**Bidder’s response document**

Thank you for your interest in working with Save the Children. Please complete this documents and refer to the SCI product specifications.

**Instructions for completion**

There are 4 sections in this document

* Business and financial information
* Products and pricing information
* Service levels and lead time
* Quality assurance & ethical standards

Please note, if you recently respond to SCI’s Request for Information, reference SCI/RFP/2017, there is no need to respond to questions marked with a **\***

Additional rows can be inserted for all questions as necessary

**Business and financial information**

General information

|  |  |
| --- | --- |
| **Organisation Name** |  |
| **Contact Name**  **Phone**  **Email** |  |
| **Registered Address** |  |
| **VAT/Tax number** |  |
| **Year of registration**  **Registration number** |  |
| **Registered name of parent or holding company ( if applicable)[[1]](#footnote-1)** |  |
| **Year of registration**  **Registration number** |  |
| **Legal structure** |  |
| **Names of Directors** |  |
| **Annual Turnover 2016**  **Please indicate in US$** |  |
| **Annual Turnover 2016- Group (if applicable)**  **Please indicate in US$** |  |
| **Please detail of the type of your organisation (manufacturer, distributor, etc)** |  |
| **Do you operate any strategic partnerships with different organisation types (manufacturers, distributors etc?)** |  |
| **Legal Status (i.e. sole trader, partnership, private limited company, other):** |  |

Please outline any major changes (e.g. mergers, partnerships) planned in your organisation over the next three years:

Do you manufacture, distribute or supply Breast Milk Substitute (BMS) products (either powdered or ready to use?)

Circle:  *Yes / No*

If ‘Yes’ please provide details of your level of compliance to the[International Code of Marketing of](http://www.who.int/nutrition/publications/code_english.pdf)

[Breast-milk Substitutes](http://www.who.int/nutrition/publications/code_english.pdf). If you are compliant, are you able to provide evidence for this. *Please note that Save the Children reserves the right to ask any bidders additional questions regarding this point during contract negotiations*

Please provide details of at least two client references, which SCI may contact (preferably UN Agencies/ INGOs):

|  |  |  |
| --- | --- | --- |
| **Client Organisation** | **Contact** | **E-mail address** |
|  |  |  |
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**Financial Information**

**\***Please provide details of your three largest customers, and indicate how much they contributed to your turnover over the past year:

|  |  |  |
| --- | --- | --- |
| **Client Organisation** | **% Contribution to turnover** | **% of annual product capacity supplied to client** |
|  |  |  |
|  |  |  |
|  |  |  |

Names of any major subsidiary companies

Location of bank account for depositing payments relating to this contract:

|  |  |
| --- | --- |
| **Date of last 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:** |  |

|  |  |
| --- | --- |
| Please answer the following questions for the last financial year | |
| **Turnover:** |  |
| **Profit:** |  |
| **Expenditure:** |  |
| **Total net assets:** |  |
| **Total current assets:** |  |
| **Total current liabilities:** |  |

Please confirm that you have sufficient insurance cover to provide for all your potential liabilities under the agreement for supply of goods and that you will maintain an adequate level of insurance cover throughout the term of the agreement

Circle: *Yes / No*

**Products and pricing information**

Are you able to offer Halal certified products? *Circle: Yes / No*

If ‘Yes’, please detail

* Which products you can offer as Halal certified
* Whether there is an additional cost for issuing Halal certification
* Cost per unit of issuing Halal certification

**\***Please indicate below, how many years you have been supplying the product that you are bidding for, and in which countries the products are registered and you are able to supply (taking into account country registration where required and non-infringement of any patent.)

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Countries where product is registered** | **Countries where you are pursuing registration** | **Countries you are not currently able to supply product** |
| **Therapeutic Milk F-75** |  |  |  |
| **Therapeutic Milk F100** |  |  |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  |  |  |
| **Ready-to-Use Supplementary food (RUSF)** |  |  |  |
| **SNP ORS** |  |  |  |
| **High Energy Biscuit** |  |  |  |

Please confirm the languages used as standard in the product labelling, and what alternative languages are possible.

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Standard languages** | **Alternative languages possible** | **Cost for adding alternative languages** |
| **Therapeutic Milk**  **F-75** |  |  |  |
| **Therapeutic Milk F100** |  |  |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  |  |  |
| **Ready-to-Use Supplementary food (RUSF)** |  |  |  |
| **SNP ORS** |  |  |  |
| **High Energy Biscuit** |  |  |  |

Please provide details against any planned maintenance quality improvement programmes at your production facilities over the next 36 months

Do your production facilities shut down at any period during the year?

Circle: *Yes / No*

If yes, please provide details

**\***Please provide details of the manufacturing capacity of your / your subcontractors production facilities by product:

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Production site & location** | **Total no. of metric tonnes produced per year (current)** | **Total no. of metric tonnes produced per year** |
| **Therapeutic Milk**  **F-75** |  |  |  |
| **Therapeutic Milk F100** |  |  |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  |  |  |
| **Ready-to-Use Supplementary food (RUSF)** |  |  |  |
| **SNP ORS** |  |  |  |
| **High Energy Biscuit** |  |  |  |

Will you be subcontracting any requirements in order to supply SCI (e.g. production of certain products, quality testing, and transport)?

Circle:  *Yes / No*

If yes, please provide details

|  |  |  |
| --- | --- | --- |
| **Subcontractor** | **Location of subcontractor** | **Outsourced activity** |
|  |  |  |
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Please provide details on how you assess your subcontractors/ raw material suppliers in terms of quality, competitiveness and capacity to supply?

Please detail the location and volume of products held in stock (both at production facilities and at additional warehousing facilities).

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Location** | **Minimum stock level** | **Lead time for replenishment of minimum stock level** |
| **Therapeutic Milk F100** |  |  |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  |  |  |
| **Ready-to-Use Supplementary food (RUSF)** |  |  |  |
| **SNP ORS** |  |  |  |
| **High Energy Biscuit** |  |  |  |

Would your organisation be prepared to hold either virtual or actual supplies for Save the Children for emergency use without advance payment or commitment to use? *(Note that product would require rotation in order to remain compliant with shelf life requirements)*

Circle:  *Yes / No*

If yes, please give details of quantities that you would be prepared to hold for Save the Children and locations stocks would be held:

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Stock location** | **Offered stock level** | **Comments (if any)** |
| **Therapeutic Milk F-75** |  |  |  |
| **Therapeutic Milk F100** |  |  |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  |  |  |
| **Ready-to-Use Supplementary food (RUSF)** |  |  |  |
| **SNP ORS** |  |  |  |
| **High Energy Biscuit** |  |  |  |

Please indicate here the pricing you are offering to Save the Children as part of this contract.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Product** | **Currency** | **FCA location** | **Packing unit** | **Price FCA per packing unit** | **Price FCA per kilo** |
| **Therapeutic Milk F-75** |  |  |  |  |  |
| **Therapeutic Milk F100** |  |  |  |  |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  |  |  |  |  |
| **Ready-to-Use Supplementary food (RUSF)** |  |  |  |  |  |
| **SNP ORS** |  |  |  |  |  |
| **High Energy Biscuit** |  |  |  |  |  |

Are there any additional costs not included in the unit cost above e.g., documentation/ additional quality checks, etc?

Circle:  *Yes / No*

If yes, please give details of costs per packing unit.

|  |
| --- |
|  |

Are you able to offer any discounts (e.g. volume discounts) to the unit cost above? Circle: *Yes / No*

If yes, please give details:

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| --- |
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Save the Children anticipates that there will be a number of changes in the global market over the next 3-5 years, which will affect the price of specialized nutrition products. We would therefore expect to fix pricing for the first 12 months of the Agreement, and then to renegotiate pricing on an annual basis, taking into account factors such as cost of raw materials, volumes procured, benchmarking, etc. Pleas indicate whether this is acceptable to you, and that you are willing to commit to pricing for the initial 12 months of the Agreement.

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## Service levels and lead time

Would your organization be able to meet the service levels outlined in the table below?

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **Number of days** | **Yes/No** | **If No, please indicate the service level can you offer** |
| On receipt of a query from SCI, providing quotes/ lead time information on EXW and FCA basis | 1 working day |  |  |
| On receipt of a query from SCI, providing quotes/ lead time information including freight services | 2 working days |  |  |
| On receipt of a Purchase Order from SCI, confirm order and provide delivery schedule | 1 working day |  |  |
| Goods in stock prepared for dispatch | 1 week |  |  |
| Provide information on orders in transit | Same day |  |  |

Where goods are not in stock, please indicate what lead times you can offer for having goods ready to dispatch,

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity (Goods not in stock to dispatch** | **Stock Location** | **No. of packing unit** | **Number of days** |
| **Therapeutic Milk F-75** |  | 0-50 |  |
| 51-100 |  |
| 101+ |  |
| **Therapeutic Milk F100** |  | 0-50 |  |
| 51-100 |  |
| 101+ |  |
| **Ready-to-Use Therapeutic food (RUTF)** |  | 0-1000 |  |
| 1001- 2000 |  |
| 20001 + |  |
| **Ready-to-Use Supplementary food (RUSF)** |  | 0-1000 |  |
| 1001- 2000 |  |
| 2001 + |  |
| **SNP ORS** |  | 0-50 |  |
| 51-100 |  |
| 101+ |  |
| **High Energy Biscuit** |  | 0-50 |  |
| 51-100 |  |
| 101+ |  |

Please list the employees who would be involved with Save the Children (please include at least one out of hours contact)

|  |  |  |  |
| --- | --- | --- | --- |
| **Name & job title** | **Direct telephone number** | **Email address** | **Availability (office hours/ outside of office hours)** |
|  |  |  |  |
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What are your standard working hours and what (if any) out of hours services do you provide in the event of a sudden onset humanitarian disaster?

Does your organisation close over holiday periods e.g. religious festivals such as Christmas and Eid or summer/winter breaks. Circle: *Yes / No*

If yes, please outline the dates and duration

|  |  |  |
| --- | --- | --- |
| **Holiday** | **Dates** | **Duration** |
|  |  |  |
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Do you have in place any of the below listed performance indicators for customer service?

Circle:  *Yes / No*

If yes, can you confirm what the target value is for each, and how often you will be able to report on them? If you use other performance measures, please indicate them.

|  |  |  |
| --- | --- | --- |
| **Performance indicator** | **Target** | **Mechnaism for monitoring** |
| Lead-time for response to quotes |  |  |
| Lead-time for order confirmation |  |  |
| Lead-time from order placed to dispatch of goods |  |  |
| Number of delivered orders ‘on time & in full’ |  |  |
| Stock availability (% of line items supplied from stock) |  |  |
| Other? |  |  |

If no, would you be willing to put these measures in place SCI chooses to contract with your organization?

Circle: *Yes / No*

Please provide a brief overview of your customer complaints procedure

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## Quality assurance & ethical standards

Please complete the table below with quality management systems (QMS) does your production facilities (or in the case of distributors, your suppliers) also include the last year you were audited against these standards, and attach relevant certificates

|  |  |  |  |
| --- | --- | --- | --- |
| **Production Site** | **Quality Standards in use[[2]](#footnote-2)** | **Year of most recent audit** | **Auditing body** |
|  |  |  |  |
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Please indicate other audits that you have undergone. e.g. a customer audit

|  |  |  |  |
| --- | --- | --- | --- |
| **Production Site** | **Auditing Body** | **Year of most recent audit** | **Audit result** |
|  |  |  |  |
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Do you have a Quality Assurance manager?

Circle: *Yes / No*

What health and safety regulation do you adhere to?

Please provide details of any safety related incidents that have occurred at any of the above production facilitates during the last 3 years.

How many product recalls (at the batch level) have you had to issue in the last 3 years? Please indicate the number of recalls and the reasons why.

How do you plan to assess your subcontractors in terms of compliance to Save the Children’s mandatory policies (Child Safeguarding, Anti-Bribery and Corruption Policy; IAPG Code of Conduct, etc.)?

1. Please note that all details provided should relate to the company that will be the contractual partner if this tender application is successful [↑](#footnote-ref-1)
2. ISO standards, HACCP, Codex Alimentarius, etc. [↑](#footnote-ref-2)