## ANNEX-7: Bidder Response

Bidders are advised to carefully read the ITT and supporting information prior to completing this document. Any submission that is incomplete or does not comply with the conditions set out in the ITT and supporting documentation may be rejected from the tender.

This document is separated into the following parts:

**Part A:** Bidder’s general business details

**Part B:** Products, Quality & Capacity

**Part C:** Service & Delivery

**Part D:** Pricing

**Part E:** Ethical Standards

**Part F:** Confirmation of Bidder Compliance

**Part G:** Checklist of Documentation for Submission

Note that bidders should also complete information requested in Annex 8, Pharmaceutical Goods.

If you feel that it is necessary to clarify a response, bidders should provide a brief comment or explanation that is referenced to the relevant question.

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| **Part A: Bidder’s general business details** |

1. General business information

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| --- |
| Organisation Name: |
| Registered name of company (if different): |
| Any other trading names of company: |
| Contact Name: | Job title :  |
| Phone: | Fax: |
| Email: | Website:  |
| Principle Address: | Registered Address: | Payment Address: |
| Registration number: | Country of registration: |
| Date of registration: | VAT/Tax registration number: |
| Legal status of company (i.e. sole trader, partnership, private limited company, other): |
| Date of audited accounts: | If this is more than 15 months ago, please explain why: |
| Duration of audited accounts: | If this is more than 12 months, please explain why: |
| Annual Turnover: | Total net assets: |
| Profit:  | Total current assets:  |
| Expenditure:  | Total current liabilities:  |
| Names of Directors: |
| Names of shareholders having more than 10% stake: |
| Names of any major subsidiary companies: |
| Location of bank account for depositing payments relating to this contract:  |

1. Information relating to parent or holding company (if applicable)

|  |
| --- |
| Registered name of parent or holding company: |
| Registration number: | Date of registration: |
| Country of registration: |
| Legal Status (i.e. sole trader, partnership, private limited company, other): |

All further questions in this document (i.e. 3 and up) must refer to the company that would supply goods to Save the Children, if the submitted bid is successful.

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1. Clarify your business activities, according to the below options *(delete as applicable)*:

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1. Provide a summary of the primary products/services/function of your organisation:

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| --- |
|  |

1. Are you an independent organisation, or operating through a partnership or consortium? If operating through a partnership or consortium, describe with whom.
2. Provide details of your five largest customers and indicate what percentage they contributed to your turnover over the past year:

|  |  |
| --- | --- |
| **Client Organisation** | **% Contribution to turnover** |
|  |  |
|  |  |
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1. Provide details of at least 2 client references that Save the Children may contact:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client Organisation** | **Contact** | **Phone no.** | **E-mail address** | **Details of contract** |
|  |  |  |  |  |
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1. Outline any major changes (e.g. mergers, partnerships, site moves, upgrades) planned in your organisation or production / warehousing sites over the next two years:

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1. Confirm that you have sufficient insurance cover to provide for all your potential liabilities under the contract for Monitoring Information System Services and that you will maintain an adequate level of insurance cover throughout the term of the agreement.

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| --- | --- | --- |
| *Delete as applicable* | Yes | No |

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| **Part B: Service, Quality and Capacity** |

1. Refer to Annex 8: Technical Specification of Requirement (Scope of Work) for the details of the services to be delivered.
2. Detail the services you are intending to supply with any variations / notes to the specification if your service capabilities differ.

| **Capability Category** | **Indicate which services you are bidding for** | **As per the specification?** | **Please list any variations / notes to specification** |
| --- | --- | --- | --- |
| **Results Framework Management**  | Yes / No | Yes / No |  |
| **Activity Management** | Yes / No | Yes / No |  |
| **Indicator Management**  | Yes / No | Yes / No |  |
| **Data Collection Management**  | Yes / No | Yes / No |  |
| **Data Validation Management** | Yes / No | Yes / No |  |
| **Data Analytics and Report Management** | Yes / No | Yes / No |  |
| **Food Commodity Management** | Yes / No | Yes / No |  |
| **Cash or Voucher Management** | Yes / No | Yes / No |  |
| **Workflow Management**  | Yes / No | Yes / No |  |
| **Document Management** | Yes / No | Yes / No |  |
| **Profile Management** | Yes / No | Yes / No |  |
| **Geospatial content management** | Yes / No | Yes / No |  |
| **Offline Management** | Yes / No | Yes / No |  |
| **Search** | Yes / No | Yes / No |  |
| **System Administration** | Yes / No | Yes / No |  |
| **System Compatibility** | Yes / No | Yes / No |  |
| **Back Up & Recovery** | Yes / No | Yes / No |  |
| **User experience** | Yes / No | Yes / No |  |
| **Security**  | Yes / No | Yes / No |  |

1. Which respected\* auditors have inspected your facilities in the last 3 years and what were the results?

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| --- | --- | --- |
| **Auditor** | **Year audited** | **Results – please detail** |
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\* For example: UN agencies, USAID, other INGO’s.

1. Do you have a Quality Assurance manager?

|  |  |  |
| --- | --- | --- |
|  *Delete as applicable* | YES | NO |

If yes, please provide the following information:

|  |  |  |
| --- | --- | --- |
| **Name** | **Qualification(s)** | **Years of experience** |
|  |  |  |

1. Provide a list of the sources that you procure the products/services listed in Annex-8:

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| --- | --- | --- |
| **Name** | **Site Address** | **Date last audited by your organisation** |
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1. **Subcontracting.** Will you be subcontracting any requirements in order to deliver the services to Save the Children?

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| --- | --- | --- |
|  *Delete as applicable* | YES | NO |

If yes:

a. what is your process for assessing your subcontractors/ suppliers in terms of quality, competitiveness and capacity to deliver the service?

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| --- |
|  |

b. provide subcontractor details below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Subcontractor** | **Location** | **Product** | **Operation** |
|  |  |  |  |
|  |  |  |  |
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1. What quality management systems do you adhere to at your facilities?

|  |  |  |
| --- | --- | --- |
| **Certification / Quality Standard** | **Last audited** | **Notifying / Authorising Body** |
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| **Part C: Service and Delivery** |

1. Please list the employees who would be involved with Save the Children (include those persons nominated as key contacts out of hours).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Job title | Role for SCI Account | Length of time as employee | Direct Telephone & Email Address |
|  |  |  |  |  |
|  |  |  |  |  |
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1. What are your standard working hours and in which time zones are the contacts based?

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1. What after-hours services do you provide in the event of a sudden on-set humanitarian disaster?

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|  |

1. Does your organisation close for public and/or religious holiday e.g. national day, Christmas, Eid, summer/winter breaks?

|  |  |  |
| --- | --- | --- |
|  *Delete as applicable* | YES | NO |

If yes, outline the dates and duration

|  |  |  |
| --- | --- | --- |
| **Holiday** | **Date**  | **Duration** |
|  |  |  |
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1. What warranties and guarantees can you offer as part of this contract?

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1. How quickly can you guarantee a response time to maintenance or service requests?

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| --- |
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1. Detail any benefits or additional services your organisation can offer Save the Children as part of the contract:

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1. How many customer complaints did you have last year?

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| --- |
|  |

1. List your 5 most frequent customer complaints, defining the kind of complaints and your rectification measures.

|  |  |  |
| --- | --- | --- |
| Complaint | Times occurred in last 3 years | Rectification measures |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |

1. Please outline any guarantees you provide for products/services and your willingness, and established process, to quickly replace any faulty items at no cost to Save the Children.

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1. Can you deliver this service for Save the Children in Africa (Ethiopia preferred)?

|  |  |  |
| --- | --- | --- |
|  *Delete as applicable* | YES | NO |

1. Which countries do you have experience of delivering this service? Do you specialise in any country/region?

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| --- |
|  |

1. Are there any countries you are not able to deliver this service?

|  |  |  |
| --- | --- | --- |
|  *Delete as applicable* | YES | NO |

If yes, please indicate which countries and why:

|  |  |
| --- | --- |
| Country | Reason |
|  |  |
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1. Save the Children proposes a Go-Live date of 4th October 2016 (subject to USAID award and approval). Please document your proposed implementation schedule to guarantee effective service delivery as of this date:

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| **Part D: Pricing**  |

1. Indicate the price that you are offering Save the Children in the format stated below as part of the contract. Please refer to Annex-8 (Technical Specification of Requirement (Scope of Work)) that must be included.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Unit** | **Price per unit** | **Total** |
| Technology solution with user licenses (up to 250 users estimated), maintenance licenses for administration for proposed capabilities, technical and installation support for proposed capabilities. |  |  |  |
| Optional Additional Services: |  |  |  |
| Additional design, development, testing |  |  |  |
| Training |  |  |  |
| Maintenance |  |  |  |

1. State the length of time that the price stated in your bid will be valid for and how frequently this would be revised during the contract.

|  |  |
| --- | --- |
| Duration of validity |  |
| Frequency of price review |  |

1. If you are not fixing the bid price for the duration of the specify factors that affect the price and describe their impact. Provide benchmark indices, if applicable.

|  |  |  |
| --- | --- | --- |
| **Factor** | **Impact** | **Benchmark Index** |
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1. On average, how have the prices of your products/services fluctuated over the last 2 years? (Delete as applicable and insert a percentage).

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| --- | --- | --- |
| Increase | Decrease | % |
| Comment: |

1. If you are not fixing the bid price for the duration of the contract propose a price renegotiation schedule and method:

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| --- |
|  |

1. Propose any alternative pricing models for the products/services listed in Annex-8, that you would like us to consider for your bid:

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| **Part E: Ethical Standards** |

1. What is the minimum age of employment for your organisation?

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1. Please provide a statement explaining your policy, procedures and practices relating to labour standards, in particular child and forced labour:

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1. How would you assess your subcontractors in terms of compliance to Save the Children’s child safeguarding policy?

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| --- |
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1. Do you conform to any relevant health and safety standards for your industry?

|  |  |  |
| --- | --- | --- |
| *Delete as applicable* | Yes | No |

If yes, detail any relevant standards:

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| --- |
|  |

1. Provide details of any significant safety related incidents that have occurred on site during the last 3 years.

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| --- |
|  |

1. Provide a statement explaining your policy, procedures and practices (including any accreditation) relating to the environment:

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| --- |
|  |

1. How does this policy impact the way in which you procure, store, ship and dispose of pharmaceutical goods?

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1. How do you ensure that the practices of your organisation (and that of your sub-contractors) are compliant with Save the Children’s anti-bribery and corruption policy?

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| **Part F: Confirmation of Bidder’s Response** |

We, the Bidder, hereby certify that our tender is a bona fide offer and intended to be competitive.

We confirm compliance with *(tick)*:

* The terms and conditions stated in the Invitation to Tender;
* General Terms and Conditions for Supply of Services (Annex-1);
* Save the Children’s Conditions of Tendering (Annex-2);
* Save the Children’s Child Safeguarding Policy (Annex-3);
* Save the Children’s Anti-Bribery and Corruption Policy (Annex-4);
* The IAPG code of conduct (Annex-5);
* Essential criteria (Annex 6);
* Technical Specification of Requirement (Scope of Work) (Annex-8)
* Evaluation Criteria (Annex-9)

We agree that Save the Children may verify the information provided in this form itself or through a third party as it may deem necessary.

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

|  |  |
| --- | --- |
| Signed: |  |
| Print Name: |  |
| Job title: |  |
| Company: |  |
| Date:  |  |

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| **Part G: Checklist of Documentation for Submission** |

**Documents and items to return with tender**

1. Annex 7: Bidder Response
	1. Part A: Bidder’s general business details
	2. Part B: Services, Quality & Capacity
	3. Part C: Service & Delivery
	4. Part D: Pricing
	5. Part E: Ethical Standards
	6. Part F: Confirmation of Bidder Compliance
2. Annex 8: Technical Specification of Requirement (Scope of Work) in accordance with the pricing format stated in Part-D of this document (Sr. 31).
3. A copy of your organisation’s registration and license(s).
4. A copy of your organisation’s ethical standards and environmental policies.
5. Confirmation in writing the declarations requested in paragraph 3.3 as stated in the Conditions of Tendering.
6. A copy of your organisation’s latest audited accounts and annual report for last 2 years.
7. Organisational chart of your company.
8. Quality Assurance Manager job description.
9. Certificates and licenses relating to Quality Assurance of your organisation.
10. A copy of the following procedures:
	1. Product/Service Validation
	2. Supplier Prequalification
	3. QA Audit Tool for suppliers
	4. Quality Management System
	5. Complaint Handling