**Norwegian Refugee Council**

**Global Framework Agreement**

25.01.2017 Oslo, Norway

##### SUBJECT: INVITATION TO BID - Global Framework Agreement for Communication Equipment

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 to the e-mail address [ICT.procurement@nrc.no](mailto:ICT.procurement@nrc.no) before **Wednesday 15.02.2017 at 12:00 CET** as stated in the procurement notice.

If you decide not to submit a tender, we would be grateful if you could inform us in writing, stating the reasons for your decision.

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 ".

The 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)*

1. **SCOPE OF SUPPLY**

The Contracts eligible for bidding are:

|  |
| --- |
| **Description of the supply contract** |
| NRC work environment requires effective communication equipment 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 **13.02.2017.** Late bids will not be accepted.

|  |  |  |
| --- | --- | --- |
|  | **DATE** | **TIME\*** |
| Invitation to Bid release | 25.01.2017 | 16.00 CET |
| Deadline for request for any clarifications from NRC | 10.02.2017 | 12.00 CET |
| Last date on which clarifications are issued by NRC | 14.02.2017 | 16.00 CET |
| Deadline for submission of tenders (receiving date, not sending date) | **15.02.2017** | **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 theNRC’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; and
   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 to 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](mailto:ict.procurement@nrc.no)) and the email’s subject field shall include ‘**NRC COMMUNICATION EQUIPMENT’.**

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/v/Bidder-Questions-Answers) (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 15, 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](mailto: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 product 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 six main categories of required communication equipment/supply:
2. CODAN HF – RADIO
3. MOTOROLA – VHF RADIO
4. SATTELITE PHONES
5. BGAN EQUIPMENT
6. GPS EQUIPMENT
7. DATA PRICES
8. The Bidder must provide the list of goods, prices, specification and warranty information. For each category listed above, bidders will find two ranges: Moderate and Heavy-Duty. NRC encourages bidders to fill in each product table 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.
9. For each Communication Equipment the supplier must include the price list of related spare parts and accessories.
10. Please note that NRC will not accept any quota on quantities that will affect prices.
11. Bulk Purchasing: If discounts are offered, the bidder must describe the discount system.
12. Please note that the specification must include the weight of the product including packaging, in order to calculate later the shipping cost.
13. Radio equipment must support analogue and digital connection
14. **CODAN HF RADIO**

|  |  |  |  |
| --- | --- | --- | --- |
| **Moderate CODAN HF Radio – Man Pack** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Moderate CODAN HF Radio – BASE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Moderate CODAN HF Radio – VEHICLE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-Duty CODAN HF Radio – Man Pack** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-Duty CODAN HF Radio – BASE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-Duty CODAN HF Radio – VEHICLE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

1. **Motorola VHF RADIO**

|  |  |  |  |
| --- | --- | --- | --- |
| **Moderate Motorola VHF Radio – HandHeld** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Moderate Motorola VHF Radio – BASE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Moderate Motorola VHF Radio – VEHICLE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-duty Motorola VHF Radio – HandHeld** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-duty Motorola VHF Radio – BASE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-duty Motorola VHF Radio – VEHICLE** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

1. **Satellite Phones**

|  |  |  |  |
| --- | --- | --- | --- |
| **List of Moderate Satellite Phones – THURAYA AND IRIDIUM** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Heavy-duty Satellite Phones – THURAYA AND IRIDIUM** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

1. **BGAN EQUIPMENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **List of Moderate BGAN equipment** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **List of Heavy-duty BGAN equipment** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

1. **GPS EQUIPMENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **List of MODERATE - GPS PERSON TRACKING** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **List of MODERATE – VEHICLE TRACKING** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **List of Heavy-duty - GPS PERSON TRACKING** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **List of Heavy-duty - GPS VEHICLE TRACKING** | | | |
| ***Item Number*** | ***Specification*** | ***Unit Price USD*** | ***Warranty Period*** |
| 1 |  |  |  |
| 1+n |  |  |  |

1. **DATA PRICES**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATA for BGAN AND Satellite Communication** | | | |
| ***Item Number*** | ***Specification*** *(Please refer to section 5. Requirement #3 Data Management)* | | ***Price USD*** |
| 1 |  |  |  |
| 1+n |  |  |  |

**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. Data Management (Satellite and BGAN)
4. Asset Tagging
5. Agreed Prices
6. Additional Features

|  |  |
| --- | --- |
| **Requirement**  **#1**  **Focal Points** | * The bidder should provide a single contact point for 24/7 service support. A permanently staffed NOC is preferred over an ‘on-call’ service in order to have an immediate assistance for the Satellite communication and BGAN subscriptions. * 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* |

|  |  |
| --- | --- |
| **Requirement**  **#2**  **Online Portal ‘Catalogue’** | NRC will priorities 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 communication equipment and related accessories directly through the online portal. (*The purchasing process shall be defined by NRC to continuously meet NRC’s and donors’ procurement regulations.)* * Access historical data/list of purchased equipment with serial numbers (when required). * View countries usage by device, management of SIM card (activate and deactivate) and view costs to date by device. * 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 solution online portal. It 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* |

|  |  |
| --- | --- |
| **Requirement #3**  **Data Management** | In order to maximize the effectiveness of the usage of Satellite phones and BGAN data, as well as minimizing the costs. The Bidder must be able to meet the following requirements regarding SIM cards and subscriptions:   * Present clear charging tariffs for voice and data across all technologies. Including but not limited to: low usage tariffs, high usage tariffs, ‘pay as you go’ and ‘all you can eat’ tariffs. * A monthly master invoice for each country including a detailed summary of subscriptions and usage per handset/SIM. * Clearly state costs for setting up, activation and termination of service. * Ability to work with NRC to migrate data services from previous suppliers. * Distribute inactive SIM cards to all countries on standby to enable NRC readiness in the event of emergency. * Activate or deactivate SIM card in timely manner. |
| **Solution Provided by the bidder** | *Please fill your answer here* |

|  |  |
| --- | --- |
| **Requirement #4**  **Asset Tagging** | 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. |
| **Solution Provided by the bidder** | *Please fill your answer here* |

|  |  |
| --- | --- |
| **Requirement #5**  **Agreed Prices** | The main purpose of the framework agreement is to establish an agreed list of prices. In order to maintain a competitive prices and ensure NRC’s accountability to beneficiaries, bidder must:   * Notify NRC when the market price of the same agreed item is less than the price inside 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. * When applicable, describe the costs and the availability of the performing the installation on site. |
| **Solution Provided by the bidder** | *Please fill your answer here* |

|  |  |
| --- | --- |
| **Requirement #6**  **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. (Tracking, emergency locator beacon etc.). * Provide training on the usage of the devices. |
| **Solution Provided by the bidder** | *Please fill your answer here* |

**SECTION 6**

**LOGISTICAL SUPPORT**

|  |  |
| --- | --- |
| **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 equipment across the full list of specified communication equipment. * 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* |

|  |  |
| --- | --- |
| **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 Communication Equipment of any sort of Incoterms to the 30 aforementioned countries. * 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.)**