



ACCESSING WFP BILATERAL SERVICE PROVISION (BSP) FOR RIVER TRANSPORT SERVICES

OVERVIEW

This document provides instructions should organisations wish to avail the WFP Bilateral Service Provision (BSP) facility for the delivery of relief items on the river. This service will be provided on a full cost recovery basis to the organisation.

Bilateral Service Provision (BSP) is a process where WFP acts as a service provider for organisations (“service users”) requesting supply chain services. The Logistics Cluster, as a coordination body, will support organisations by coordinating this service. The Logistics Cluster will act as the focal point between service users and WFP as service provider.

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the South Sudan Operations page (<https://logcluster.org/ops/ssd11a>) and via the mailing list.

PROCESS TO ACCESS WFP BILATERAL SERVICE PROVISION

1. The organisation requiring river transport services (“service user”) initiates the process by submitting their Service Request Form (SRF) requesting to utilise WFP’s bilateral service provision (BSP) for river transport to southsudan.rivertransport@wfp.org.
 - Volume and weight must be accurate to minimise any substantial change from the preliminary quote provided to the final Pro Forma Invoice (PFI).
 - The SRF template can be downloaded [here](#). General instructions for completing the SRF can be found [here](#).
2. The SRF information is pre-screened and validated in collaboration with the service user. During pre-screening, the items listed on the SRF are assessed against standard weights and volumes to provide a more accurate quote. A revised SRF highlighting changes will be returned to the service user together with an indicative quote.
3. The quote will be sent to the service user in email format within 48 hours after pre-screening, along with a Service Level Agreement (SLA) if the service user has not yet signed an SLA with WFP.



- The SLA does not constitute a commitment to use the service but an understanding of current and/or future collaboration between both parties.
 - The SLA needs to be signed by the Country Director (or similar level) of each party.
 - The clauses in the SLA cannot be edited by the service user.
 - The SLA once signed is sent via email to WFP for countersigning.
4. On acceptance of the quote and signing of the SLA, the service user creates an account on WFP's [Service Marketplace \(SMP\)](#). Should the service user decide not to accept the quote then no further action is required apart from informing the service provider via email that the service is no longer required.
 - The SMP User Guide can be found [here](#). The Logistics Cluster is available to support this process.
 5. Service user delivers cargo to indicated dispatch location whereby the cargo is reconciled to confirm exact weights and volume. Any discrepancies will be communicated to the service user by sharing the Physical Reception Report. The final data on the agreement will be used to generate a Pro Forma Invoice (PFI).
 6. Service user accepts the terms and conditions of the PFI and returns the signed PFI.
 - Where the service user is not in agreement or rejects the PFI, the service user is to notify southsudan.rivertransport@wfp.org that no further action will be taken on their behalf.
 - In case of rejection of the PFI, the service user must remove their cargo from the dispatch hub within 36 hours.
 7. Service user inputs validated cargo data as detailed in the Physical Reception Report on SMP.
 8. Service user settles payment in advance of the moment and sends proof of payment to the service provider via southsudan.rivertransport@wfp.org.
 9. Service is executed and service user is informed upon completion of service.

CONDITIONS OF SERVICES

- River transport is provided on a full cost recovery basis. The cost includes temporary storage at point of departure, cargo handling, loading and offloading cargo at the riverside.
- Service users will be responsible for reception and reconciliation of cargo and transportation from the riverside to final destination.



- Organisations will be responsible for insurance of their cargo in all cases.
- Services will be planned based on the availability of transport capacity, access, security, and permissions.
- The implementation of all services is dependent on the security situation, which may affect schedules and access.
- The service will be provided only to registered UN Agencies, international humanitarian organisations, and International or National Non-Governmental Organisations (NGOs).
- Requesting organisations are responsible for ensuring their items have been packed in the appropriate packaging material able to handle the physical requirements of river transport to minimise damages and/or losses.
- When providing services under this SOP, WFP acts as an agent for the service user. WFP assumes no responsibility for any loss or damage to the goods incurred throughout the process. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence.

LARGE AND OVER-SIZED ITEMS

- Large, long, over-sized etc. items requests will be discussed with the service user on a case-by-case basis.

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The service provider can accept hazardous goods for transportation on a case-by-case basis. Consultation with the service provider via southsudan.rivertransport@wfp.org is required before submitting an SRF.
- River movements are not suitable for the transport of temperature-controlled items.

KEY NOTES TO USERS

- Any communications, requests, and documentation related to these services should be sent to: southsudan.rivertransport@wfp.org.



- There should only be one Service Request Form (SRF) per location of origin and destination, and the user should not include multiple pick-up locations or multiple destinations on one SRF.
- Cargo requiring special handling must have its own SRF form. This includes fuel, vehicles, generators etc.
- A tentative departure schedule will be shared on a regular basis and will be available on the Logistics Cluster website.

CONTACTS

All communications should be addressed to:

Fiona Lithgow	<i>Logistics Cluster Coordinator</i>	southsudan.rivertransport@wfp.org
Blessing Dzambo	<i>Deputy Logistics Cluster Coordinator - Operations</i>	fiona.lithgow@wfp.org
Issam Abdo	<i>Logistics Officer - Bor</i>	blessing.dzambo@wfp.org
Natalie Emery	<i>Information Management Officer</i>	issam.abdo@wfp.org
		natalie.emery@wfp.org