**Norwegian Refugee Council**

**Global Framework Agreement**

02.02.2017 Oslo, Norway

##### SUBJECT: INVITATION TO BID - Global Framework Agreement for ICT Equipment & Software Provision

Following your interest regarding the publication of the above-mentioned invitation to tender, please find enclosed the following documents, which constitute the tender dossier.

NRC must receive any request for clarification or questions in writing at least five calendar days before the deadline for submission of tenders.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

We look forward to receiving your tender via e-mail ONLY to: ict.procurement@nrc.no before **Wednesday 23.02.2017 at 12:00 CET** as stated in the procurement notice.

Yours sincerely, Giovanni Salfity (ICT HO Procurement Officer)

This ITB document contains the following:

1. This cover Letter

2. Section 2: Bid Data sheet

3. Section 3: NRC Invitation to bid general terms & condition

**To be completed by the bidder**

4. Section 4:Price List

5. Section 5: Service Administration

6. Section 6: Logistical Support

7. Section 7: Bidding Form (to be sent as PDF format)

8. Section 8: Additional information on supply specification

**Note:** Bidders must answer sections 4, 5, and 6 on this document in Word Format

 Bidders must send information related to section 7 and 8 in PDF Format

**SECTION 2**

**BID DATA SHEET**

1. **BACKGROUND DATA**

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organization with 60 years of experience in helping to create a safer and more dignified life for refugees and internally displaced people. NRC advocates for the rights of displaced populations and offers assistance within the shelter, education, emergency, food security, legal assistance, and water, sanitation and hygiene sectors.

NRC has approximately 5000 employees, involved in project across four continents. Today, we are responding to new and lasting displacement crises in 30 countries.

NRC is currently responding in (*Burkina Faso, Central African Republic, DR Congo, Djibouti, Ethiopia, Kenya, Mali, Nigeria, Somalia, South Sudan, Uganda, Colombia, Honduras, Panama, Venezuela, Ecuador, Afghanistan, Myanmar, Pakistan, Iran, Iraq, Jordan, Lebanon, Palestine, Syria, Yemen, Greece, Serbia, Turkey and Ukraine)*

In addition, NRC has representation offices in the following locations: Brussels, Dubai, Geneva, Oslo and Washington.

1. **SCOPE OF SUPPLY**

The Contracts eligible for bidding are:

|  |
| --- |
| **Description of the supply contract**  |
| NRC work environment requires effective ICT Equipment & Software solutions. The bidder must be able to understand the essence of our activities. NRC is looking for a partnership with the supplier through the new contract. Our aim is to enable countries to purchase directly from the supplier within the framework agreement. In addition, the contract will frame the purchasing processes, the service level of agreement, logistical support and prices. NRC requires bidders to prove the ability in delivering an optimum support to the mentioned areas.Please note, that through a framework agreement, NRC is not committing to purchase exclusively against the agreement. If in individual deployments, the use of local suppliers makes more sense for whatever reason (including lead-time, cost and duties), NRC may choose to purchase outside the framework agreement (e.g. through a local supplier).The contract duration shall be for two years with the possibility of an additional one-year extension. |

1. **SCHEDULE & DEADLINE FOR SUBMISSION**

The deadline for submission of bids is **12.00 CET** on the **23.02.2017.** Late bids will not be accepted.

|  |  |  |
| --- | --- | --- |
|  | **DATE** | **TIME\*** |
| Invitation to Bid release | 02.02.2017 | 16.00 CET |
| Deadline for request for any clarifications from NRC | 17.02.2017 | 12.00 CET |
| Last date on which clarifications are issued by NRC | 21.02.2017 | 16.00 CET |
| Deadline for submission of tenders (to be received by NRC) | **23.02.2017** | **12:00 CET** |
| Notification of award to the successful tenderer by: | 31.03.2017 | 12.00 CET |
| Negotiation and Signature of the contract by: | 15.04.2017 |  16.00 CET |

Please note all dates are provisional and NRC reserves the right to modify this schedule.

**SECTION 3**

**NRC Invitation to bid - General terms & conditions**

1. **SCOPE OF BID**
2. The bid is based on the scope of the assignment as determined in Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.
3. The successful Bidder will be expected to carry out the described services for the entire duration of the Framework Agreement.
4. **CORRUPT PRACTICES**
5. The Norwegian Refugee Councilrequires Employees, Bidders and Contractors, to observe NRC’s standards of ethics during procurement and the execution of contracts. In pursuit of this, or the purposes of this provision, NRC defines the terms set forth below as follows:
	1. “Corrupt practice” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;
	2. “Fraudulent practice” includes a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Norwegian Refugee Council, and includes collusive practices among Bidders, prior to or after bid submission, designed to establish bid prices at artificial non-competitive levels and deprive the Norwegian Refugee Council of the benefits of free and open competition;

In any case, where fraud or corruption is identified, NRC will:

* reject any bids where the Bidder has engaged in corrupt or fraudulent practices in competing for the Contract;
* liaise with competent/relevant authorities to report if fraudulent or corrupt practices are identified;
* Immediately terminate works/agreements, etc.
1. **ELIGIBLE BIDDERS**
2. A Bidder shall meet the following criteria to be eligible to participate in this ITB:
	1. the bidder, at the time of bid, is not:
		1. insolvent;
		2. in receivership;
		3. bankrupt; or
		4. being wound up
	2. the bidder’s business activities have not been suspended;
	3. the bidder is not the subject of legal proceedings for any of the circumstances in (b) and
	4. The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In this case, where VAT is included in a bid, a copy of the VAT certificate must accompany the bid.
3. A Bidder and all parties constituting the bid, including sub-contractors, shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Norwegian Refugee Council regarding this bidding process.
4. Any Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Norwegian Refugee Council.
	1. NRC reserves the right to refuse a bid at any time if the bidder or one of its sub-contractors provided material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates or is found guilty of fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral human resource practices, including but not limited to: child labor, discrimination, preventing freedom of association, payment below any required national minimum wages, and forced labor.
5. **JOINT VENTURES, CONSORTIA AND ASSOCIATIONS**

Bids submitted by a joint venture, consortium or association of two or more firms as partners would only be accepted in exceptional circumstances.

1. **ONE BID PER BIDDER PER WORK**

Each Bidder shall submit only one Bid per contract. A Bidder who submits or participates in more than one bid per contract will cause all the bids with the Bidder’s participation to be rejected.

1. **COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Norwegian Refugee Council shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

1. **SITE VISIT**

When applicable, any costs of visiting the intended sites of work/supply by the Bidder, shall be at the Bidder’s own expense.

1. **COMPLETING BIDDING DOCUMENTS**

The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to provide all information or documentation required by the Bidding Document may result in the rejection of the bid.

1. **CLARIFICATION OF BIDDING DOCUMENT**

A prospective Bidder requiring any clarification on the Bidding Document shall contact the Norwegian Refugee Council in writing. Questions concerning the ITB shall be submitted to the same email address (ict.procurement@nrc.no) and the email’s subject field shall include ‘**NRC ICT EQUIPMENT & SOFTWARE’.**

The Norwegian Refugee Council shall make available its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry, but without identifying its source.

NRC will enter present bidders’ questions and the answers in this [Box Folder](https://norwegianrefugeecouncil.box.com/s/p8x5uihniutr6nck891fz2dqj1nufpf3) (click the link to see regular updates).

1. **AMENDMENT OF BIDDING DOCUMENT**
	* At any time and until 48 hours prior to the deadline for submission of bids, the Norwegian Refugee Council may amend or cancel the Bidding Document by informing the bidders in writing.
	* To give prospective Bidders reasonable time in which to take an amendment or cancellation into account in preparing their bids, the Norwegian Refugee Council can at its discretion, extend the deadline for the submission of bids.
2. **LANGUAGE OF BID**

 The bid, as well as all correspondence and documents relating to the bid shall be written in English.

1. **DOCUMENTS COMPRISING THE BID**
	1. The bid submitted by the Bidder shall comprise the following:
* Fill the required information for the price lists in (section 4)
* Provide solutions for the requirements in (section 5)
* Provide information regarding logistical support (section 6)
* Signed and stamped Contractor’s bid in (Section 7)
* Additional information on supply specification (in Section 8)
	1. All forms must be completed without any alterations to the format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
1. **BID PRICE FOR SUPPLY CONTRACT**
2. Bid prices are expected for the complete quantity of items required;
3. Items with no price quotations will be considered as “not quoted” by NRC;
4. Unless otherwise specified in the Bid Data Sheet, all duties, taxes and other levies payable by the contractor under the contract, shall be included in the total bid price submitted by the bidder;
5. For those bidders who are VAT registered, VAT must be specified;
6. The Bidder is reminded that it is entirely its responsibility to ensure the accuracy of its bid. No alteration will be possible after the submission deadline on the grounds of any arithmetical errors subsequently discovered (see point 21 on page 8 for Bid Replacement in case of errors).
7. **CURRENCIES OF BID AND PAYMENT**

Bidder shall quote all prices in USD. Similarly, NRC will make all payments in USD.

1. **BID VALIDITY**
2. Bids shall remain valid for a period of 90 calendar days after the submission deadline as prescribed by NRC. A bid valid for a shorter period shall be rejected as non-compliant.
3. In exceptional circumstances, prior to the expiration of the bid validity period, NRC may request Bidders in writing to extend the period of validity of their bids. A Bidder must confirm in writing its acceptance of the extension. In case of extension, modification of the bid is not permitted.
4. **ALTERNATIVE BIDS**

Bidders shall submit offers that comply with the requirements of the bidding documents, including basic specifications. Alternative bids shall not be considered unless otherwise indicated in the Bid data sheet.

1. **FORMAT AND SIGNING OF BID**

Sections 4, 5 and 6 will be submitted in Word format, while Sections 7 (signed) and 8 in PDF format.

1. **DEADLINE FOR SUBMISSION OF BIDS**

The Norwegian Refugee Council must receive bids at the indicated email address no later than the date and time indicated in the Bid Data Sheet **(February 23, 2017 at 12:00 CET).**

1. **LATE BIDS**

The Norwegian Refugee Council shall not consider any bid that arrives after the deadline for submission as stipulated in the Bid Data Sheet. Any bid received by the Norwegian Refugee Council after the deadline for submission of bids shall be declared late and rejected.

1. **WITHDRAWAL AND REPLACEMENT OF BIDS**

A Bidder may withdraw or replace its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, signed by an authorized representative. Any corresponding replacement of the bid must accompany the respective written notice to the email address: ict.procurement@nrc.no

* The email shall be clearly marked “WITHDRAWAL” or “REPLACEMENT” in the subject field;
* All Bid replacements must be received by NRC prior to the deadline for submission of bids, in accordance with the Bid Data Sheet.
* A bid may be withdrawn at any stage, with written notice via email.
1. **CONFIDENTIALITY**
	1. Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the best-evaluated Bidder is communicated to all Bidders.
	2. Any effort by a Bidder to influence the Norwegian Refugee Council in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.
	3. From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Norwegian Refugee Council on any matter related to the bidding process, it should do so in writing at the given email address.
2. **CLARIFICATION OF BIDS**

NRC may ask any Bidder for a clarification of its Bid. The Norwegian Refugee Council’s request for clarification and the response shall be in writing. Any clarification submitted by a Bidder that is not in response to a request by the Norwegian Refugee Council shall not be considered. Whenever relevant (if affecting all), requests for clarifications shall be copied to all bidders for information purposes. In such cases, no change in the price or substance of the bid shall be permitted by the Bidder, and the response must focus on further clarifying the raised issue.

1. **BID VALIDATION**
	1. NRC’s determination of a Bid’s validity is to be based on the contents of the bid itself, which cannot be corrected if determined to be invalid;
	2. A valid bid is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affect, or could affect; the scope, quality, or performance of the Works specified in the Contract; or
	3. limits in any substantial way, NRC’s rights or the Bidder’s obligations under the Contract.
2. **EVALUATION OF BIDS**

NRC will evaluate bids based on, but not limited to, the following criteria:

1. Quality of the products according to required specifications;
2. Price comparison between bidders;
3. Capacity to deliver as per conditions defined in this ITB;
4. Demonstrated excellence in service, support and warranties;
5. Thoroughness of quotation preparation;
6. Quality, reputation and performance of supplier;
7. Adherence to ethic, environmental, anti-corruption NRC policies.

NRC reserves the right to make an award based solely on the quotations received, to modify the requirements prior to awarding, or to negotiate further with one or more suppliers. NRC reserves the right to award a contract to the supplier who, in their sole opinion, provides the best combination of all of the above criteria.

Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation applicable in some jurisdictions may require NRC to verify the identity of the bidder prior to financial transactions. NRC reserves the right to use online screening tools to check the bidder’s record concerning their possible involvement in illegal or unethical practices.

In case of two contractors being scored with equal total points in the evaluation, the one with the highest technical ranking will be awarded the contract.

NRC reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted.

1. **AWARD PROCEDURE**
	1. Before the end of the bid validity period, NRC shall award the Contract in writing, with an Award Letter, to the Bidder whose offer has been determined to be the best.
	2. Any bidder who has not been awarded a contract, will be notified in writing.
	3. Until a formal contract is prepared and executed, theaward lettershall constitute a binding agreement between the Bidder and NRC.
	4. The Bidder is thereafter required to submit a Letter of Acceptance, confirming their wish to proceed with a contract.
2. **SIGNING OF CONTRACT**
	1. Upon receipt of the Letter of Acceptance, the Norwegian Refugee Council shall contact the successful Bidder to sign the Contract.
	2. Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Norwegian Refugee Council.

**SECTION 4**

**Price List**

**General Instructions:**

1. The Bidder will find below seven main categories of required ICT Equipment & Software supply:
2. Software Provision
3. HP Laptops and Desktops
4. Video Conferencing equipment from Logitech and similar from other vendors
* <https://www.logitech.com/en-us/conference-cam>
* Speakers from Jabra (410, 510 810 etc.)
1. Landline phones, VOIP phones, Tablets and Smartphones (*For Android must include Samsung Knox enabled devices)*
2. NAS units
- QNAP TS-253A-8G or similar from other vendors.
3. Printers + related equipment
* Laser
* Portable Printers
* ID card
* Toner
* AIO
1. Other equipment:
* Mouse
* Keyboards including different languages
* USB Headsets
* Speakers
* Relevant cables and Adapters
* External Hard Drive
* Data Locker external Hard Drive with hardware encryption or similar from other vendors
* USB flash drive (16, 32, 64, 128 GB)
- Both normal and units with hardware encryption
* UPS and Surge Protectors from APC or similar from other vendors
* LCD Screens Ultra Wide 22”, 24” and 34”
* Scanners with automatic feeders.
* Projectors + related equipment
* Laptops bags and briefcases
1. The Bidder must provide the list of goods, prices, specification and warranty information. For each category listed above, bidders will find three ranges: Basic, Moderate and Advanced. NRC encourages bidders to fill in each product table the items that bidders are able to supply in line with ranges (Add lines in each table if needed to cover all items). Please enter “Not Applicable” if a product range for a specific category does not exist or is not available. NRC will later decide the items to include in the Catalogue or to leave out (see Section 5, Point #2).
2. The catalogue shall include the software listed below, considered by NRC as “core software” (Category I). Please note that NRC advices bidders to present other related software in addition to this list. NRC will later consider retaining or discarding the suggested software.
3. For the category II (Laptops and Desktop), Bidders must submit the price list of the items specified by NRC. For each HP laptop or desktop bidders shall submit the equivalent item from Lenovo brand.
4. For each item, the supplier must include the price list of related spare parts and accessories if applicable.
5. Please note that NRC will not accept any quota on quantities that will affect prices.
6. Bulk Purchasing: If discounts are offered, the bidder must describe the discount system.
7. Please note that the specification must include the weight of the product including packaging, in order to calculate later the shipping cost.
8. Finally, Bidders will fill in information in five Tables ( 1 - Software, 2 - Laptops & Desktops,3 - Range 1, 4- Range 2, and 5 - Range 3)
9. NRC is a Nethope member and, where applicable, the bidder shall apply Nethope related discounts and clearly mark it in pricing information when the discount is applicable.
* **Table 1: NRC Software Provision (Category I)**

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| --- | --- | --- | --- |
| **#ID** | **Software** | **Specification**  | **Price USD** |
| 1 | Office 2016 Standard |  |  |
| 2 | Office 2016 Pro Plus |  |  |
| 3 | Office 2016 for Mac |  |  |
| 4 | Windows 10 Professional |  |  |
| 5 | Windows 10 Enterprise |  |  |
| 6 | Office 365 E3 |  |  |
| 7 | Exchange Online Advanced Threat Protection |  |  |
| 8 | Project Online Professional  |  |  |
| 9 | Project Online Premium  |  |  |
| 10 | Visio Pro for Office 365  |  |  |
| 11 | Enterprise Mobility + Security E3 for Nonprofits |  |  |
| 12 | Please include HERE additional software suggestions.. Note: Bidders can add needed lines to include more items. |  |  |
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* **Table 2: NRC laptops and Desktops**

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| **ID#** | **Product** | **Specification** | **Weight After Packaging (Kg)** | **Prices USD** |
| **Generic Requirement for HP laptops:**No Near Field Communication (No NFC) - Intel 8265 ac 2x2 nvP +Bluetooth 4.2 WW - No WWANNo vPro AMT supported - SGX Permanent Disable IOPT - eStar Enable IOPT |
| 1 | HP EliteBook 820 G3 | **Screen size** 12,5˝ -  **Screen Resolution:** 1366 x 768 -  **CPU:** intel i5 6200 – **RAM:** 8GB – **HDD:** 256 GB M2 SSD – **GPU:** intel – **Wifi card:** intel – **Windows:**  Win 10 Pro ENG |  |  |
| 2 | HP EliteBook 840 G3 | **Screen size** 14˝ -  **Screen Resolution:** 1600 x 900 **- CPU:** intel i5 6200 -  **RAM:** 8GB – **HDD:** 256 GB M2 SSD – **GPU:** intel – **Wifi card:** intel – **Windows:**  Win 10 Pro ENG |  |  |
| 3 | HP EliteBook 850 G3 | **Screen size** 15˝ -  **Screen Resolution:** 1920 x 1080 – **CPU:** intel i5 6200 -  **RAM:** 8GB – **HDD:** 256 GB M2 SSD – **GPU:** intel – **Wifi card:** intel – **Windows:**  Win 10 Pro ENG |  |  |
| 4 | HP Eliteboox X360 | **Screen size:** 13.3’’ FHD BrightView LED UWVA ultraslim touchscreen – **Screen Resolution:** 1920 x 1080 – **RAM:** 8GB – **SSD:** 256GB M2 SATA Self Encrypted OPAL2 Three Layer Cell Solid State Drive - **Pen:** HP P/N: 1AB35AV Wacom AES Pen wAPP Launch Button |  |  |
| 5 | HP Zbook 15 G3 | **Screen size** 15˝ - **Screen Resolution:** 1920 x 1080 – **CPU:** intel i7 6500 -  **RAM:** 16GB – **HDD:** 512 GB Zdrive (SSD) – **GPU:** intel + Nvidia – **Wifi card:** intel – **Windows:**  Win 10 Pro ENG  |  |  |
| 6 | HP Prodesk 600 G2 | **CPU:**  Intel i5 6200 -  **RAM:** 8GB -  **HDD:** 256 GB SSD – **GPU:** Intel -  **WiFi (embedded):** No – **Windows:**  Win 10 Pro ENG |  |  |
| 7 | EliteDesk 800 G2 | **CPU:**  Intel i5 6200 – **RAM:** 8GB -  **HDD:** 256 GB SSD – **GPU:** Intel -  **WiFi (embedded):** Yes (intel) – **Windows:**  Win 10 Pro ENG |  |  |
| 8 | Please include HERE equivalent **Lenovo** models and all related docking stations. Note: Bidders can add needed lines to include more items. |  |  |  |
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* **Table 3: Basic (Range 1)**

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| **ID#** | **Product** | **Description** | **Weight After Packaging (Kg)** | **Price USD** |
| **Category III: Video Conferencing Equipment**  |
| Bidders must submit Logitech Video Conferencing Equipment, in addition to equivalent item from other vendors<https://www.logitech.com/en-us/conference-cam>Speakers should be Jabra (410, 510 810 etc.) |
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| **Category IV: Landline phones, VOIP phones, Tablets and Smart and Basic mobile phones** |
| (*For Android Tablets and phones: Items must include Samsung Knox enabled devices).*  |
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| **Category V: NAS units** |
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| **Category VI: Printers + Related accessories and toners.**  |
| ***Laser Printers*** |  |
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| ***AIO Printers*** |  |
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| ***Portable Printers*** |  |
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| **ID card Printers** |  |
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| **Category VII: Other Equipment** |
| ***Mouse (Wired and Wireless)*** |
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| ***Keyboard (Wired and Wireless)*** |
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| ***USB Headsets*** |
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| ***Speakers*** |
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| ***External Hard Drive*** |
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| ***USB Flash Drive (16,32,64, 128 GB)*** |
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| ***UPS and Surge Protectors*** |
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| ***LCD Screens Ultra Wide 22’’, 24’’ and 34’’*** |
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| ***Scanner with automatic feeders.*** |
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| ***Projectors with related equipment*** |
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| ***Relevant cables and Adapters*** |
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| ***Laptops bags and briefcases*** |
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* **Table 4: Moderate (Range 2)**

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| **ID#** | **Product** | **Description** | **Weight After Packaging (Kg)** | **Price USD** |
| **Category III: Video Conferencing Equipment**  |
| Bidders must submit Logitech Video Conferencing Equipment, in addition to equivalent item from other vendors<https://www.logitech.com/en-us/conference-cam>Speakers should be Jabra (410, 510 810 etc.) |
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| **Category IV: Landline phones, VOIP phones, Tablets and Smart and Basic mobile phones** |
| (*For Android Tablets and phones: Items must include Samsung Knox enabled devices).*  |
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| **Category V: NAS units** |
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| **Category VI: Printers + Related accessories and toners.**  |
| ***Laser Printers*** |  |
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| ***AIO Printers*** |  |
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| ***Portable Printers*** |  |
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| **ID card Printers** |  |
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| **Category VII: Other Equipment** |
| ***Mouse (Wired and Wireless)*** |
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| ***Keyboard (Wired and Wireless)*** |
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| ***USB Headsets*** |
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| ***Speakers*** |
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| ***External Hard Drive*** |
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| ***USB Flash Drive (16,32,64, 128 GB)*** |
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| ***UPS and Surge Protectors*** |
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| ***LCD Screens Ultra Wide 22’’, 24’’ and 34’’*** |
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| ***Scanner with automatic feeders.*** |
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| ***Projectors with related equipment*** |
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| ***Relevant cables and Adapters*** |
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| ***Laptops bags and briefcases*** |
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* **Table 5: Advanced (Range 3)**

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| **ID#** | **Product** | **Description** | **Weight After Packaging (Kg)** | **Price USD** |
| **Category III: Video Conferencing Equipment**  |
| Bidders must submit Logitech Video Conferencing Equipment, in addition to equivalent item from other vendors<https://www.logitech.com/en-us/conference-cam>Speakers should be Jabra (410, 510 810 etc.) |
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| **Category IV: Landline phones, VOIP phones, Tablets and Smart and Basic mobile phones** |
| (*For Android Tablets and phones: Items must include Samsung Knox enabled devices).*  |
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| **Category V: NAS units** |
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| **Category VI: Printers + Related accessories and toners.**  |
| ***Laser Printers*** |  |
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| ***AIO Printers*** |  |
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| ***Portable Printers*** |  |
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| **ID card Printers** |  |
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| **Category VII: Other Equipment** |
| ***Mouse (Wired and Wireless)*** |
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| ***Keyboard (Wired and Wireless)*** |
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| ***USB Headsets*** |
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| ***Speakers*** |
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| ***External Hard Drive*** |
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| ***USB Flash Drive (16,32,64, 128 GB)*** |
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| ***UPS and Surge Protectors*** |
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| ***LCD Screens Ultra Wide 22’’, 24’’ and 34’’*** |
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| ***Scanner with automatic feeders.*** |
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| ***Projectors with related equipment*** |
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| ***Relevant cables and Adapters*** |
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| ***Laptops bags and briefcases*** |
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**Section 5**

**Service Administration**

**General Instruction:**

In this section (Service Administration), The Bidder must fill under each requirement a description or solution demonstrating its ability to meet NRC’s ambition in establishing a framework agreement. The Bidder will find five main requirements:

1. Focal Points
2. Online Portal
3. Asset Tagging & Laptops Imaging
4. Agreed Prices
5. Additional Features

|  |  |
| --- | --- |
| **Requirement****#1****Focal Points** | * The Bidder’s helpdesk/NOC must provide support in English.
* Ability to provide support in Arabic, French and/or Spanish will be regarded as additional assets (please specify which of these you support).
* The Bidder should assign an account manager to be the single point of contact with NRC for developing our supplier relationship, performance management, quarterly reviews and escalation where required
 |
| **Solution Provided by the bidder** | *Please fill your answer here* |

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| **Requirement****#2****Online Portal ‘Catalogue’** | NRC will prioritise Suppliers who are able to provide an online user-friendly solution containing a Catalogue with the agreed items. NRC selected employees across the world should be able to:* Order ICT Equipment & Software directly through the online portal. (*The purchasing process shall be defined by NRC to meet NRC’s and donors’ procurement regulations.)*
* Access historical data/list of purchased items with serial numbers (when required).
* Track of the supplying process of ordered items after submitting POs (Purchase orders)
* NRC must be able to control the list of offered items in the Catalogue -online portal. NRC will be able to add and delete items according to its need and preference.

If requested, Bidders must be ready to provide a demo of the solution at short notice as part of the bid analysis. |
| **Solution Provided by the bidder** | *Please fill your answer here* |

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| **Requirement #3****Asset Tagging****& Laptop Imaging** | * The Bidder shall enable NRC’s control over the valuable purchased items by providing an Asset tagging system. Please describe a solution in order to track NRC equipment, control our inventory and prevent theft. The Asset Tag solution must be able to provide a unique serial number for each piece of equipment.
* The Bidder shall specify and develop a solution for laptop imaging using a standardised NRC image. The NRC Standard image must be available in NRC languages (English, French and Spanish). Finally, Suppliers must present the cost associated with this.
* The Bidder must be able to supply keyboards (for laptops, desktops and stand-alone ones) in different languages (English, Norwegian, French, Arabic and Spanish)
 |
| **Solution Provided by the bidder** | *Please fill your answer here* |

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| **Requirement #4****Agreed Prices** | The main purpose of the framework agreement is to establish an agreed list of prices. In order to maintain competitive prices and ensure NRC’s accountability to beneficiaries, Suppliers must:* Notify NRC when the market price of the same agreed item is less than the price in the contract.
* Whenever equipment reaches the end of its production life, provide the replacement model at the new price, which should not exceed +5% of the model, which it is replacing.
 |
| **Solution Provided by the bidder** | *Please fill your answer here* |

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| **Requirement #5****Additional Features** | * The bidder is willing to work with NRC to design performance indicators.
* The bidder should prove an innovative approach to service or usage improvements with respect to environment protection.
* The bidder has been audited for its quality assurance by appropriate bodies.
* Any additional value added services the bidder wishes to offer should be listed here.
* Suppliers must clarify warranty services and provide guarantees for products and willingness to quickly replace any faulty items at no cost to NRC
 |
| **Solution Provided by the bidder** | *Please fill your answer here* |

**SECTION 6**

**LOGISTICAL SUPPORT**

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| **1. Stock Management of Equipment** | * The bidder must have a clear process for notification and introduction of new technologies and for the replacement of end of life models.
* The bidder is able to provide items across the full list of specified ICT equipment & software.
* The bidder must offer bonded stock reserved for NRC for deployment in the event of an emergency. In addition, the supplier must specify the volume of possible stock holding, location and proposed replenishment lead-times.
 |
| **Solution Provided by the bidder** | *Please fill your answer here* |

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| **2. Cost and Delivery Capacity** | * The bidder must specify a (shipping-cost per weight) unit, to the 30 aforementioned countries, based on DAT and DDP Incoterm.
* To understand if the bidder has experience in delivering to NRC’s program countries, bidders shall specify clearly if they have or have not shipped ICT Equipment of any sort of Incoterms to the 30 aforementioned countries and representation office locations.
* The bidder must estimate delivery time while assuming that no stock is held for NRC and that the bidder must order equipment from a distributor. The bidders should indicate how lead-times can be shortened if stock is held for NRC by bidder/pre-positioned
 |
| **Solution Provided by the bidder** | *Please fill your answer here* |

**SECTION 7:**

**BIDDING FORM**

**(Please submit in PDF format)**

Suppliers’ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We offer to supply the items listed above in section 4, 5 and 6. In accordance with the terms and conditions stated in your invitation to bid referenced above.

We confirm that we are eligible to participate in public procurement and meet the eligibility criteria specified in the invitation to bid.

The validity period of our bid is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ days/weeks/months.

We confirm that the prices quoted in the Price List are fixed and firm for the duration of the bid validity period and will not be subject to revision or variation.

**Qualification requirements:** **please provide the following required information in attachments:**

* Current Trading License for work
* **Tax Clearances Receipts** for current financial year from the Revenue Authority.
* A copy of the **VAT certificate**
* Current Commercial **Bank** (name) ………………………………………..
* **Account Number** to be used during the Contract …………………………
* Current Balance of the Account ……………………(*Attach full bank statement for previous 2 months*)
* Previous experience related to supply of goods under this contracts, to be provided in form of completion certificate, contract, handover documents, etc.

**We understand that you are not bound to accept the lowest or any bid received.**

|  |  |
| --- | --- |
| Name of Signatory: | Tel N°: |
| Title of Signatory: | Name of Bidder: |
| Signature & stamp: | Date of Signing: |
| Address: |

**SECTION 8:**

**Additional information on Goods specification**

**(Bidders can add pictures, certification, certificate of origin, result of analysis, etc.)**