1 Service Offered under Customs Clearance and Freight Forwarding Contract

1.1 The Contractor will provide services including but not limited to:

(a) assistance with the on time delivery of consignments via Road, Air or Sea, Australia wide and Globally;

(b) arrange quarantine clearances for both outgoing and incoming shipments on an as required basis;

(c) provide end to end forwarding services i.e. from a designated pick-up or departure point to the designated delivery point or addressee;

(d) facilitate shipment and delivery of goods to and from the University via any method of carriage, on an as needs basis;

(e) organise customs entry/clearance for shipments to and from the University via any method of carriage, on an as required basis;

(f) arrange forwarding of shipments that are consigned to the port of entry only i.e. shipment consigned to Sydney or Melbourne etc. which has a final destination of Canberra, Coonabarabran etc;

(g) provide timely logistics information and advice via telephone and/or email including inbound and outbound customs advice, information and tracking; and

(h) other freight forwarding services as specified by the University on an ad hoc basis.

1.2 The Contractor will offer Freight Forwarding and Customs Clearance Services for incoming and outgoing items, which may include categories such as:

(a) biological materials;

(b) dangerous goods and chemicals;

(c) heavy and unusual articles or goods including large and unusual equipment;

(d) general, fragile and sensitive scientific instrumentation and accessories; and

(e) artworks.