



Mozambique Rovuma Venture

Mozambique Rovuma Venture SpA

Rua dos Desportistas n° 918

Prédio JATV - Block 3

Tel: (+258) 21 344 500 / 8409 47500

Maputo - Moçambique

APPENDIX D

SCOPE OF SERVICE

Maputo Moving Services

1. Scope of Service:

The scope of SERVICES shall consist of the provision by CONTRACTOR, upon COMPANY request, of Moving Services inside Maputo city in the COMPANY`'s PREMISSES, of furniture, equipment/material and personal belonging.

Executions on call out basis of Moving Services as following:

1. Removal from COMPANY`'s PREMISSES or vice versa of furniture, household appliances, crockery/glasses, kitchen tools, clothing and personal belonging items within the city of Maputo. This includes disassembly, packing, handling, downloading, land transport, unloading and assembling of furniture and household appliances/items.
2. Removal from COMPANY`'s PREMISSES or vice versa of furniture, office appliances, office electrical equipment, office materials, files/documents, computers, telephone within the city of Maputo. This includes: disassembly, packing, handling, downloading, land transport, unloading and assembling of furniture and appliances/equipment.
3. Removal services from Maputo port or Maputo airport or vice versa that can be requested by COMPANY if and when so needed.
4. Provision of Storage services at CONTRACTOR Premises.
5. Extra charge for removal work performed on Saturday.
6. Extra charge for removal work performed on Sunday or National Holiday.
7. Provision of Storage services of the DOCUMENTS FOLDERS/ FILES at CONTRACTOR PREMISSES

No minimum work commitment is guaranteed.

2. SERVICE

The SERVICES shall be done as per international standard practices. CONTRACTOR has to have ISO 9001:2008 certificate and shall follow removals industry rules issued by one or more associations here listed: PMA (Professional Movers Association SA), FIDI (Federation of International Furniture Removals), IAM (International Association of Movers), SAIMA (South African International Movers Association), BAR (The British Association of Removers), NF Service Removals and Storage, FAIM (FIDI-Accredited International Movers), BAR (British Association of Removers).

3.1 PRE-MOVE SURVEY

3.1.1 Before start the process, CONTRACTOR shall schedule a visit to COMPANY premise that need the SERVICE in order to full understand COMPANY move requirements and so be able to organize a proper team of technicians/labor as well as the correct packing materials and type/quantity of trucks needed. The quantity of staff and means must be sufficient to have a moving service fast and clean.

3.2 PACKING

All furniture/equipment/items to be moved shall be well packaged and protected against damage utilizing all necessary and appropriate packing materials.

3.2.1. Clothing shall be hanged in wardrobe cartons on hangers and packed fairly tightly, preventing clothing from slippage. Alternatively, clothing shall be folded and packed into a double walled carton;

3.2.2. Crockery shall be individually wrapped and parceled together and packed on edge, never flat. Cups shall be also individually wrapped and placed upright in the carton;

3.2.3. Cutlery shall be wrapped in white paper and made up into small parcels, which are then placed into cartons;

3.2.4. Glasses shall be individually wrapped in white paper and placed in well-padded cartons in an upright position;

3.2.5. Glassware shall be individually wrapped in acid free white tissue paper and pack each item with care into tailor-made boxes;

3.2.6. Upholstered furniture and sofas shall be wrapped in tuff wrap or wallboard, depending on the type of material;

3.2.7. Furniture shall be disassembly by professional technician keeping all parts together and marked (in order to reassembly it easily when requested) and wrapped in double cartons layers;

3.2.8. Equipment shall be wrapped in double cartons layers and handling with special care;

3.3 LOADING AND UNLOADING

CONTRACTOR Supervisor during the moving activity shall manage the handling of goods to and from vehicle/premises with the utmost care and shall keep always into consideration and under control its moving team that shall be always working in safe.

3.4 Document Storage & Management.

The Service will consist of and not limited to:

- a) Provision of Storage Boxes where files will be stored - CONTRACTOR shall provide the boxes (standard size, to fit their uniform shelving system), in which 5 of COMPANY binders will fit.
- b) Packing and Collection of these Boxes - CONTRACTOR shall bring the boxes and COMPANY shall instruct which binders are to go; CONTRACTOR shall pack the binders that COMPANY will specify into the boxes and take all the boxes to CONTRACTOR.
- c) Indexing or uploading of CONTRACTOR index into COMPANY Storage System - Before COMPANY send the binders, will put a label on each, showing something like "MRV/Finance/Accounting/Journal Vouchers/Jan-March 2011"; when boxes arrive at CONTRACTOR, they shall scan the COMPANY labels and upload the information into their storage system, so CONTRACTOR can track which binders are in which box and where in their storage space the box is located. CONTRACTOR has to do this in order to be able to retrieve the box/binder in the event COMPANY needs to have it brought to them.
- d) Delivery or scanning of files when needed to consult - If COMPANY has need for a box and/or binder to be brought back to them, CONTRACTOR shall deliver to the COMPANY office, which COMPANY would have them pick up and bring back to CONTRACTOR when COMPANY is finished with it.

3.5 INVENTORY AND CONDITION REPORT

CONTRACTOR Supervisor before starting the packing shall carry out a comprehensive inventory of items that shall be moved, which shall also include a description and a record of any existing damages. COMPANY shall accompany CONTRACTOR supervisor during inventory preparation and point out to CONTRACTOR any items that will need special handling. COMPANY representative shall sign the inventory as confirmation of the items loaded and their condition.

Such Inventory & Condition Report can be used by COMPANY Representative to mark any damage show up after the moving and the reassembly to their original state and therefore notify to CONTRACTOR that will claim the damage to the insurance.

3.6 UNPACKING & REASSEMBLY

3.6.1 CONTRACTOR shall unpacked the goods in the final place chosen by COMPANY and shall remove and dispose the used packing materials in authorized dumping area

3.6.2 CONTRACTOR shall reassembly the goods in the final place chosen by COMPANY to their original state by professional technician.

3.7 STORAGE FACILITIES

CONTRACTOR shall provide Storage Facilities to COMPANY goods moved from house and/or office. The Storage Facility shall guarantee as minimum the following:

3.7.1 Modern alarm systems or a 24/7 guarding service and a Safe locking systems;

3.7.2 Ventilation;

3.7.3 Regular treatment against humidity, rats, vermin and other pests;

3.7.4 Fireproofing systems installed and provision of regularly inspection/maintenance;

3.7.5 Store management system that shall include at least client inventory list (stored goods/material and place);

3.7.6 The Storage area minimum 1000 sqm (pallet, box or container) shall be well defined and marked for each Client (their own place) in order to prevent loss and theft of their goods; with easy identification of your place and easy access to your own area/box where the goods are stored. Store management system that shall include at least client inventory list (stored goods/material and place/box);

3.7.7 To allow COMPANY to inspect during working time his Storage area or his good stored in order to check the conservation status and the safety.

4. HSE Minimum Requirements

CONTRACTOR shall accept and follows COMPANY's HSE Requirements herewith attached:

- Safety Policy
- Health Policy
- Alcohol and Drugs Abuse Policy
- Environmental Policy
- Code of Ethics and Disciplinary Policy

Bidders shall send a written declaration confirming that they will comply with MRV HSE Requirements.

During the KoM, some HSE documentation will be requested to be sent to the Company.

6. Quality Management Minimum Requirements

CONTRACTOR shall submit the following documents:

- Number of years 05 (Five) in the market providing same type of SERVICE;
- Their own ISO 9001:2008 certificate;
- International standard practices followed and their own Quality & Safety Manual/Procedures;
- List of References to whom is/was providing similar SERVICE;
- List and description of Vehicles and Equipment/Tools owned;

- Description of their own Warehouse/Storage area & type of Management System utilized.

6. Technical Evaluation Criteria

The technical evaluation will be based on “on-off” type - Technically Acceptable (ON) or Technically Not Acceptable (OFF) – based on the above indicated Requirements to SERVICE, HSE and Quality Management criteria.

=====End of Scope of Service=====