

Standard Operating Procedures (SOPs) MSU Service Request

June 2021

I. OVERVIEW

This document provides an overview of the MSU request and release process and outlines under which conditions MSUs can be released and delivered to the intended destination.

As part of its mission, the Ethiopia Logistics Cluster enables humanitarian organizations to request Mobile Storage Units (MSU) to increase their storage capacity during emergency response in Tigray and any other regions where and when needed. These MSUs, also called Rub Halls, have a storage capacity of 320 square meters (32 meters x 10 meters) and can be set up within one week after approval.

II. KEY NOTES TO USERS

- A. Only UN Agencies, Government agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Ethiopia on emergency response programs are eligible to use this service (hereafter referred to as “service users” or “partners” or “requesters”).
- B. Any communications, requests, and all documentation related to this service should be sent to ethiopia.logisticsclustermstu@wfp.org
- C. Organisations wishing to use the service must fill out and sign the MSU request form to be eligible to receive this service.
- D. The MSU requests are subject to approval by the WFP Logistics Cluster. Requests for emergency response in the Tigray region will be prioritized. Service users must show evidence that MSU(s) are needed as a last resort and must agree to some terms and conditions listed in the MSU request form for the request to be approved.
- E. The WFP co-led Logistics Cluster will make every effort to procure and make available a sufficient quantity of MSUs to meet the needs of the service users; however, due to the context LC is unable to guarantee the quantity of MSUs that will actually be made available.
- F. The WFP co-led Logistics Cluster assumes no responsibility for any damage that may occur after the MSU is provided and installed. The service user will be solely responsible for any needed repair or maintenance.
- G. The WFP co-led Logistics Cluster will ensure that the services are carried out with due diligence.

III. MSU SERVICE

The WFP co-led Logistics Cluster will facilitate access to the following MSU service for eligible service user:

- MSU(s) to eligible service users on ad-hoc basis and based on requests and availability
- Transportation of the MSU(s) to the final point of delivery according to the service users' requests.
- Assessment of the needs for levelling and provision of technical expertise as well as workforce if levelling is needed

- Provision of technical expertise for the installation of the MSU(s).
- Coordination of the delivery and installation process until the final product is released to the requesting organisation.

IV. HOW TO ACCESS THE SERVICE

Partners requesting for MSU(s) must first go through the following steps:

- Fill out, sign and stamp the MSU request form and send it to ethiopia.logisticsclustermdu@wfp.org
- Send pictures of the land where the MSU(s) is to be set up to the WFP co-led Logistics cluster

When filling out the MSU request form, the requester must provide information about:

- The number of requested MSU(s)
- The date when the requester would like to receive the MSU(s)
- The location where the MSU(s) would need to be installed
- The requester's current storage capacity at this specific location
- The type of programs the MSU(s) would be used for
- The type of items which would be stored in the MSU(s)
- The partner's total required storage capacity in this specific location
- The type of response; emergency or non-emergency
- The availability of a land for the MSU(s) to be set up on
- The necessity or not to level the land
- The availability of internal technical expertise to erect the MSU(s)

In the MSU request form, the request must agree with the following points:

- To provide six (6) porters/casual labours to offload and erect the MSU(s) on site. This number may vary depending on the size and the number of MSUs to be installed.
- To share the storage space with other UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Ethiopia if they request for it.
- To handle the maintenance of the MSU(s) once they have been provided to the requester.

Upon reception of the MSU request form and the pictures of the land, the WFP co-led Logistics Cluster will assess the request and decide to approve it or not.

Once the request is approved, the WFP co-led Logistics Cluster will undertake the following steps:

- Assess the need for levelling and send a team on site to level the field if needed
- Ask the service user to provide with the name, position and contact details of the focal person who will be receiving the MSU(s) on site
- Agree on a set-up date with the service user
- Release the MSU(s) from the WFP warehouse in Adama and transport it to the location where the MSU(s) needs to be erected
- Send a technician on site to supervise the construction of the MSU(s) if needed

V. LIMITATIONS AND CONDITIONS

The WFP co-led Logistics Cluster reserves the right to decline a request for MSU(s) if it does not meet the minimum required standards or if there are no more MSU(s) in stock.

For the approved requests, the WFP co-led Logistics Cluster will take care of the transportation cost and any other costs involved in the ground levelling. The WFP co-led Logistics Cluster will also cover the costs of the technician sent on site for the supervision of the construction of the MSU(s).

Partners who receive MSU(s) from the WFP co-led Logistics Cluster must agree to share the storage space with other partners if needed. The MSU(s) would be used as a common storage space by different partners if other partners operating in the same area use their right to request for storage space in these MSU(s).

As the MSU(s) are to be provided to the eligible requesters, there will be a transfer of responsibility from the WFP co-led Logistics Cluster to the service user upon reception of the MSU(s). A waybill must be signed upon reception of the MSU(s) and will be used as a proof of reception.