**Simplify trade.**

Request for Proposal Template

Sample RFP



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Request for Proposal Template

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Sample RFP Introduction

# Request for Proposal Scope

This Request for Proposal (RFP) sets forth the specifications [Company] requires from its customs brokerage provider (Broker) for the products [Company] imports into Canada/US. The selected bidder will be responsible for processing [Company] import documents for [CBSA/CBP] (Customs) entry and clearance, providing detail for management of [Company]’s duty and tax payment process.

This RFP outlines the specifications and requirements but not all of the terms and conditions, which [Company] will incorporate into the contract between [Company] and the successful bidder(s).

[Company] will evaluate all bidders’ proposals received by the submission deadline. Distribution or receipt of any proposal shall not constitute a commitment by [Company] to any or all bid participants. If it is determined that the submitted proposals are not economically beneficial to [Company] or for any other business reason, [Company] may, at its sole option, reject all, or further negotiate with bid participants. This is an RFP and not a binding contract. Please note that [Company] shall not have any legal obligation of any kind whatsoever to your company or any other bidder, unless and until a Definitive Agreement has been fully executed and delivered.

[Company] reserves the right to change the schedule and/or discontinue the RFP process at any time, with or without notice. The purpose of the customs broker services RFP is to reduce the number of respondents completing and submitting declarations in the name of [Company], with or without our permission. By completing this process our aim is to provide [Company] facilities with guidance when selecting an approved and compliant broker to act on their behalf when making import and export declarations to local governmental authorities.

# Proposal timeline

|  |  |
| --- | --- |
| **Timetable** | **Date** |
| RFP release |  |
| Intent to bid returned to [Company] |  |
| Respondent’s questions due |  |
| Answers provided to respondents |  |
|  |  |
| Initial evaluation process complete and notifications sent | |
| Preferred service provider presentations |  |
| Provider selected |  |
| Commence implementation |  |

**Proprietary material**

This RFP is confidential and for the sole use of respondent’s preparation of a proposal. By acceptance hereof, your company agrees:

* Not to disclose, copy or distribute this RFP, in whole or in part, to persons other than your company’s employees and agents who are authorized by the nature of their duties to receive such information and have a need to know such information.
* To return to [Company] any proprietary materials upon [Company]’ request; and
* Not to use any information in this RFP or any other materials related to the business affairs or procedures of [Company] and/or any of its affiliates for your own advantage, other than in performance of this RFP.
* [Company] reserves the right to retain all materials submitted in connection with this RFP.

# [Company]’s use of proposal ideas

[Company] will have the right to use any or all ideas presented in any proposal received in response to this RFP. If a bidder does not want specific proprietary information used, a conspicuous, written statement to that effect must be included

in their RFP response, specifying which proprietary information is to be maintained in confidence. In no event shall a request be considered valid with respect to the use of such ideas which are not the proprietary information of the company and so designed in the proposal, or which:

* were known to [Company] before such proposal;
* properly became known to [Company] thereafter through other sources or through acceptance of company’s proposal; or
* are generally known publicly.

# Terms and conditions

1. All terms, conditions, requirements and provisions of the RFP are deemed to be accepted by a Respondent unless such Respondent has indicated non- compliance in its Proposal.
2. All information contained in this RFP and any information disclosed by [Company] during the evaluation period is considered confidential information. By accepting this RFP, Respondents agree not to disclose this RFP, or any of its content, to any external parties without the express written consent of [Company].
3. All documents supplied with this RFP remain the property of [Company] and must be returned upon request.
4. All Proposals received become the property of [Company] and will not be returned. [Company] shall have the right to use any or all systems, ideas or adaptations of the ideas presented in any Proposal received in response to this RFP. Selection or rejection of the Proposal will not affect this right. Any restriction on the use of data contained within your Proposal must be clearly stated in the Proposal itself. Proprietary information submitted in response to this RFP will be handled appropriately and confidentially.
5. All Respondents and Proposals must comply with all laws applicable to the goods and services provided pursuant to the final form of agreement.

# Evaluation and award

1. [Company] intends to award the work to the most responsive and responsible Respondent, whose Proposal offers the best value to [Company]. However, [Company] is under no obligation to award any contract in whole or in part and [Company] reserves the right in its sole discretion to cancel this RFP process any time before or after closing without providing reasons for such cancellation.
2. The lowest pricing of any Proposal may not necessarily be accepted.
3. All Proposals will be evaluated upon the following criteria: price, experience, completeness of Proposal, and any other value-added benefits. In order to obtain the most advantageous offer for [Company], [Company] reserves the right in its sole discretion to:
   * Discuss any and all Proposals and to request additional information from Respondents; Waive any irregularities or omissions in any Proposal; Modify target dates; Accept or reject any or all Proposals in whole or in part; Negotiate for the modification of any single Proposal; Request clarification and additional information on any Proposal.

# Questions

Any Questions concerning the RFP must be addressed, in an electronic format to:

[Contact name] [Contact email]

Questions should clearly identify the relevant sections of the RFP. Responses to questions, either written or orally, shall not be deemed to amend the RFP unless, and until, the response is included in a formal amendment to the RFP, which [Company] will submit to all respondents.

# Submission of proposals

Please send your electronic files (PDF) upon completion to: [Contact name] and [Contact email] The deadline for receiving your completed proposal is: [Insert date]

If your proposal merits further consideration, we will contact you to schedule a future meeting with you and your company’s decision-makers.

# Proposal format

Proposals must include answers to the Bidder Questionnaire as well as pricing. Responses should be provided in PDF format.

# Statement of work

Below are descriptions of [Company]’s statistical information regarding imports and exports. These facts should aid respondents in the pricing and completion of the RFP so as best to comply with [Company]’s requirements. By completing this process, [Company] aims to select an approved and compliant broker to act on our behalf when making import and export declarations to local governmental authorities.

|  |
| --- |
| **Canada** |
| Number of imports monthly |
| Breakdown by mode of transport - Percentage of shipments by mode of transport: |
| * Courier |
| * Truck |
| * Air |
| * Ocean |
| * Rail |
| % of High Value Shipments (HVS) – valued at above CDN$3,300.00 per shipment |

|  |
| --- |
| % of Courier Low Value Shipments (CLVS) – valued at below CDN$3,300.00 per shipment and submitted through a recognized courier |
| % Permit required |
| Linage per entry: |
| * Average |
| * Minimum |
| * Maximum |
| Percentage of shipments with PGA (Participating Government Agency) involvement? (e.g., CFIA – Canadian Food Inspection Agency) |
| Tariff base details |
| Number of items |
| List of data elements |
| Format to be provided |
| Timing it will be available |
| Confirm format tariff base to be provided |
| Confirm whether you have posted security with CBSA for remittance of duty and tax |
| * Define the program you participate in and if there are any funds disbursed by the broker on your behalf |
| Invoicing: Paperless or EDI |
| Are there opportunities for electronic Canada Customs Invoices (CCIs)?  Any form of electronic data transmission? |
| Are there any other forms of disbursements (e.g., storage, freight, etc.)?  If so, what is the average dollar amount monthly? |
| CUSMA management process overview: |
| Post Entry corrections/adjustments: |
| * Average # per month, reason (HS, Value, other) |
| Top ports of entry |
| Top countries of import |
| Most utilized FTA and Special Programs |
| Confirm whether broker will have to have physical location as part of their infrastructure or if it is acceptable to have an assigned service partnership with other broker that has a physical presence. |
| % of non-classified goods for entry purposes |
| % of non-classified goods for export purposes |

|  |
| --- |
| Average number of lines for typical export filing |
| Provide Product Tariff Base, with appropriate, SKU, General description, COO, COE, HS, USMCA/CUSMA, TT, Related Party, etc. in Excel format |
| Required reports (time intervals, content) |
| CARM: |
| * Registered for the CBSA CARM Portal (Y/N) |
| * Has delegation of authority ben granted? To how many brokers? Permissions granted? |

|  |
| --- |
| **U.S.** |
| Number of imports monthly |
| Breakdown by mode of transport - Percentage of shipments by mode of transport: |
| * Truck |
| * Air |
| * Ocean |
| * Rail |
| % Permit required |
| Linage per entry: |
| * Average |
| * Minimum |
| * Maximum |
| Percentage of shipments with PGA involvement? |
| Tariff base details |
| Number of items |
| List of data elements |
| Format to be provided |
| Timing it will be available |
| Confirm format tariff base to be provided |
| Invoicing: Paperless or EDI |
| Are there opportunities for electronic Commercial Invoices (CIs)? |
| Any form of electronic data transmission? |

|  |
| --- |
| Are there any other forms disbursements (e.g., storage, freight, etc.)? |
| If so, what is the average dollar amount monthly? |
| ISF Process details |
| USMCA management process overview |
| Top ports of entry |
| Top countries of import |
| Most utilized FTA and Special Programs |
| Confirm whether broker will have to have physical location as part of their infrastructure or if it is acceptable to have an assigned service partnership with other broker that has a physical presence. |
| % of non- classified goods for entry purposes |
| % of non-classified goods for export purposes |
| Provide Product Tariff Base, with appropriate SKU, General Description, COO, COE, HTS, USMCA, TT, Related Party, etc., in Excel format |
| Required reports (time intervals, content) |

# Bidder questionnaire

Please provide details for the following questions.

### Company background:

* 1. Number of employees.
  2. Besides Brokerage services, please describe all of your other lines of business.
  3. Number of offices and where are they located?
  4. Years in operation as a Customs Broker.
  5. Hours of operation, including after-hours, weekends, and holiday capabilities, whether employees are on call 24 hours a day.
  6. Corporate or primary address.

## CTPAT

* 1. Member of CTPAT (Y/N)? If yes, year certified. SVI number.

## PIP

* 1. Member of PIP (Y/N)? If yes, year certified.

### Organization Structure

* 1. Please detail your company’s corporate structure. Attach an organization chart with key personnel titles.

### Tracking

* 1. What options do you offer for tracking shipments?

### Standard Operating Procedures

* 1. Define how Standard Operating Procedures (SOPs) are synchronized with client’s specific requirements. How does your company maintain client SOPs and instructions?

### Competitive Position

* 1. What distinguishes your company from your competitors?

## USMCA/CUSMA

* 1. Can your system track USMCA/CUSMA Savings and USMCA/CUSMA Gains for possible duty recovery?
  2. Identify how your firm would be able to receive and manage USMCA/CUSMA information provided by [Company].

### Reporting

* 1. What type of reporting capabilities can your company offer?
  2. Can [Company] run reports from a website?
     + Is the data real-time?
     + Are all events within the brokerage systems available for reporting?
     + Is this an additional service fee?
     + What types of reports are available, standard and ad-hoc?

### Invoicing

* 1. Does your company offer a process for electronic or paperless invoicing? If so, please describe how it works.

### Training

* 1. Does your organization require employees to participate in dedicated customs training programs?
  2. How do you keep your clients updated on changes to the regulatory and trade environment?

### Compliance

* 1. What distinguishes your compliance program from your competitors?
  2. Describe your internal compliance program.
  3. Does your company conduct regular self-compliance audits? If yes, please describe this process.
  4. Supply chain ethics
     + Do you provide support and guidance to ensure conformance with regulations under Bill S-211, Canada's Act   
       to enact the Fighting Against Forced Labour and Child Labour in Supply Chains? Please elaborate.
     + Do you provide support and guidance to ensure conformance with regulations under Section 307 of the Tariff Act of 1930   
       (19 U.S.C. §1307) , including the Uyghur Forced Labor Prevention Act (UFLPA)? Please elaborate.

### Implementation

* 1. Please describe your implementation plan when transitioning from another supplier.

### Account Management

* 1. How would your company manage our account on a daily basis?
  2. Can your organization provide dedicated, experienced account representation?

### Quality

* 1. What type of quality control procedures does your organization have?
  2. Please explain your corrective action procedure for handling errors, complaints, etc., internally? What processes and controls are in place to prevent errors from reoccurring?

### Client Satisfaction

* 1. How do you measure your client satisfaction rate?
  2. Describe your processes for reviewing the service delivery performance information to identify and track preventive actions and improvements needed to maintain client satisfaction.

### Audits

* 1. Has your company had experience in supporting its customers with Customs audits?

## IT

* 1. Provide an overview of the IT Support Department within your organization.

### Imaging Technology

* 1. Is imaging technology available? Please provide a detailed overview of functionality.
  2. How long are imaged document files maintained?

## EDI

* 1. What are your EDI capabilities?
  2. Do you have a tool that increases compliance and efficiencies when developing electronic relationships?

### HS Classification

* 1. Is your system capable of accepting a parts database?
  2. Is there a specific format for providing a parts database to your company?

### PGA Experience

* 1. Provide a brief overview of your company’s experience with PGA-regulated products.

### Customs Brokerage

* 1. How many customs entries does your company file per year?
  2. What services do you offer as support for carriers crossing the border to ensure a timely release process?

### Reconciliation

* 1. Does your company have the capability to prepare and file reconciliation entries based on adjustment data provided to you by [company]?
  2. Does your company have the expertise to perform reconciliation analysis to determine what adjustments are necessary, in addition to performing the actual reconciliation filing?

### References

* 1. Please provide the names of two references for which your firm was contracted to do work. Please include their contact information.

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Final\_V2\_2024-04-18