

ISTA Advocate Research & Value Delivery Program



Request For Proposal

DATE ISSUED	REQUIRED SUBMITTAL DATE	DOCUMENT NO.	PAGE NO.
11/4/2015	12/9/2015	RFP - 0002	1 of 5
TITLE Research Transit Damage Scenarios Phase 2: Research Potential Cargo Claims Data Sources			

SCOPE OF THE PROPOSED RESEARCH PROJECT

The International Safe Transit Association (ISTA) on behalf of the members of its Advocate Research & Value Delivery Program (ARVD) seeks proposals for the following research.

This program entails researching product damage as a result of hazards experienced during distribution in order to quantify their monetary impact and to understand typical damage levels for various commodities shipped via various modes. This project is very large in scale, and as such, will involve multiple phases. **The specific work sought for this RFP is directly related to Phase 2 below:**

1. Survey of the ISTA Advocate Council and ISTA membership at-large to prioritize the type research to be conducted:
 - a. Region
 - b. Mode
 - c. Commodity/Industry
- 2. Research potential cargo claims data sources that could be analyzed to (at some future time) publish a white paper addressing the impact of cargo claims on a specific region and/or mode and/or commodity/industry.**
3. Solicit ISTA shipper and carrier members and carriers at-large to provide damage data on an anonymous basis.
4. Analyze data from available sources to develop and publish a white paper addressing the impact of cargo claims on the specific region and/or mode and/or commodity/industry prioritized in step 1.

PROJECT PURPOSE AND DESCRIPTION

The purpose of this project is to publish research findings that will provide users with information about cargo claims to benchmark their current packaging performance against. It also aims to highlight the impact that cargo damage due to improper packaging has from a financial perspective. ISTA is focused on eliminating supply chain risk and preventing product damage during distribution, and publishing a white paper of this nature will serve to highlight our core message.

SCOPE OF WORK SOUGHT IN THIS REQUEST FOR PROPOSAL

The work sought in this RFP is a literature search to identify all cargo claims data resources available to ISTA for potential further analysis at a later date. The provider will detail the findings from their literature search in a report for ISTA's Advocate Council. The Advocate Council will utilize this report in determining if/how to execute Phases 3 and 4 of this project.

DELIVERABLES

The Scope of Work states requirements for the project, including the services and the tangible work products to be delivered, and the tasks the Advocate Council has identified as necessary to meet those requirements. Proposals should be tailored specifically to the project at hand. The Advocate Council reserves the right, however, to modify specific requirements, based on changed circumstances, the proposal selection process, and contract negotiations with the Applicant(s) selected for negotiations, and to do so with or without issuing a revised RFP. The Applicant must provide in its proposal a detailed proposed scope of work showing how it will meet the RFP requirements.

The deliverable for this RFP is a literature review report that details the following information on each data resource:

1. Data provider information
2. Cost of access to the data
3. The transportation modes included in data
4. The countries included in the data
5. The level to which data is broken down (type of product damage, commodity/industry, damage type, root cause of product damage (which might include comments like insufficient container strength, damage to primary or secondary packaging occurring before distribution, design error leading to exposed product, improper sealing, impact, improper handling, distribution parameters in excess of anticipated stress, etc.), etc.)
6. How the data was obtained

The literature review report should also conclude if there is enough data available for analysis to move forward with the remainder of the project.

MINIMUM QUALIFICATIONS FOR PRINCIPAL CONSULTANT/S

Prior experience in conducting cargo claims or distribution market research is required.

Please provide the following items as part of the proposal for consideration:

FORM OF THE PROPOSAL

Provide two copies (or one electronic version) of the proposal that must include the following sections:

1. Qualifications:

- A brief description of the proposing firm /research organization/ individual.
- A detailed description of the proposed individuals that would be assigned to this project, including role, title, experience, and education.
- Examples of similar research projects conducted in the past 5 years.
- At least three references, including the names of individual contacts and telephone numbers.
- Any other qualifications deemed necessary to complete the work if contracted by ISTA.

2. Fees:

Give a total cost estimate for time and materials within the scope and timeline you propose including payment terms and schedule. Progress payments can be considered provided the proposal identifies how project progress can be verified. (i.e. upon submission of completed literature search, initial draft, final report, etc.)

- The proposal must include all proposed costs to complete the tasks described in the project scope.
- Proposed agreements, including detailed fees and billing information and service level. List of charges that would be passed on to ISTA (e.g., travel, support staff, photocopies, etc.).
- Representative examples of consultant(s) and support staff that might be involved in specific activities. No more than five examples are requested; each example should include the name of the individual and a brief statement of their qualifications..
- List any other variable fees applicable to the work requested by ISTA. These must be approved in advance of expenditure.

3. Project Timeline:

A detailed timeline should accompany the project plan.

4. Conflicts Analysis: (If necessary)

Assurance that the firm has conducted an initial conflicts analysis and has not uncovered any potential conflicts.

SUBMISSIONS

All proposals must be received by end of day December 9th, 2015. Address proposals to:

A.J. Gruber
ISTA
1400 Abbot Road, Suite 160
East Lansing, MI 48823

Or by email to (A.J. Gruber) ajgruber@ista.org.

Questions regarding this RFP or your proposal submission may be addressed to A.J. Gruber at the above email address, or telephone 517.333.3437 ext 212.

SELECTION PROCESS

The ISTA staff, its Technical Division Board and Representatives of the ARVD consortium will evaluate all proposals and may conduct telephone conferences to clarify information such as approach, timing and costs.

All proposals will be evaluated based on the following criteria:

- Overall proposal suitability: proposal must meet the purpose, scope and needs included herein and be presented in a clear and organized manner
- Experience: Potential contactors will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Potential contractors will be evaluated on examples of their work pertaining to similar research projects as well as testimonials and references
- Value and cost: Potential contractors will be evaluated on the cost of their proposal based on the work to be performed in accordance with the scope of this project
- Technical expertise and experience
- The ability of the potential contractors to complete the project according to the proposed timeline

Once all proposals have been received and reviewed, the Advocate Council will complete the Phase Gate 2 review of the project evaluation form. This consists of the following topics:

- Aligns with at least one primary use of funds as outlined in Prospectus
- Value/potential impact/benefit to advocates
- Demands of performing project
- Costs and resources
- Project potential
- Risk

If at least one proposal passes Phase Gate 2 review, the project will move forward.

The Advocate Council and ISTA staff shall determine a prioritization as to which regions/channels are to be studied and establishes exactly what needs to be measured and observed in each based upon the costs associated with the quotes received.

Final selection of a project provider will be made by the voting members of the ARVD.

RFP TIMELINE

11/4/2015 - Release and distribution of RFP

11/18/2015 - Deadline for vendors to submit written questions and/or non-mandatory notice of intent

12/2/2015 - Questions with written answers provided to all interested vendors

12/9/2015 - Deadline for submitting proposals

12/16/2015 - Finalists notified

1/6/2016 - Finalist interviews

1/27/2016 - Vendor selected & signed