*Version 1.0 /110621*

**INVITATION TO TENDER**

**BANGLADESH**

**26 September 2023**

**IFT/SCI/BDCO/FY-23/(Manual)0011**

**Framework Agreement for Supplying ICT HARDWARe (Laptop, Desktop, TAB/TABLET, and SMART PHONE)**

**SUBMISSION DEADLINE: 03:00 PM ON 19/10/2023**

**PRE-SUBMISSION CLARIFICATION MEETING will be held at the SCI Country office:**

**11:00 AM (BST) on October 02, 2023**

**House CWN (A) 35, Road 43, Gulshan 2, Dhaka 1212, Bangladesh**

**QUESTIONS / CLARIFICATIONS:**[**rahad.ahmed@savethechildren.org**](mailto:rahad.ahmed@savethechildren.org) **and** [**shamima.akhter@savethechildren.org**](mailto:shamima.akhter@savethechildren.org)

**FORMAT FOR SUBMISSION:** [**BIDDER RESPONSE DOCUMENT**](#_PART_3_–)

[**PART**](#_PART_1_–) **1 : INVITATION TO TENDER**

* + Introduction to SCI
  + Project Overview and Requirements
  + Award Criteria
  + Instructions & Key Information

[**PART 2 : CORE REQUIREMENTS AND SPECIFICATION**](#_PART_2_–)

A detailed description of SCI’s specific requirements (e.g. volumes, delivery dates/locations, product specifications etc).

[**PART 3 : BIDDER RESPONSE DOCUMENT**](#_PART_3_–)

Template to be used to submit response to this Invitation to Tender.

**Tender Advertisement**

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**PART 1 – INVITATION TO TENDER**

## **INTRODUCTION TO SAVE THE CHILDREN**

SCI is the world’s leading independent organisation for children. We save children’s lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

**Our Vision** – a world in which every child attains the right to survival, protection, development and participation.

**Our Mission** – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

* Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
* Campaign for long term change to improve children’s lives.
* Improve children’s access to the food and healthcare they need to survive.
* Secure a good quality education for the children who need it most.
* Protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
* Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](http://www.savethechildren.net/).

## **PROJECT OVERVIEW**

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Description of Goods / Services** | ICT Hardware (Laptop, Desktop, Tab/Tablet and Smart Phone) |
| **Outcome of Tender** | Framework Agreement: SCI wishes to enter into an agreement with bidders that outlines the key details in which we anticipate purchasing in the future. Such an agreement is known as a ‘Framework Agreement or FWA. SCI makes no commitment under this agreement until we issue subsequent purchase orders outlining specific products/service or volumes. |
| **Duration of Award** | Initially 1 year and further extension 1 year (subject to SCI approval) |

Further detail on the specific requirements of the project (e.g. volumes, dates, specifications, etc.) can be found in [Part 2](#_PART_2_–) (Core Requirements & Specifications) of this Tender Pack.

## **AWARD CRITERA**

SCI is committed to running a fair and transparent tender process, and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

### **ESSENTIAL CRITERIA**

Criteria that bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as ‘Pass’ / ‘Fail’.

1. Legal Documents [ Copy of Trade License/Registration Certificate, TIN, BIN/VAT, Certificate of Incorporation (for Limited Company only)].
2. Minimum 3 years of experience for general supplies to renowned companies and supporting Work Orders/Experience certificate (i.e. MNC, UN, INGOs, Bank/Financial Institutions) need to be submitted.
3. Authorization Certificate from Original Equipment Manufacturer (OEM) and offer must be similar Brand.
4. Compliance with the minimum specification requirement as mentioned in Specification PART -2.
5. Suppliers/Vendors are not any prohibited parties or on Government debar/ Blacklisting by any organization.
6. Compliance with our Mandatory Policy

**3.2 SUSTAINABILITY CRITERIA (10%)**

Criteria used to evaluate the impact a supplier has on the environment, local economy, and community. Bids will be evaluated against the same pre-agreed Criteria.

|  |  |  |
| --- | --- | --- |
| **Sl #** | **Evaluation criteria** | **Assigned Score** |
| 1 | **Sustainability Criteria**  Bidders supply goods with low energy consumption / usage.  10/10 - Bidder which supplies the most energy-efficient devices.  0/10 - Bidder which supplies the least energy efficient devices.  Other bidders scored on a scale between the best and worst suppliers. | 10 |
|  | Total | 10 |

### **3.3 CAPABILITY CRITERIA (40%)**

Criteria are used to evaluate the bidders ability, skill and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria.

| **Sl. no** | **Technical Evaluation criteria** | **Assigned score** |
| --- | --- | --- |
| 1. | Relevant Work Experience for **similar goods/supplies:**  (Minimum 2 Work orders/contract of BDT 5,000,000 each)  10 points for 2 work order/contract  5 points for 1 work order/contract  0 points if the required work order/contract is not available in the tender | 10 |
| 2 | **Length of Service:**  10 points for ≥ 5 years and each individual year 2 points. 0 points for minimum experience of less than 03 years.  Length of service will be calculated from the oldest purchase order available/submitted in the tender | 10 |
| 3 | **Client List/Organization Reference:**  (Category of the organization)   1. International NGO/NGO’s 2. UN /Diplomatic Mission/International organization/Donor Agency/GoB 3. Banks & Financial Institutions 4. Multinational Organization 5. Reputed Group of Companies 6. Hospitals/Clinic   [ Max. 10 points ≥ 10 clients and each individual client 1 point]  Need to submit the PO/Reference with contact details as a supporting document | 10 |
| 4 | **Delivery Lead Time**: (Awardee Supplier started delivery by 30 working days next 7 days)  Full score delivery 30 working days and the next delivery is 7 days from issuing PO.  0 point for less than above (30 working days and next delivery 7 days) | 10 |
|  | **Total** | **40** |

### **3.4 COMMERIAL CRITERIA (50%)**

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GOOD / SERVICE** | **SPECIFICATION** | **QUANTITY** | **UNIT PRICE** | **TOTAL PRICE** |
| **GRAND TOTAL (INCLUDING VAT, TRANSPORTATION AND OTHERS)** | | | |  |

Note: Detail is described in commercial question (section 3).

## **VETTING**

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

## **BIDDER INSTRUCTIONS**

### **6.1 TIMESCALES**

|  |  |
| --- | --- |
| Activity | Date |
| Issue Invitation to Tender | 26 September 2023 |
| Pre-Submission Clarification Meeting | 11.00 AM 02 October 2023 |
| Deadline for questions from Bidders | 06 October 2023 |
| Deadline for Bid Submission | 03.00 PM 19 October 2023 |
| Bid Clarifications | 22 October -20 November 2023 |
| Award Contact | 01 December 2023 |

### **6.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT**

Bidders wishing to submit a bid **must use the Bidder Response Document template in** [**Part 3**](#_PART_3_–) **of this Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability, Sustainable and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by either:

**Electronic Submission via ProSave**

* Submit your response in accordance with the guidance provided in the below document:



**Paper Submission**

* one paper copies submitted on headed paper to **Save the Children, House# CWN (A) 35, Road # 43, Gulshan-2, Dhaka-1212**
* Bids should be submitted in a single sealed envelope addressed to **Head of Supply Chain.**
* The envelope should clearly indicate the Invitation to tender reference number **IFT/SCI/BDCO/FY-23/(Manual)/00011**
* All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

**Electronic Submission**

* **Email should be sent to --- ‘’**[**dhaka.procurement@savethechildren.org**](mailto:dhaka.procurement@savethechildren.org)**’’**
* **Technical and financial proposals should be submitted in a separate folder.**

### **6.4 CLOSING DATE FOR BID SUBMISSION**

Your bid must be received, no later than **15:00 Hrs. of October 19, 2023 (All the date & times are in Bangladesh Standard Time).** Bids must remain valid and open for consideration for a period of no less than 60 days.

### **6.5 KEY CONTACTS**

All questions relating to the tender should be sent via email to:

|  |  |
| --- | --- |
| Name | Email Address |
|  |  |
| Khandokar Rahad Ahemed | [rahad.ahemed@savethechildren.org](mailto:rahad.ahemed@savethechildren.org) |
| Shamima Akhter | [shamima.akhter@savethechildren.org](mailto:shamima.akhter@savethechildren.org) |

Please be advised local working hours are 8:30 AM to 4:30 PM. Please allow up to 02 working days for a response.

Where the inquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

Please be advised local working hours are 08:30 to 16:30 Hrs (Friday & Saturday is weekend for us). Please allow up to 02 working days for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

# **PART 2 – CORE REQUIREMENTS & SPECIFICATIONS**

1. **SPECIFIC REQUIREMENTS**

Agreement for “ICT Hardware” for Save the Children International as per terms and conditions set out in this tender documents.

These items will be delivered throughout the year in Save the Child all field/area Offices by the supplier.

1. **SPECIFICATIONS**
2. **Standard Laptop (Option 1 and Option 2)**

|  |  |  |
| --- | --- | --- |
| **No** | **Particulars** | **Specification (Minimum requirement)** |
| 1 | Brand and Model | Business series Lenovo, HP, Dell, or equivalent |
| 2 | Processor | Intel Core i5 11th Generation |
| 3 | Processor Speed | 1.3 GHz up to 4.4 GHz with 12MB L3 cache, 10 cores, 12 Threads (higher) |
| 4 | RAM | 16GB RAM DDR4, 3200 MHz 2 slots support dual-channel memory up to 32GB |
| 5 | Solid State Drive (SSD) | 512GB M.2 NVMe |
| 6 | Graphics | Integrated: Intel Iris Xᵉ Graphics |
| 7 | Display | Maximum 14" diagonal FHD (1920 x 1080) anti-glare |
| 8 | Operating System | Option-1: Windows 11 Pro (64-bit) license (OEM) or DVD pack  Option-2: Free DOS but Windows 11 Pro, Windows 11 Enterprise supported |
| 9 | Others | 10/100/1000 Gigabit LAN; Bluetooth 5.0; Card  Reader, HD Webcam; Display Port — HDMI Integrated stereo speakers, Digital microphone, Fingerprint sensor |
| 10 | Wireless LAN | Integrated Dual Band 802.11 a/b/g/n ac Technology |
| 11 | Accessories | Standard Backpack |
| 12 | Battery | 3-Cell Lithium Ion battery, Long Life, battery backup time 7 hours |
| 13 | Weight | 1.38 kg (Max) |
| 14 | Security chip Setting | Power-on password, hard disk password, supervisor password, security keyhole • Firmware TPM 2.0 integrated in chipset • Discrete TPM 2.0 TCG Certified |
| 15 | Warranty | 3 years warranty |

**B. Specification of Standard Laptop (Option1 & 2)**

| **No** | **Particulars** | **Specification (Minimum requirement)** |
| --- | --- | --- |
| 1 | Brand and Model | Business series Lenovo, HP, Dell, or equivalent |
| 2 | Processor | Intel Core i5 12th Generation |
| 3 | Processor Speed | 1.3 GHz up to 4.4 GHz with 12MB L3 cache, 10 cores, 12 Threads (higher) |
| 4 | RAM | 16GB RAM DDR4, 3200 MHz 2 slots support dual-channel memory up to 32GB |
| 5 | Solid State Drive (SSD) | 512GB M.2 NVMe |
| 6 | Graphics | Integrated: Intel Iris Xᵉ Graphics |
| 7 | Display | Maximum 14" diagonal FHD (1920 x 1080) anti-glare |
| 8 | Operating System | Option-1: Windows 11 Pro (64-bit) license (OEM) or DVD pack  Option-2: Free DOS but Windows 11 Pro, Windows 11 Enterprise supported |
| 9 | Others | 10/100/1000 Gigabit LAN; Bluetooth 5.0; Card  Reader, HD Webcam; Display Port — HDMI Integrated stereo speakers, Digital microphone, Fingerprint sensor |
| 10 | Wireless LAN | Integrated Dual Band 802.11 a/b/g/n ac Technology |
| 11 | Accessories | Standard Backpack |
| 12 | Battery | 3-Cell Lithium Ion battery, Long Life, battery backup time 7 hours |
| 13 | Weight | 1.38 kg (Max) |
| 14 | Security chip Setting | Power-on password, hard disk password, supervisor password, security keyhole • Firmware TPM 2.0 integrated in chipset • Discrete TPM 2.0 TCG Certified |
| 15 | Warranty | 3 years warranty |

**C. High Configuration Laptop (option 1 & Option 2)**

| **Sl.** | **Particulars** | **Specification (Minimum requirement)** |
| --- | --- | --- |
| 1 | Brand & Model | Business series Lenovo, HP, Dell or equivalent |
| 2 | Processor | Intel Core i7 11th Generation Base Frequency 3.0 GHz up to 4.80 GHz, 12MB, Cache, 8 threads, 4 Cores |
| 3 | RAM | 16GB DDR4 – 3200MHz RAM |
| 4 | Solid State Drive (SSD) | Minimum 512GB |
| 5 | Graphics | Integrated Intel Iris Xᵉ Graphics |
| 6 | Display | 13.3” FHD (1920 x1080), Non-Touch, Anti-glare, 300 nits |
| 7 | Operating System | Option-1: Windows 11 Pro (64-bit) license (OEM) or DVD pack  Option-2: Free DOS but Windows 11 Pro, Windows 11 Enterprise supported |
| 8 | Security chip Setting | Power-on password, hard disk password, supervisor password, security keyhole • Firmware TPM 2.0 integrated in chipset • Discrete TPM 2.0 TCG Certified |
| 9 | Others | Bluetooth 5.0, Webcam, Card Reader, HDMI, Headphone & Microphone combo jack, USB 3.2, USB – C connector |
| 10 | Wi-Fi | Intel® Dual Band Wireless-AC 802.11 a/b/g/n (2x2) Wi-Fi® and Bluetooth® 4.2 Combo |
| 11 | Battery | 3-Cell Lithium Ion battery, Long Life, battery backup time 8 hours Supports Rapid Charge, Type-C AC Adapter |
| 12 | Docking support | Enabled |
| 13 | Accessories | Standard Backpack |
| 14 | Weight | 1.36 Kg |
| 15 | Warranty | 3 years warranty |

**D.** Specification of Standard Desktop (Option 1 and Option 2)

|  |  |  |
| --- | --- | --- |
| **Sl,** | **Particulars** | **Specification (Minimum requirement)** |
| 1 | Brand | Business series HP, Lenovo, Dell or equivalent |
| 2 | Processor | Intel Core i5, 12th Generation or higher, speed 3.0 or higher GHz to 4.6GHz, 18MB L3 cache, 6 cores |
| 3 | Motherboard | Intel Chipset |
| 4 | RAM | 16GB DDR4, 2933MHz expandable up to 64GB |
| 5 | Hard Disk Drive | Not required but provision to install hard disk |
| 6 | Solid State Drive (SSD) | 512GB |
| 7 | Graphics | Integrated Intel HD Graphics |
| 8 | Sound Card | Integrated High Definition Audio Codec |
| 9 | Keyboard | USB Keyboard |
| 10 | Mouse | USB Optical Mouse |
| 11 | Speaker | Standard Internal Speaker |
| 12 | Network | Integrated 10/100/1000 Gigabit Ethernet NIC & Wi-Fi |
| 13 | Monitor | Not required, will be procured separately |
| 14 | Port | USB ports, 1 audio line in; 1 audio line out; 1 RJ-45; HDMI/VGA/Display port; compatible with Monitor |
| 15 | Operating System | Option-1: Windows 11 Pro (64-bit) license (OEM) or DVD pack  Option-2: Free DOS but Windows 11 Pro, Windows 11 Enterprise supported |
| 16 | Security chip Setting | Power-on password, hard disk password, supervisor password, security keyhole • Firmware TPM 2.0 integrated in chipset • Discrete TPM 2.0 TCG Certified |
| 17 | Warranty | 3 years warranty |

E. **Specification of High-Performance Desktop (Option 1 & Option 2)**

| **Sl,** | **Particulars** | **Specification** |
| --- | --- | --- |
| 1 | Brand | Business series HP, Dell, Lenovo or equivalent |
| 2 | Processor | Intel core i7, 12th Generation or higher, Processor-2.10GHz to 4.9GHz, 25MB cache, 12 cores |
| 3 | Motherboard | Intel Chipset |
| 4 | RAM | 32GB DDR4 RAM-2666MHz expandable up to 64GB; 2 DIMM slot |
| 5 | Hard Disk Drive | Not required but provision to install hard disk |
| 6 | Solid State Drive (SSD) | 512GB |
| 7 | Graphics | Intel HD Graphics |
| 8 | Sound Card | High Definition Audio Codec |
| 9 | Keyboard | USB Keyboard |
| 10 | Mouse | USB Optical Mouse |
| 11 | Speaker | Standard internal Speaker |
| 12 | Network | Integrated 10/100/1000 Gigabit Ethernet NIC, Wi-Fi, Bluetooth |
| 13 | Monitor | Not required, will be procured separately |
| 14 | Display | USB ports, 1 audio line in; 1 audio line out; 1 RJ-45; HDMI/VGA/Display port; compatible with Monitor |
| 15 | Operating  System | Option-1: Windows 11 Pro (64-bit) license (OEM) or DVD pack  Option-2: Free DOS but Windows 11 Pro, Windows 11 Enterprise supported |
| 16 | Security chip Setting | Power-on password, hard disk password, supervisor password, security keyhole • Firmware TPM 2.0 integrated in chipset • Discrete TPM 2.0 TCG Certified |
| 17 | Warranty | 3 years warranty |

F. **Specification of Tab**

| **Sl** | **Description** | **Minimum Requirement** |
| --- | --- | --- |
| 1 | Brand & Model | To be mentioned |
| 2 | Operating System | Android 11 |
| 3 | Processor | 2.0GHz Octa core |
| 4 | Storage space | RAM: 3GB, ROM: 32GB, Micro SD Slot support up to 1TB |
| 5 | RAM | 3GB |
| 6 | SIM | Yes |
| 7 | Network type | [GSM, HSPA, LTE](https://www.gsmarena.com/huawei_mediapad_t3_8_0-8578.php) |
| 8 | Network speed | 4G |
| 9 | Screen size/ Display | 10.5 inches maximum, TFT capacitive touchscreen, 16M colors |
| 10 | Resolution | 1200x1920 pixel, 216 ppi density |
| 11 | Protection | Corning Gorilla Glass |
| 12 | Camera parameters | Rear: 8 MP and Front: 5MP, Video recording |
| 13 | Connectivity | Wi-Fi 802.11 b/g/n, WiFi Direct, hotspot, Bluetooth 5.0, microUSB 2.0 |
| 14 | Other | GPS module: Yes, Compass: Yes, Google Play Store: Yes, 3.5 Ear jack: Yes |
| 15 | Battery Capacity | Non-removable Li-Ion 7040mAh battery, Fast Charging |
| 16 | Accessories | To be supplied with Glass protector and back cover |
| 17 | Warranty | I Year |

**G. Specification of Smart Phone Set**

|  |  |  |
| --- | --- | --- |
| **Sl** | **Description** | **Minimum Requirement** |
| 1 | Brand & Model | To be mentioned |
| 2 | Operating System | Android 10 or above |
| 3 | Processor | 2.4 GHz, 2GHz, Octa-core |
| 4 | RAM & ROM | RAM: 4GB, ROM: 64GB |
| 5 | SIM Type | Dual SIM (Dual stand-by) |
| 6 | Network type | GSM/HSPA/LTE |
| 7 | Network speed | GPRS/EDGE/3G/HSPA+/4G |
| 8 | Display | 6.4 Inch, LCD, touch screen or above |
| 9 | Resolution | 1080 x 2408 pixels |
| 10 | Protection | Corning Gorilla Glass |
| 11 | Camera parameters | Primary: 50M, Secondary: 13MP, LED Flash, Video: 1080p@30fps |
| 12 | Connectivity/USB | WLAN b/g/n (Wi-Fi) Bluetooth, Hotspot, USB-C Type |
| 13 | Other Features | GPS: Yes, with A-GPS Sensor: Fingerprint (side-mounted), accelerometer, compass |
| 14 | Battery Capacity | Li-Pro non-removable, 5000 mAh, Fast Charging |
| 15 | Color | Black |
| 16 | Warranty | 1 Year |

1. **ADDITIONAL INFORMATION**
2. Anti-Bribery & Corruption: Save the Children suppliers/consultants must immediately report any suspicions of fraud or dishonesty in confidence to Risk and Compliance Director (abdullah.faruque@savethechildren.org) / Country Director through email.
3. All suppliers/vendors must accept the child safeguarding policy of Save the Children.
4. **Description of work:** Save the Children International (SCI) is inviting offer for the delivery of all awarded goods station to be used in its Bangladesh Country Offices. The offer should include:

* Specification
* Brand name and Model
* Warranty period
* Installation of software on site

1. **Delivery Location:** SCI Dhaka offices (Gulshan-2) and field office
2. **Duration**: The framework agreement will be initially for one year with the possibility of renewal for following period of the next one year based on the satisfactory performance and mutual understanding of both parties.
3. **Spare Parts & Service Centre:** The vendor should provide a list of spare parts available locally & the service center with their offer.
4. **Price and offer validity:** These Prices for the goods are fixed for the duration of the contract, subject to following exceptions, subject to following exceptions.

a) Price may be revised subject to more than a five percent (5%) increase/decrease in USD/BDT exchange rates. USD exchange rate used for pricing must be mentioned on the quotation/offer.

b) In case of Model mentioned in the FWA is being discontinued by the OEM, the vendor can provide the replacement model in the agreed FWA price. If none of the features of the new model is of lower specification than the FWA specifications.

1. **Delivery of common items**: Upon being notified by SCI Procurement regarding the supply of any goods. The Goods shall be supplied to the location specified in the purchase order. The delivery time will be as specified in the purchase order, or else within 07 working days from ready stock days or 45 working days for the first purchase order against this contract. for remaining purchase order, vendor will maintain stock at their end.
2. **Contact Person:** SCI will assign a primary and a secondary contact person from the Procurement Team and ICT Team to coordinate with the vendor. Similarly, the vendor will have to assign a primary and a secondary contact person to coordinate delivery of the services as per agreement.

## SERVICE LEVEL AGREEMENT – (SLA):

* + 1. **Response target:** For each support request, Supplier should respond to the relevant SCI office within 1 working day to be counted from the time of email or telephone notification by SCI.
    2. **Resolution target:** For any Hardware replacement, Supplier should provide the support within 8 working days. For any repair work, Supplier should provide the support within 12 working days. Repair and replacement should be done in the premises of SCI, unless any valid technical difficulty makes it impossible to be done in the premises of Supplier.
    3. **Escalation Matrix**: Supplier will provide support as per the escalation matrix described below:



* + 1. **Bi-Annual Review meeting:** A bi-annual meeting attended by relevant management stakeholders of the SCI and Supplier should be held to review the performance and decide action plans (if any) to improve the service level in the next period.
    2. **Back Up support**: If Supplier fails to meet the resolution target within the 12 days, then they have to provide back up support with a device of same or higher configuration as per instruction of Save the Children ICT focal person.
    3. For products normally used in the field offices of Supplier, support should be provided from local area/district support center of second party.
    4. If any transfer of spare parts or hardware is required for resolution of the troubles between local area and Dhaka support center of SCI, Supplier will reimburse the actual courier costs incurred.

1. **Installation of software on site:** After delivering the Laptop and Desktop Supplier will be sent their technical person to SCI Location within 1-2 working days for unpacking goods and installation OS and relevant software.
2. **Warranty:** Supplier will provide 03 (Three) years full warranty for their delivered Laptop, Desktop 01 (one) year for TAB, Smart Phone & Laptop’s battery & charger.
3. If any goods start malfunctioning, then SCIBD contact person will inform to supplier whenever the supplier will send their Engineer in SCIBD place for diagnosis and resolve problem within 24 hours. If major problem arise and need to take the it to take supplier place, the supplier will collect it from SCIBD office and also return back after fixing the problem.
4. Supplier should provide backup Laptop if spare parts are not available in the local market and manufacturer take longer time after claim warranty for any Laptop.
5. In case, if any malfunctioning product could not be repaired within warranty period due to unavailability of spare parts and/or discontinuation of that specific model by the manufacturer, then the suppliers have to provide replacement with a new product of same or higher configuration as per instruction of Save the Children ICT focal person.
6. **Payment Mode:** Payment will be made through A/C Payee cheque/EFT within 45 days upon satisfactorily goods received/completion of work and submission of invoice with necessary documents. Original duplicate Delivery challan received by Save the Children representative with name & sign is mandatory document for payment.

This procurement will be conducted under USAID, So VAT Coupon will be provided. VAT & TAX shall be applicable as per GoB

1. **Quality and Inspection**: The vendor must maintain the quality of goods as per our required specifications. Inspection will be done against all the mentioned specifications. If any contrary found the goods shall be replaced.
2. **Penalty:** A penalty of 0.1% of the purchase order per week and maximum of 10% of purchase order value will be deducted from the invoice for failure to deliver the Service as per delivery due date mentioned in purchase order unless mutually agreed by both parties
3. Vendor/supplier with employee/group insurance will be preferred.
4. SCI may deal with COVID-19 patients and shall not be liable for vendor staff and their wellbeing. Vendor must ensure adequate quality of PPE and take necessary safety measure for the wellbeing of their staff(s).
5. **Specification:** Specification should be mentioned in the bidders bid documents as per given format in the specification section. Bidder has to mention clearly the country of origin, manufacturer name and details specification of the products. Also, bidder has to submit product catalogue with the quotation. Failure to mention the origin, manufacturer, details specification and submission of catalogue may be treated as non-responsive bidder.
6. Alternative/optional quoted items will not be accepted (only option as per specification), bidders are requested to quote the items which best comply with our specification.
7. SCI reserves the right to accept or reject in part or full/one or all quotations/ offers/proposals without assigning any reason whatsoever.
8. **Negotiation**: Negotiation may be conducted to have benchmarked price (if required).
9. **Compensation for Accidents and Damages:** From the start date of the contract, SAVE THE CHILDREN will not be responsible for any kind of injury/accident or death of any staff of contractor while executing the regular repairing and maintenance works of the goods and other related works.
10. In case of foreign bidders, the bidder must have their local agent in Bangladesh who will make all arrangement for the importation, sample submission and delivery to SCI premises. Delivery needs to be ensured at SCI designated premises (DDP). Bidder needs to mention their local agent name and contact details with the offer. Failure to submit this information may result to ineligibility of that foreign bidder.

# **PART 3 – BIDDER RESPONSE DOCUMENT**

1. **INTRODUCTION**

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 5 sections detailed below:

* [Section 1 – Essential Criteria](#_SECTION_2:_ESSENTIAL)
* [Section 2 – Capability & Sustainability Questions](#_SECTION_3_–)
* [Section 3 – Commercial Questions](#_SECTION_4_–)
* [Section 4 – Bidder Submission Checklist](#_SECTION_5_–)

**The Bidder is required to sign a copy of the Check list in Section 4 as part of their submission**.

1. **INSTRUCTIONS**

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by SCI. If a Bidder wishes to add further information, this is acceptable but the additional information should be limited to only items that are relevant to the tender.

* For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
* If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
* If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

## **SECTION 1 - ESSENTIAL CRITERIA**

***INSTRUCTIONS – Bidders are required to complete all sections of the below table.***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Item*** | **Question** | **Bidder Response** | |
| ***1*** | Bidder accepts Save the Children’s ‘Terms and Conditions of Purchase’ and that any business awarded to the bidder will be completed under the Terms and Conditions included in Section 5 of this pack. | **Yes / No** | **Comments / Attachments** |
|  |  |
| ***2*** | The Bidder and its staff (and any sub-contractors used) agree to comply with SCI and the IAPG’s policies listed in Section 5 of this pack throughout this tender process, and during any future works should the bidder be awarded a contract. | **Yes / No** | **Comments** |
|  |  |
| ***3*** | The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI will undertake independent checks to validate this. | **Yes / No** | **Comments** |
|  |  |
| ***4*** | The Bidder confirms it is fully qualified, licenses and registered to trade with Save the Children (including compliance with all relevant local Country legislation).  This includes the Bidder submitting the following requirements (where applicable):   * Legitimate business address * Tax registration number & certificate * Business registration certificate * Trading license | **Yes / No** | **Comments** |
|  |  |
| **Requirement** | **Bidder Response / Attachments** |
| ***Legitimate Business Address*** |  |
| ***Tax Registration Number & Certificate*** |  |
| ***Business Registration Certificate*** |  |
| ***Trading License*** |  |
| ***5*** | Minimum 3 years of experience for general supplies to renowned companies and supporting Work Orders/Experience certificate (i.e. MNC, UN, INGOs, Bank/Financial Institutions) need to be submitted. | **Yes / No** | **Comments** |
|  |  |
| ***6*** | The bidder Must submit, an Authorization Certificate from Original Equipment Manufacturer (OEM) and the offer must be a similar Brand. | **Yes / No** | **Comments / Attachments** |
|  |  |
| ***7*** | Bidder Must be attached specification as specified, Compliance with the minimum specification requirement as mentioned in Specification PART -2. | **Yes / No** | **Comments / Attachments** |
|  |  |
| ***8*** | Suppliers/Vendors are not any prohibited parties or on Government debar/ Blacklisting by any organization. | **Yes / No** | **Comments / Attachments** |
|  |  |
| 9 | Compliance with our Mandatory Policy | **Yes / No** | **Comments / Attachments** |
|  |  |

## 

## **SECTION 2 – CAPABILITY & SUSTAINABILITY QUESTIONS**

***Instructions – Bidders are required to complete all sections of the below table.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Item*** | **Question** | **Bidder Response** | | |
| ***1*** | REFERENCES  Bidder shares two (2) examples of their experience in providing services similar to those included within the scope of this tender.  Examples provided must be for similar projects within a similar environment / context to that in which Save the Children operates, and within the last two (2) years.  (Note – the Bidder must ensure that for any client references shared, the nominated client is happy to be contacted / visit by Save the Children)  **Client List/Organization Reference (10 points):**  (Category of the organization)   1. International NGO/NGO’s 2. UN /Diplomatic Mission/International organization/Donor Agency/GoB 3. Banks & Financial Institutions 4. Multinational Organization 5. Reputed Group of Companies 6. Hospitals/Clinic   [ Max. 10 points ≥ 10 clients and each individual client 1 point] | **Client Name** | **Contact Details (Name & Email)** | **Project Description** |
| 1) |  |  |
| 2) |  |  |
| 3) |  |  |
| 4) |  |  |
| 5) |  |  |
| 6) |  |  |
| 7) |  |  |
| 8) |  |  |
| 9) |  |  |
| 10) |  |  |
| ***2*** | **Relevant Work Experience for similar goods/supplies (10 points):**  (Minimum 2 Work orders/contract of BDT 5,000,000 each)  10 points for 2 work order/contract  5 points for 1 work order/contract  0 points if the required work order/contract is not available in the tender | **Bidder Response** | | **Attachment(s)** |
|  | |  |
| ***3*** | **Length of Service (10 points):**  10 points for ≥ 5 years and each individual year 2 points. 0 points for minimum experience of less than 03 years.  Length of service will be calculated from the oldest purchase order available/submitted in the tender | **Bidder Response** | | **Attachment(s)** |
|  | |  |
|  | |  |
| ***4*** | **Delivery Lead Time:** (Awardee Supplier started delivery by 30 working days next 7 days)  Full score delivery 30 working days and the next delivery is 7 days from issuing PO.  0 point for less than above (30 working days and next delivery 7 day) | **Bidder Response** | | **Comments** |
|  | |  |
| ***5*** | **Sustainability Criteria (10 points):**  Bidders supply goods with low energy consumption/usage**.**  10/10 - Bidder which supplies the most energy-efficient devices.  0/10 - Bidder which supplies the least energy efficient devices.  Other bidders scored on a scale between the best and worst suppliers. | **Bidder Response** | | **Attachment(s)** |
|  | |  |

**SECTION 3 – COMMERCIAL QUESTIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GOOD / SERVICE** | **SPECIFICATION** | **QUANTITY** | **UNIT PRICE** | **TOTAL PRICE** |
| A. Standard Laptop : ( Option 1 &2) | As per PART -2  2 Specifications | 150 |  |  |
| B. Standard Laptop ( Option 1 &2) |  |  |
| C. High-Performance Laptop: : ( Option 1 &2) | 15 |  |  |
| D. Standard Desktop ( Option 1 &2) | 10 |  |  |
| E. High-Performance Desktop ( Option 1 &2) | 05 |  |  |
| F. TAB | 100 |  |  |
| G. Smart Phone | 05 |  |  |
| **GRAND TOTAL (INCLUDING VAT, TRANSPORTATION AND OTHERS)** | | | |  |
| **OTHER COMMERCIAL CONSIDERATIONS** | | | | |

* Quoted price should be inclusive of any Government taxes/VAT and charges as applicable.

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## **SECTION 4 – BIDDER SUBMISSION CHECKLIST**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:** | | | | | | |
| **No** | **Section** | | | **Please Tick** | | |
| 1. | Section 2 – Essential Criteria | | |  | | |
| 2. | Section 3 – Capability & Sustainability Questions | | |  | | |
| 3. | Section 4 – Commercial Questions | | |  | | |
|  | | | | | | |
| **We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:** | | | | | | |
| **Section** | | **Required Document / Evidence** | | | | **Please Tick** |
| **Essential Criteria Evidence** | | Proof of legitimate business address | | | |  |
| Copy of tax registration number & certificate | | | |  |
| Copy of business registration certificate | | | |  |
| Minimum 3 years of experience | | | |  |
| OEM Authorization | | | |  |
| All specific goods detail specifications | | | |  |
| Suppliers/Vendors are not any prohibited parties | | | |  |
| Compliance with our Mandatory Policy | | | |  |
| **Capability and Sustainability Criteria Evidence** | | Completed Bidder Response Document | | | |  |
| Relevant Work Experience | | | |  |
| Length of Service | | | |  |
| Client List/Organization Reference: | | | |  |
| Delivery lead time | | | |  |
| Proven document of sustainability | | | |  |
| **Commercial Criteria Evidence** | | Completed Bidder Response Document | | | |  |
|  | | | | | | |
| **We, the Bidder, hereby confirm we compliance with the following policies and requirements:** | | | | | | |
| **Policy** | | | **Policy / Document** | | **Signature** | |
| Terms & Conditions of Bidding | | |  | |  | |
| Terms & Conditions of Purchase | | |  | |  | |
| Supplier Sustainability Policy  and the included mandatory policies | | | [Click Here to Access](https://www.savethechildren.net/sites/www.savethechildren.net/files/Supplier%20Sustainability%20Policy.pdf) | |  | |

|  |  |
| --- | --- |
| We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein. | |
| Signature: | ………………………………………………….. |
| Name: | ………………………………………………….. |
| Title: | ………………………………………………….. |
| Company: | ………………………………………………….. |
| Date: | ………………………………………………….. |