**TENDER RESPONSE**

**SCI/NBO/ITT/2018/002 – Office Repair & Maintenance Services**

**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 detail what your insurance cover provides and what the maximum value is:
2. Please provide details ofat least2client references whichSave the Children may contact (preferably NGOs):

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

1. Does your company have affiliations with other companies within the East Africa Region? Please name the companies with which you are affiliated, if applicable?

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

**Section 2: Bidder capacity**

1. Indicate which services you are ready to provide? List and describe any other services available?

|  |  |
| --- | --- |
| **Maintenance Service** | **Indicate which products you are bidding for** |
| General Maintenance -Inspect, Repair, Replace or Fix broken items  | Yes / No |
| Electrical services | Yes / No |
| Carpentry services | Yes / No |
| Plumbing Services | Yes / No |
| Painting Services | Yes / No |

1. List the areas within Kenya where your company has a physical presence.

|  |  |  |
| --- | --- | --- |
| **Location** | **Contact Person** | **Physical Address** |
|  |  |  |
|  |  |  |
|  |  |  |
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1. What quality standards does your organisation adhere to e.g. ISO?
2. What warranties and guarantees can you offer as part of this contract?
3. How quickly can you guarantee a response time to quotation requests?
4. What are your standard working hours and what after-hours services do you provide in the event of an emergency?
5. What is your standard issue resolution process?
6. Detail any benefits or additional services your organisation can offer Save the Children as part of the contract:
7. What assurance can you guarantee to deliver quality services? Do you have any standard Key Performance Indicators (KPIs) that your company typically employs or guarantees customers?
8. Please describe typical Service Level Agreements (SLAs) that your company establishes with customers.

**Section 3: Pricing proposal**

Please indicate here the prices you are offering to Save the Children as part of this contract, including the currency.

|  |  |
| --- | --- |
| **Service** | **Price** **(KSH)** |
| Monthly Inspection Fees |  |
| Monthly Administrative Fees /Service Charge |  |
| Labour Charge per Hour |  |

1. Can you fix these prices for the duration of the contract?

 Yes [ ]  No [ ]

If not, please provide details of how long they will remain fixed?

1. Please provide a detailed cost breakdown of the Services in question? – Please use a separate sheet / page if necessary
2. If prices cannot be fixed for the duration of the contract, please specify factors that would affect the price and indicate how changes in these factors would affect the price of the stated products:
3. What length of contract would you be willing to negotiate Save the Children? Please indicate in number of years?
4. Do you have any standard contract terms to account for inflation and/or changes in pricing that you typically include in contracts? If so, please describe in further detail.
5. What standard payment terms is your company willing to offer Save the Children?
6. Is your company able to provide Save the Children with any discounts for early payment on your standard payment terms? If so, please provide the percentage discount and terms your company is willing to offer?
7. Do you have any standard contract terms to account for inflation and/or changes in commodity pricing that you typically include in contracts? If so, please describe in further detail.

1. Is your company able to supply any additional benefits to Save the Children based on its status as a Non-Governmental Organization (NGO)? Please specify? *NGO's are not-for-profit organizations typically providing charitable activities and services to those in need. Please list any additional financial and/or services/benefits that your company can offer based on this customer designation.*

**Section 4: Confirmation of Bidder’s compliance**

We, the Bidder, hereby confirm compliance with

 (Please tick against each, where necessary?)

* The required specification for the products [ ]
* The Conditions of Tendering [ ]
* Save the Children’s Terms and Conditions of Purchase [ ]
* 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: (Please tick against each, where necessary?)

* Section 1: General business details [ ]
* Section 2: Bidder capacity [ ]
* Section 3: Pricing proposal [ ]
* Certificate of Registration [ ]
* Tax Identification Certificate [ ]

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

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