

Bid Terms & Conditions – Ocean RFQ - Italy



**SAUDI GOODY PRODUCTS MARKETING COMPANY
OPERATIONS DEPARTMENT – LOGISTICS FUNCTION**

Ad Dawsari, Al Andalus, Unit #1, P.O. Box 3813, Jeddah 23326, Saudi Arabia

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Bid Terms & Conditions - Italy

We are releasing an online bidding using our e-Sourcing platform, **PROMENA**. The bidding is based on [English Style reverse auction](#). To participate in the bidding event you need to first register as a freight forwarder using the following link <https://www.goodylogistics.com/forwarder-registration>. Once we review your application, we will use your details to create an account on our bidding platform. You may log in through <https://solutions.promena.net/> with your business email address. If you have created a password before, use it if it's still valid, or select "forgot password" to create a new one. **To understand the full process, please watch this video** <https://goodylogistics.com/sbp>. The next bid event will start on **10th of March 2024** and will end as per the **live countdown timer** on the platform on the **18th of March**.

Please note the below terms and conditions before participating:

1. By participating in the bid, the participant is accepting all the terms and conditions. The conditions laid out below supersede any other contract and / or agreement and is legally binding.

2. Bid Terms:

- 2.1. Once an event is published, you shall receive an automated message from our system. If you haven't received a notification, that would mean that no events were launched, or your application was not formally approved before the bid launch. Due to the large number of communications and follow ups to participate in the bid, we will not be responding to any queries related to the bid launch date and time.
- 2.2. Once the bid is closed, no bids will be accepted under any circumstances. No exceptions.
- 2.3. Any bid submitted is binding and must be honoured, any service provider refusing to honour a winning bid will either be permanently banned, temporarily blacklisted, or have their rating permanently downgraded. Please ensure the rate offered are filed or formally agreed with the carrier and / or transporter and matches your submission.
- 2.4. Rates shall be valid for shipments with ETD from 1st Apr 2024 to 31st of December 2024. The next bid will be launched in the second or third week of December 2024, you will receive an automatic notification, no need to follow up.
- 2.5. The rate shall be according to the shipper's (row / lane) incoterms, Rate scope, container type (dry or reefer), and container size specified each row in the bid, and **any VAS required**, any error placing a bid will lead to the removal of all bids.
- 2.6. The bidder should not enter zero in any cell where there is a forecast of shipment. This misleads other participants. If you upload the excel sheet as a template, after the upload, remove the zeros that are auto filled in the bid screen.
- 2.7. Due to fluctuation in sales, forecasts are not 100% accurate, and there might be positive/negative changes in actual movements. As your partners, we strive to provide the most accurate forecast to our knowledge. Historically, our actual shipments versus forecast deviated by approximately +/- 20%. Our forecast is planned monthly, and we cannot share weekly allocation due to the nature of our business. Due to force majeure, the accuracy is in some cases impacted heavily beyond the +/- 20%.
- 2.8. Bidders are required to enter the transit and free time for each lane when filling the bid. There are two columns dedicated for this input for each row. It is mandatory to submit this data to be considered.

3. Rate Terms:

- 3.1. Any fixed surcharges or fees implemented before 1st of April 2024 shall be included within the rate itself. This includes contingency, security, war risk surcharges.
- 3.2. Any fixed surcharges or fees implemented after 1st of April 2024 must be communicated before booking, otherwise the payment will not be processed.
- 3.3. Any variable (fluctuating) surcharges such as fuel surcharges, etc. shall be billed at actuals and proof of payment must be submitted. The current applicable variable surcharges rate shall be submitted in the bid under the surcharges column.
- 3.4. Any rates not shared during the bidding will not be paid. There are no exceptions.
- 3.5. All amounts billed by your company, including but not limited to gate passes, VGM, inspection fees, etc. Should be included in the rate. **This includes all pass-through charges**. No exceptions.

4. Bidding System:

- 4.1. Please note that your ranking will continuously change as we receive bids during the time of the event, you will not be awarded until the bid event is closed. We will be sending an endorsement email to validate the information submitted maximum by 19th of March 2024. Upon your confirmation of all the details, you shall receive an awarding email maximum by 31st of March.
- 4.2. If you do not receive a confirmation email, that would mean that your rate was not selected. If you would like to discuss the matter, you can schedule a meeting on <https://goodylogistics.com/meeting>
- 4.3. We will select our Logistics Partner based on the best service, rates, and credit days, and matching the target transit time range, target free time, not only rates.
- 4.4. The platform will extend the bid by 10 minutes in case any bid is submitted in the last 10 minutes and will continuously do that until no bid is given in the final ten minutes, however, if the automatic extension goes on for more than 2 hours, we will force close the bid. We recommend monitoring the bid in the last hours and stay logged in for better chances for winning.
- 4.5. Rates can be entered in USD or EUR, however, you need to ensure to select the correct currency in each cell. We will not be able to edit your bid if you use a wrong currency. EUR entry during the bid will be automatically converted to USD using

Bid Terms & Conditions - Italy

1.08512 exchange rate. At the time of invoicing, you can use the market exchange rate with maximum 3% higher than market exchange rate.

5. Operational Terms:

- 5.1. a. Our products are all palletized, packaged foodstuff. Cargo description is found in the last column in the bidding platform.
- 5.2. b. In case Reefer containers are being quoted, standard settings are: Vents Closed, Drain Holes, No Cold Treatment, No pre-cooling, No cargo probes, no Fresh Air Exchange, Genset Export required, No Humidity Regulation, Temperature according to lane details in bid. It is **the responsibility of the transporter** to check the temperature setting during the time of loading.
- 5.3. Containers and trailers will be inspected for cleanliness, defects, or damages at the time of loading by our supplier, if found unacceptable, it will be returned, and you shall provide a clean one within 3 hours' maximum. We will not accept any additional expenses related to the container rejection under any circumstances.
- 5.4. The containers should not have been used for the transport of chemicals previously.
- 5.5. For Jeddah shipments, you may select the Port of Discharge as SAJED (Jeddah port) or SAKAC (King Abdullah Port). However, we prefer SAJED.
- 5.6. Any detention or repair invoice shall be informed and sent to us for payment within 10 working days from container return. After that, Goody will not be responsible for the payment. Damages invoices must have supporting documents (Gate out EIR in good condition and Empty return Gate-in in damaged condition) showing the damage was caused by Goody, otherwise the payment will not be processed.
- 5.7. The responsibility for sharing product readiness and booking requests lies directly with the Goody logistics team. If a request is received from the supplier, it should be redirected to the Goody logistics team for further processing before any booking is made.
- 5.8. **Fumigation Requirements must be followed** as per the below:
 - 5.8.1. It is a required as value added service [VAS] when indicated in the bid.
 - 5.8.2. Fumigation needs to be done 1 day prior to the stuffing.
 - 5.8.3. Aluminium phosphide should be used during the fumigation.
 - 5.8.4. Dosage, exposure time, and airing time should be according to manufacturer recommendation.
 - 5.8.5. Fumigation certificate needs to be automatically send to team@goodylogistics.com within 3 working days.
 - 5.8.6. Fumigation Certificate should include procedure done and chemical used as well as the container number.
- 5.9. **Invoicing:** Invoice shall not be issued more than **2 days** before shipment actual arrival date. In the event of issuing invoice earlier than 2 days, payment will be delayed offsetting the early invoicing.
 - 5.9.1. Original Invoices should be sent to Goody office "Ad Dawsari, Al Andalus, Unit #1, P.O. Box 3813, Jeddah 23326, Saudi Arabia" directed to Rahaf Alzahrani. A copy to be emailed to payablehelpdesk@goody.com.sa while keeping Rahaf Alzahrani as a CC.
 - 5.9.2. Goody Accounting Team considers the credit period to start from the date the invoice is submitted. Please ensure to either deliver the original invoices upon issuance, keep Proof of Delivery, and keep track of the date invoices are delivered to our office, or email the invoice with all supporting to payablehelpdesk@goody.com.sa.
 - 5.9.3. We will not be liable for late payments caused by late delivery of invoice. Share the Statement of Account on weekly basis to the accounts payable team to ensure the payment progress is on track. In case you have questions regarding payment contact:
 - i.Saudi Shipments: payablehelpdesk@goody.com.sa
 - ii.Dubai Shipments: svi@goody.co.ae
- 5.10. Invoice amount needs to have a clear break down to all charger included in the bid such as MFR/BAF/EFF charges, Fumigation Cost, Origin Cost and Freight Cost.
- 5.11. We will be assessing your performance based on the below KPIs, which we will use to calculate a performance factor in upcoming bidding which would increase or decrease your chances of winning:

No	Metric	Calculation	Weight	Target
1	On time Booking Confirmation	Number of bookings confirmed within 48 hours/ Total number of bookings requested	25%	95%
2	On time booking daily update	Number of bookings shared within 24 hours of BC/ Total number of bookings	20%	95%
3	In full booking confirmation	Number of containers booked / requested	15%	100%
4	Transit time (booking vs bidding)	Number of booking with transit matching bidding / Total Bookings	15%	90%
5	On time order pick up	Number of bookings picked up as per schedule / Total Bookings	15%	95%
6	Accurate invoicing	Number of Accurate invoices / All invoices issued	10%	100%

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Bid Terms & Conditions - Italy

6. Confidentiality Clause:

- 6.1. You may not at any time during the contract period, before or afterwards, disclose to any person or entity any information related to Goody's business, rates, volumes, prices, items, source units, manufacturers, pick up points, supplier contacts, dealings, practice, accounts, finances, trading, software, know-how, internal affairs, prospective clients, distributors, firms, or companies otherwise connected with Goody. All information in connection with this bid or Goody business generally and any of the above is to be regarded as confidential. All information, notes, memos, records, and other documents of Goody in your possession are and shall remain the property of Goody. You should also understand that information exchanged during all telephone conversations is considered as confidential. Breach of this clause would constitute a very serious offence for which our dealings may be terminated without prior notice. Should you breach this clause before, during or after the contract period (unless required to do so by law), Goody may take legal action against you, or blacklist you as a service provider.

Last but not least, we value building partnerships, and we expect you as a partner to provide us the best solutions, give us valuable advice, and maintain a professional, ethical, and nurturing partnership. We are looking for a partner to stay for the long term. If you are chosen as our logistics partner, you will always have preference over the competition in the next round of bidding with an advantage factor.

For assistance regarding the platform, you can use the following steps:

1. Refer to the guide: [Bidding System guide](#)
2. Refer to the online platform guide: <https://promena-en.ortusdesk.com/>
3. If unresolved, call for assistance:
 - a. KSA Shipments: Rahaf Alzahrani on +966(53) 513 6102
 - b. Dubai Shipments: Sreekala on +971(55) 601-3588
4. Finally, you can reach Anan Almarzouki on +966 (53) 212-8218

Log in to the platform at the soonest to become accustomed to it and let us know if we can explain anything.