**Tearfund** is a Relief & Development charity that operates as an International Non-Governmental Organisation (INGO). Tearfund works in over 50 countries in close partnership with churches and other Christian organisations. For more information on the work of Tearfund, please visit our website at [www.tearfund.org](http://www.tearfund.org) or contact us directly.

**Tearfund is seeking to enter into a framework agreement with a Supplier to provide mobile satellite services in many countries across the world where we are working.**

For bid submission and any questions please contact us using the information below.

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| **Mobile Satellite Services** | **Tender Information** |
| **Date of tender launch:** | **Wednesday 29th July 2020** |
| **Deadline for submission of tender:** | **Monday 7th September 2020 by Noon (UK time)** |
| **Tender Reference Number:** | **TF-UK-2020-03** |

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| **Duration of the agreement (not including extension)** | **3 years** |
| **Extension period (if applicable)** | **1 year** |
| **Estimated total value of the contract** | **$240,000** |
| **Contact person** | **Tom Bayley, Logistics Business Partner based in UK** |
| **Contact telephone number** | **+44 (0)20 3906 3580** |
| **Contact email address (for questions and submission of bid)** | [**global.purchasing@tearfund.org**](mailto:global.purchasing@tearfund.org) |

**Background**

Tearfund works in over 50 countries across the world. Tearfund currently has 4 operational programmes in South Sudan, Democratic Republic of Congo, Central African Republic and Iraq. This is where we have larger teams and directly implement our own operations - with us having a larger number of mobile satellite services in use in these countries. In all other countries where Tearfund is working, we have smaller teams and the focus is on working through local partners.

Mobile Satellite Services play a vital role in Tearfund’s humanitarian and development programmes. They enable our country teams to communicate effectively with both internal and external stakeholders, often from remote locations where traditional network coverage is either unreliable or unavailable. They further enable Tearfund’s in-country staff to stay connected whilst travelling between locations, and help preserve the safety and security of our teams during emergencies.

Tearfund owns the following devices which are all currently active:

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| **Mobile Satellite Service** | **Quantity Currently Activated** | **Locations** |
| Thuraya Devices | 67 | Burkina Faso, Burundi, Central African Republic, Chad, Democratic Republic of Congo, Ethiopia, Iraq, Ivory Coast, Mali, Nepal, Nigeria, Sierra Leone ,and South Sudan. |
| BGAN (Broadband Global Area Network) Devices | 5 | Central African Republic, Iraq, and the United Kingdom |
| Iridium Devices | 1 | Haiti |
| Iridium PTT (Push-to-Talk) Devices | 5 | South Sudan |

Tearfund owns all the mobile satellite service devices in our portfolio. The majority of these devices are in good condition. Any new devices purchased through this new contract will be to replace devices or for any new requirements (for example, where a new country programme is set up or an existing programme is expanded) and will be on an ad-hoc basis.

During the period of this contract, it is also envisaged that Tearfund will begin to transition away from HF radios in our operational programmes such as the Central African Republic, Democratic Republic of Congo, and South Sudan, to newer PTT (Push-to-Talk) devices such as those based around the Iridium PTT service. Four new vehicles fitted with PTT devices are shortly due to arrive in the Democratic Republic of Congo. Our teams in South Sudan and the Democratic Republic of Congo are also planning to purchase additional PTT devices for bases during this contract.

The total number of locations as well as activated and deactivated SIMs is likely to change on a frequent basis. This is determined by the needs of our in-country teams. Consequently, **Tearfund cannot guarantee any value of spend during the course of this framework agreement**. However, our Airtime usage is currently in the region of $3,500 USD/month, although this is subject to change.

We are seeking a supplier who, in addition to providing these devices and air time services, will be proactive in keeping Tearfund up to date on new developments in the mobile satellite services market and within their own company, which may be of benefit to us.

**Instructions to Suppliers**

If you are interested in competing for this tender, please do the following:

1. Read through all information provided in this document and the contract document first.
2. Ensure that you are able to comply with all requirements prior to starting work on your bid, paying particular attention to the pass/fail criteria.
3. Submit all documents requested as part of your bid.
4. Your pricing submission should be in the currency of US Dollars and should be shown as inclusive and exclusive of any applicable Value Added Tax (VAT) or other locally applicable taxes.
5. Your whole bid must be completed in the English language.
6. Your bid should be emailed to [global.purchasing@tearfund.org](mailto:global.purchasing@tearfund.org) with “Tender Submission for TF-UK-2020-03” as the subject of the email.
7. Any queries about this tender should be submitted by email to [global.purchasing@tearfund.org](mailto:global.purchasing@tearfund.org). Queries will be accepted up to Thursday 27th August and answered by Wednesday 2nd September via the IAPG website.

1. Tearfund reserves the right to award the contract in part or in full.
2. Tearfund is not bound to accept the lowest offer, or any offer.
3. Tearfund is in no way responsible for any costs associated with preparing any supplier’s bid.
4. Tearfund intends to select the bidder(s) who provides the most economically advantageous solution for the organisation. There are two parts in the assessment of this tender:

Part 1: Pass/Fail questions

Part 2: Scored quality criteria questions and price

1. Any bidder must pass the “pass/fail” questions (Part 1) in order to be shortlisted and assessed on the scored part of the tender (Part 2). Tearfund reserves the right to fail a bid if the supplier has not passed one or more of the “pass/fail” questions.
2. Tearfund may seek clarification from any bidder on any aspect of their bid. This may include a demonstration of a bidder’s online portal if relevant and required.
3. Suppliers will be excluded from participation on a procurement if:
   1. they are bankrupt of being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from similar procedure provided for in national legislation or regulations
   2. they have been convicted or an offence concerning their professional conduct by a judgment which has the force of res judicata.
   3. they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify.
   4. they have not fulfilled obligations relating to the payment of social security contributions of the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed.
   5. they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any illegal activity detrimental to the Communities financial interests.
   6. following another procurement procedure or grant award procedure financed by the donor(s) funding this contract, they have been declared to be in serious breach for failure to comply with their contractual obligations.
4. A contract shall not be awarded to any Supplier, who during the procurement procedure for this contract:
   1. are subject to a conflict of interest.
   2. are guilty of a misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or fail to supply this information.
   3. find themselves in one of the situations of exclusion for this procurement procedure as listed above.
5. Prior to award of contract, the winning bidder may be required to provide company and key personnel information to enable anti-terrorism checks to be conducted by Tearfund. Information requested may include any different trading names of the company as well as names, dates of birth and passport/identification numbers for key personnel such as the chief executive, finance director, trustees, majority owner and key staff working on the contract. The winning bidder must pass these anti-terrorism checks before the contract will be awarded.
6. After approval from Tearfund, donors have the right to access all procurement documentation held by both Tearfund and the Supplier to verify that the correct procedures have been followed.

**Specification**

This contract is a framework agreement and therefore although a total maximum spend has been stated for this agreement, this amount is not guaranteed. Tearfund is only obliged to pay the Supplier in accordance with the payment terms once a purchase order has been received and accepted by the Supplier, the purchase order has been fulfilled and the Supplier has invoiced Tearfund the correct amount on the purchase order.

**Essential Requirements**

As a minimum, the Supplier must:

Have a minimum of 2 years of experience in providing satellite phone contracts both in terms of supply of hardware and airtime.

Be able to provide Thuraya, Inmarsat, Iridium services and suitable devices, including third party devices such as from ICOM and Cobham.

As part of these mobile satellite services, provide voice, text messaging (SMS) and data.

Be able to provide the following devices and accessories:

* Thuraya XT Pro, Iridium PTT, ICOM Sat 100, ICOM Sat 100M, Inmarsat ISAT Phone 2, Iridium 9575, Iridium 9555
* Vehicle and fixed location docking stations, external and vehicle antennae, indoor repeaters, spare batteries, chargers and power supplies.

Be able to provide sim cards for the air time needed by Tearfund, if required.

Have the ability to migrate sim cards currently used by Tearfund “over the air” to a new contract, without having to post out new sim cards to all countries as part of the switchover, if required.

Enable Tearfund to continue using its current devices.

Enable prompt suspension of any mobile satellite device if it is lost or stolen.

Have warranties for any new devices or accessories provided that they are as per manufacturer’s warranty.

Provide a dedicated account manager for Tearfund.

Provide monthly management information reporting on usage data.

Provide technical support that is available from Monday to Friday during standard office hours. If the technical support is not based in the UK, it must still have significant overlap with UK office hours.

Provide technical support who have detailed knowledge on all devices and their use.

Be proactive in keeping Tearfund up to date on new developments in the mobile satellite services market and within their own company, that may benefit Tearfund.

Enable Tearfund to pay for goods and services in arrears.

Be able to work with our procurement software which includes purchase orders and invoicing.

Agree key performance indicators with Tearfund prior to the award of the contract. This will include indicators such as activation/deactivation times and response times to delivery requests.

**Desirable Requirements**

A number of desirable requirements are outlined below:

Experience of providing satellite mobile services to non-governmental organisations.

A wide range of other satellite services and devices, such as Thuraya and Inmarsat BGANs.

A user-friendly online portal where Tearfund is able to, for example:

* Activate, suspend and deactivate sim cards
* Ability to enable notifications at certain levels of spend per sim card and the option to prevent further spend beyond a specified limit if required
* View current and historic usage data, including itemised activity
* View data on outstanding contract lengths and applicable deactivation charges
* View all invoices

The ability to supply Tearfund with pre-paid sims.

The ability for Tearfund to pay for a higher value purchase order of devices in monthly instalments.

Recommendations for savings such as the ability to roll over unused minutes / SMS or pool bundled minutes across several phones.

Trialling and demonstrating new services

Short lead times for new devices, spare parts and sim cards, from the date of receiving the purchase order to doorstep delivery in the UK.

Short minimum contract lengths for individual sim cards issued and low activation / deactivation charges.

Overseas delivery of new devices, spare parts and sim cards if required, including the ability to deal with importing arrangements.

Repairs of devices and accessories.

**Tender Response**

Please fill in this whole section below:

Part 1: Pass/Fail Criteria

|  |  |
| --- | --- |
| Company name |  |
| Company registration number |  |
| Chief executive name |  |
| Office address |  |
| Contact name |  |
| Telephone number |  |
| Email address |  |

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| Please confirm where your company is registered? Your company registration documents should be included when you submit your bid. |
| (enter answer here) |

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| What is the nationality of your company’s governing body? The nationality of companies must not be on the prohibited terrorism list. |
| (enter answer here) |

|  |
| --- |
| Where do you source your goods? Goods should not be sourced from countries on the prohibited terrorism list. |
| (enter answer here) |

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| Please provide the names and contact details of 3 major customers who can provide a reference for you (these references should be from customers from whom you have supplied similar services as those requested in this tender). |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Company name | Contact name | Phone number | Email address |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |

|  |
| --- |
| Please provide copies of your company’s three most recent annual financial reports. |

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| Please specify in which countries your company has bank accounts. Companies should not have bank accounts in countries on the prohibited terrorism list. |
| (enter answer here) |

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| --- |
| Please confirm that you have a minimum of 2 years of undertaking satellite phone contracts both in terms of supply of hardware and airtime. |
| YES / NO Please circle yes or no.  Details of experience: |

Part 2 a): Quality - Scored Questions

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| 1.EXPERIENCE: Please provide details of the experience you have within the mobile satellite services sector:  a) as a company  b) key individuals who will be able to provide technical support |
| (enter answer here) |

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| 2.HARDWARE: Please provide the following details:  a) Range of devices and accessories that you supply  b) Stock levels and locations  c) How you will ensure prompt lead times for our essential devices and accessories |
| (enter answer here) |

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| 3.MOBILISATION: Please outline the different steps you would take to mobilise this new contract and how you would make it as easy as possible for Tearfund. Amongst other points, you could include for example, over the air migration and an approximate timetable. |
| (enter answer here) |

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| 4.ONLINE PORTAL: If you have an online portal, please provide details of its functionality and how it provides a user friendly, intuitive experience. If you do not have a portal, you should provide information on how you would perform such tasks as would normally be conducted on an online portal. |
| (enter answer here) |

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| 5.FLEXIBILITY: Please demonstrate how you will offer Tearfund flexibility during the contract. This could include reference to desirable requirements in the specification such as short minimum contract lengths for individual sim cards. |
| (enter answer here) |

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| 6.RISKS: Please highlight risks that Tearfund should be aware of and how you would mitigate against these risks. |
| (enter answer here) |

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| 7.OTHER BENEFITS: Please outline any other points that would benefit Tearfund that you have not covered in the questions above. |
| (enter answer here) |

Part 2 b): Pricing

Bidders should fill in all prices on the separate pricing Excel spreadsheet and submit it in the same Excel spreadsheet format.

Prices must be valid for a minimum of 90 days from the date of submission.

Pricing should be linked to the manufacturer’s pricing (where applicable). Tearfund may require evidence and justification of any price changes prior to agreement to these changes.

**Supplier Declaration**

Please tick the appropriate boxes and complete the necessary sections below as part of your declaration:

|  |  |  |
| --- | --- | --- |
| COMPANY NAME: | |  |
| YES | NO |  |
|  |  | I certify that **I am officially authorized** to represent the company named above. |
|  |  | I have enclosed a copy of our Company’s legal **registration document**. |
|  |  | I have enclosed our Company’s three most recent annual **financial reports**. |
|  |  | I have completed all required parts of the **Tender Response section** in this document. |
|  |  | I have completed and submitted the **Pricing Spreadsheet** as well as submitting my company’s full price list. |
|  |  | I have read and understood all the requirements of **Tearfund’s tender**. |
|  |  | I agree to abide by **Tearfund’s Terms & Conditions and Specification** as well as all other terms set out in this tender document and the contract document. |
|  |  | I have read the **Inter-Agency Procurement Group Corporate & Social Responsibility terms and conditions,** and confirm that my company meets the requirements. |

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| **Name** | **Signature** | **Date** |