by the Consulting Firms to influence ISCOS in the examination, evaluation, ranking of Proposal, and recommendation for the award of contract may result in the rejection of the Consulting Firms Proposal.

10. Technical Evaluation

- 101 The entire evaluation process, including the submission of the results and approval by the approving authority, shall be completed in not more than *21 calendar days* after the deadline for receipt of proposals.
- 102 The ISCOS shall evaluate the Proposals on the basis of their responsiveness to the Terms of Reference, compliance to the requirements of the RFP and by applying an evaluation criteria, sub criteria and point system. Each responsive proposal shall be given a technical score (St). The proposal with the highest score or rank shall be identified as the Highest Rated/Ranked Proposal.
- 103 A proposal shall be rejected if it does not respond to important aspects of the TOR or if it fails to achieve the minimum technical qualifying score which is *70% or 42 points* from the assigned total technical score.
- 104 The technical proposals of Consulting Firms shall be evaluated based on the following criteria and sub-criteria:

	<u>Points</u>
(i) Specific experience of the Consulting Firms relevant to the assignment:	10
(ii) Adequacy of the proposed methodology and work plan in response to the Terms of Reference:	
a) Technical approach and methodology	30
b) Work plan	15
c) Organization and staffing	15

Total points for criterion (ii):	60
(iii) Key professional staff qualifications and competence for the assignment:	
a) Team Leader	15
b) Functional / Technical Consultants	15
Total points for criterion (iii):	30

The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:

1) General qualifications	30
2) Adequacy for the assignment	60
3) Experience in region and language	10
Total weight:	100%

The minimum technical score required to pass is: 70% or 42 points.

105 Technical Proposal shall not be considered for evaluation in any of the following cases:

- a) late submission, *i.e.*, after the deadline set
- b) failure to submit any of the technical requirements and provisions provided under the Instruction to Consulting Firm (ITC) and Terms of Reference (TOR);

11. Financial Evaluation

- 11.1 ISCOS shall determine the completeness of the Financial Proposal whether all the Forms are present and the required to be priced are so priced.
- 11.2 ISCOS will correct any computational errors. In case of a discrepancy between a partial amount and the total amount, or between words and figures, the former will prevail. In addition, activities and items described in the Technical proposal but not priced, shall be assumed to be included in the prices of other activities or items.
- 11.3 The Financial Proposal of Consulting Firms who passed the qualifying score shall be opened, the lowest Financial Proposal (F1) shall be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals shall be computed based on the formula :

$$Sf = 100 \times F1 / F$$

Where:

Sf - is the financial score of the Financial Proposal under consideration, F1 - is the price of the lowest Financial Proposal, and F - is the price of the Financial Proposal under consideration.

The proposals shall then be ranked according to their combined (Sc) technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal = 0.60; F = the weight given to the Financial Proposal = 0.40; T + F = 1)

$$Sc = St \times T\% + Sf \times F\%$$

The firm achieving the highest combined technical and financial score will be invited for negotiations.

12. Negotiations

- 121 The aim of the negotiation is to reach agreement on all points and sign a contract.
- 122 Negotiation will include: a) discussion and clarification of the Terms of Reference (TOR) and Scope of Services; b) Discussion and finalization of the methodology and work program proposed by the Consulting Firm ; c) Consideration of appropriateness of qualifications and pertinent compensation, number of man-months and the personnel to be assigned to the job, and schedule of activities (manning schedule); d) Discussion on the services, facilities and data, if any, to be provided by ISCOS; e) Discussion on the financial proposal submitted by the Consulting Firm ; and f) Provisions of the contract. ISCOS shall prepare minutes of negotiation which will be signed both by ISCOS and the Service Providers/ Consulting Firms.
- 123 All agreement in the negotiation will then be incorporated in the description of services and form part of the Contract.
- 124 The negotiations shall conclude with a review of the draft form of the Contract which forms part of this RFP (Section V). To complete negotiations, ISCOS and the Consulting Firms shall initial the agreed Contract. If negotiations fail, ISCOS shall invite the second ranked Consulting Firm to negotiate a contract. If negotiations still fail, the ISCOS shall repeat the process for the next-in-rank Consulting Firms until the negotiation is successfully completed.

13. Award of Contract

- 131 The contract shall be awarded, through a notice of award, following negotiations and subsequent post-qualification to the Consulting Firm with the Highest Rated Responsive Proposal. Thereafter, the ISCOS shall promptly notify other Consulting Firms on the shortlist that they were unsuccessful and shall return their unopened Financial Proposals. Notification will also be sent to those Consulting Firms who did not pass the technical evaluation.

14. Confidentiality

- 141 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Consulting Firm who submitted Proposals or to other persons not officially concerned with the process. The undue use by any Consulting Firm of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of ISCOS's anti-fraud and corruption policy.

Section II – Technical Proposal Standard Forms

TPF-1: Technical Proposal Submission Form

[Date]

To: *[Name and address of ISCOS Mission]*

Ladies/Gentlemen:

We, the undersigned, offer to provide the Services for *[insert Title of consulting services]* in accordance with your Request for Proposal (RFP) dated *[insert Date]* and our Proposal.

If negotiations are held after the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We acknowledge and accept ISCOS's right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with ISCOS as a result of this proposal or not.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Name of Firm:

Address:

TPF – 2: Consulting Firms Organization

[Provide here brief(two pages) description of the background and organization of your firm/entity and each associate for the assignment (if applicable).]

TPF – 3: Description of the Approach, Methodology and Work Plan for Performing the Assignment

[The description of the approach, methodology and work plan should normally consist of 10 pages, including charts, diagrams, and comments and suggestions, if any, on Terms of reference and counterpart staff and facilities.]

TPF – 4: Team Composition and Task Assignments

1. Technical/Managerial Staff		
Name	Position	Task

TPF – 5: Format of Curriculum Vitae (CV) for Proposed Professional Staff

Proposed Position: _____
Name of Firm: _____
Name of Staff: _____
Profession: _____ Date
of Birth: _____
Years with Firm/Entity: _____ Nationality: _____
Membership in Professional Societies: _____
Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date: _____
[Signature of staff member and authorized representative of the firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

Section III. Financial Proposal - Standard Forms

FPF-1: Financial Proposal Submission Form

[Date]

To: *[address of ISCOS Mission]*

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for *[insert Title of consulting services]* in accordance with your Request for Proposal (RFP) dated *[insert date]* and our Proposal Our attached Financial Proposal is for the sum of *[Amount in words and figures]*. This amount is exclusive of the local taxes, which we have estimated at *[Amount(s) in words and figures]*.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of *[insert validity period]* of the Proposal.

We acknowledge and accept the ISCOS right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with the ISCOS as a result of this Proposal or not.

We confirm that we have read, understood and accept the contents of the Instructions to Consulting Firms (ITC), Terms of Reference (TOR), the Draft Contract, the provisions relating to the eligibility of Service Providers/ Consulting Firms, any and all bulletins issued and other attachments and inclusions included in the RFP sent to us.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely, Authorized Signature:

Name and Title of Signatory: Name of Firm:

Address:

FPF– 2: Summary of Effort, Complexity and Costs

- Indicate cost of the solution, licenses, and services
- Estimates should take into account and specify the assumptions where ISCOS resources will be utilized versus vendor resources.
- Since ISCOS may choose to undertake the project in a phased approach the proposal should ideally be broken down to at least the level of detail as indicated in the table below which cross references with the Section IV with an indication of the effort/ complexity (High/ Medium/ Low).
- The minimum requirement is for costs/ effort to be estimated at the level of the Section IV. Estimate of complexity at the item level is mandatory in either case.

Reference Item	Item Description	Complexity	Estimated Effort
		(High/ Medium/ Low)	(days)

FPF-3: Summary of Fees and Conditions

Please provide relevant information on consulting fees, license fees and other financial aspects pertaining to the proposal. Where total number of days estimated below does not equal the total in FPF-2, requirement for incremental days should be justified.

Section IV. Terms of Reference

1. Executive summary

ISCOS is looking for suitable Firms with bias in ICT enabled Customer Service Centre to give their proposals on the design, preparation of tender documents and supervision of the implementation of the Shipping and Logistics Information and Coordination Centre (SHIPLINC). The SHIPLINC is a Platform or Centre for Receiving, Processing and Resolving of issues that may arise affecting Shippers (importers and exporters) in the Logistical Chains, and for collecting information on trends of such issues. Issues can be in form of inadequate or improper policies (Non Tariff Measures), Non Tariff Barriers (NTBs), or Incidences/ occurrences which constitute obstacles or hindrances to the seamless flow of international trade or which impair competitive shipping services or best practice. The SHIPLINC will build on the knowledge of ISCOS' existing M-SHIP platform, obtainable through short code *290# on Kenya's Safaricom network. The aim is to make the platform more flexible and accommodative for all shippers and other users of ports, transit and transport corridors in the region.

2. Organization information

ISCOS was established by Treaty in 1967 by the Governments of Kenya, Tanzania, Uganda, and Zambia to protect and promote the Shipping and Maritime interests of the Member States and the region at large. A permanent Secretariat was established in 1974 and has since been located in Mombasa. In fulfilment of its Mandate, ISCOS works and collaborates with various institutions, regionally and internationally. ISCOS' main objective is to serve the Region and the International Community as a one stop Center of Excellence for Regional Maritime Matters and Total Logistics. Facilitating the seamless flow of international Trade is central in ISCOS' Operations and Mandate.

3. Background

Despite the various initiatives aimed at reducing hindrances to trade and shipping, Shippers still encounter serious challenges. The Single Window Systems have put accessibility to service delivery in one place, such that shippers do not have to shuttle from one platform to another. The One Stop Border Post (OSBP) is aimed at clustering two border points into one in order to reduce lead times spent on negotiating independent border and customs points. These and other similar initiatives are one sided. They simplify and quicken accessibility to Service Points. They do not address the several and numerous non structured problems and issues which shippers encounter on daily basis.

The main objective of the SHIPLINC will be to provide a one stop flexible platform/ avenue where shippers can lodge issues affecting them regarding various entities they deal with/ encounter in the logistical chains so that such issues can be escalated and resolved in a more coordinated manner. The SHIPLINC will be more than a call centre, and will allow physical accessibility too, in addition to the various electronic and other ways of communicating/ reaching it. In seeking for solutions to the issues raised by shippers, the SHIPLINC should provide linkages to the Service providers such as:

- Port Authorities
- Port Operators
- Customs
- Maritime Regulatory Authorities/Inland Waterways
- Police / Security operatives
- Transporters and Drivers' Associations
- Clearing Agents and Freight Forwarders
- Security Agencies

- Anti-Counterfeit Agencies
- National standards institutions
- CFSs/ICDs and their Members
- Other Government regulatory authorities
- Associations representing overseas trading partners and their Members
- Shipping Lines
- Shipping Agents
- The Public/communities that in one way or the other can affect freight.
- International and/or Regional Economic Commissions such as ISCOS, EAC, NCTTCA, DAR CORRIDOR, CENTRAL CORRIDOR, PMAESA, LVBC, IMO,Etc
- National Shippers Councils
- Ministries of Trade, Transport, Finance.
- National Maritime Administrations/Regulatory Authorities of the Member States and others in the region
- Railways Authorities
- Road Authorities

Received information would include but not necessarily limited to:

- Complaints,
- Compliments,
- Suggestions for policy change
- Suggestions on areas that require improvement,
- Incidents
- Notices/Notification

Medium for Receiving and disseminating information:

- E. Mails
- Phone calls
- Phone Texts and other Mobile form messages
- WhatsApp
- Mobile phone APPS
- Physically accessibility
- Letters
- Petitions
- Web interactive forum, etc.

4. Project Description

The functional scope of this project can be broken into four parts;

1. Conduct a study in order to appreciate the nature of challenges faced by shippers. Understand the workings of the current M-SHIP platform, shortcomings and required interventions for improvement.
2. Design the Shipping and Logistics Information and Coordination Center as outlined in Section 3 above.
3. Prepare Tender Documents with detailed technical specifications indicating the functional requirements of SHIPLINC, including hardware, software, communication and security requirements.
4. Supervise the implementation of the SHIPLINC by the selected contractor to fruition.