**RFI RESPONSE**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary.

**Section 1 - Bidder’s general business details**

1. General information

|  |  |  |  |
| --- | --- | --- | --- |
| Organisation Name: | | | |
| Contact Name: | | | |
| Phone: | | Fax: | |
| Email: | | Parent company (if applicable): | |
| Principle Address: | Registered Address: | | Payment Address: |
| Registration number: | | Tax number: | |
| Year of registration: | | Annual Turnover: | |

1. Please provide details of the type of your organisation (manufacturer, distributor, etc):
2. Please provide details of the primary products/services of your organisation:
3. Please list your employees who would be involved with Save the Children. One employee should be the key point of contact for Save the Children:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Job title** | **Role for Save the Children account** | **Direct telephone number** | **Email address** |
|  |  |  |  |  |
|  |  |  |  |  |

1. Please provide details ofat least2client references whichSave the Children may contact (preferably NGOs):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client Organisation** | **Contact** | **Phone no.** | **E-mail address** | **Details of contract** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Section 2: Bidder Capacity**

1. Detail the lanes you will be able to cover and for which you will provide a quote if you were to be invited to the tender

|  |  |  |
| --- | --- | --- |
| **Product** | **Indicate which products you will bidding for** | **Please list any variations / notes to specification** |
| *Routes to Africa* | Yes / No |  |
| *Routes to Asia* | Yes / No |  |
| *Routes to Middle East* | Yes / No |  |
| *Any other routes* | Yes / No |  |

1. What warranties and guarantees can you offer as part of this contract?
2. How quickly can you guarantee a response time to quotation requests?
3. What are your standard working hours and what after hours services do you provide in the event of an emergency?
4. Detail any benefits or additional services your organisation can offer Save the Children as part of the contract:

**Section 3: Bidder Capability and Experience in Aid & Relief Sector**

1. Provide two specific scenario/ case study on door-to-door delivery for the following countries (in emergency / rapid situation).

**Case Study 1:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Country**  **(choose 1)** | **Products & Value** | **Route and Mode of Transport** | **Information about the client, situation (max. 200 words)** |
| *Syria* |  |  |  |
| *Yemen* |  |  |  |
| *Myanmar* |  |  |  |
| *Afghanistan* |  |  |  |
| *Niger* |  |  |  |
| *Nigeria* |  |  |  |

1. What challenges you faced and how did you handle them?
2. Did you managed to deliver the goods within the lead-time?
3. Did you fulfil the logistics at the same, better or worse cost than the contracted price and why?
4. What lessons have you learned and how would you apply these lessons in SCI context?

**Case study 2:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Country**  **(choose 1)** | **Products & Value** | **Route and Mode of Transport** | **Information about the client, situation (max. 200 words)** |
| *Syria* |  |  |  |
| *Yemen* |  |  |  |
| *Myanmar* |  |  |  |
| *Afghanistan* |  |  |  |
| *Niger* |  |  |  |
| *Nigeria* |  |  |  |

1. What challenges you faced and how did you handle them?
2. Did you managed to deliver the goods within the lead-time?
3. Did you fulfil the logistics at the same, better or worse cost than the contracted price and why?
4. What lessons have you learned and how would you apply these lessons in SCI context?

**Section 5: Implementation Approach**

1. Please describe your approach to implementing your services in a new client?
2. Please describe the process flow of request through to execution (use process map with swim lanes to demonstrate responsibilities between you and Save)?

**Section 5: Confirmation of Bidder’s compliance**

We, the Bidder, hereby confirms compliance with:

* Save the Children’s Child Safeguarding policy
* Save the Children’s Anti-Bribery and Corruption policy
* The IAPG Code of Conduct

The following documents and items are included in our bid:

* RFI Response (this document)
* “04 - RFI Questionnaire\_to be returned” – both tabs

We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein.

|  |
| --- |
| **Acceptance by the Bidder:**  …………………………………………………………………….    Signature  …………………………………………………………………….  Name  ……………………………………………………………………..  Job Title  ……………………………………………………………………..  Company  ……………………………………………………………………...  Date |