**NUTRITION (ANTHROPOMETRIC EQUIPMENT) TENDER RESPONSE**

**There are 6 sections in this document, please ensure that provide information against each requirement**

Additional rows can be inserted for all questions as necessary

# Section A - Bidder’s general business details

# Section B – Product Range and Stock Information

# Section C – Service & Delivery

# Section D – Pricing

# Section E – quality Assurance & Ethical Standards

# Section F – Confirmation of Bidder Compliance

**Section A - Bidder’s general business details**

1. Please indicate the products you wish to bid for

|  |  |
| --- | --- |
| Product | Bidding to supply Save the Children globally  Yes / No |
| **Lot 1:** Height Measurement Board |  |
| **Lot 2:** Spring Type Scale |  |
| **Lot 3:** Mother/Baby Scale |  |
| **Lot 4:** Baby Scale |  |

1. General business information

|  |  |  |  |
| --- | --- | --- | --- |
| 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): | |

Please note that all further details provided after this question 3 should relate to the company that will be the contractual partner if this tender application is successful.

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. Are you an independent organisation, or operating through a partnership? And if operating through a partnership, with who?
4. Please provide details of your five largest customers, and indicate how much they contributed to your turnover over the past year:

|  |  |
| --- | --- |
| Client Organisation | % Contribution to turnover |
|  |  |
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1. Please provide details of at least 2 client references which Save the Children may contact (preferably NGOs):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Client Organisation | Contact | Phone no. | E-mail address | Details of contract |
|  |  |  |  |  |
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1. Please outline any major changes (e.g. mergers, partnerships) planned in your organisation over the next two years:
2. 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*

# Section B – Product Range and Stock Information

1. 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 | No of years’ experience in supply | Countries where you are registered and able to supply product | Total annual value of sales  (& currency) |
| **Lot 1:** Height Measurement Board |  |  |  |
| **Lot 2:** Spring Type Scale |  |  |  |
| **Lot 3:** Mother/Baby Scale |  |  |  |
| **Lot 4:** Baby Scale |  |  |  |

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

|  |  |  |
| --- | --- | --- |
| Product | Standard languages | Alternative languages possible |
| **Lot 1:** Height Measurement Board |  |  |
| **Lot 2:** Spring Type Scale |  |  |
| **Lot 3:** Mother/Baby Scale |  |  |
| **Lot 4:** Baby Scale |  |  |

1. Do you have your own production facilities for the items you are bidding for?

*Circle: Yes / No*

If yes, please provide details of your company’s production facilities that you would use for supply to Save the Children:

|  |  |  |  |
| --- | --- | --- | --- |
| Product | Production Site & location | Year Factory Built | No of employees working at the factory |
|  |  |  |  |
|  |  |  |  |
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1. Please provide details against any planned maintenance and quality improvement programmes at your production facilities
2. Do your production facilities shut down at any period during the year?

*Circle: Yes / No*

If yes, please provide details

1. Will you be subcontracting any requirements in order to supply Save the Children, eg. Production of certain products, quality testing, transport?

*Circle: Yes / No*

If yes, please provide details

|  |  |  |  |
| --- | --- | --- | --- |
| Subcontractor | Location | Product | Operation |
|  |  |  |  |
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1. What is your process for assessing your subcontractors/ suppliers in terms of quality, competitiveness and capacity to supply?
2. 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 week | Total no. of metric tonnes produced per year |
|  |  |  |  |
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1. What are the key raw materials of each product and in which country are they sourced?

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| --- | --- | --- |
| Product | Raw material | Country of origin |
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1. Please detail the location and volumes of anthropometric equipment products held in stock (both at production facilities and at additional warehousing facilities). Please note that Save the Children would ideally like stocks of product to be held in three accessible locations (across Europe, Africa & Asia)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Product | Location | Minimum stock level | Average stock level | Lead time for replenishment of minimum stock level |
|  |  |  |  |  |
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1. Please describe the storage conditions for keeping finished product stock:
2. 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 should be rotated in order to remain compliant with shelf life requirements)

*Circle: Yes / No*

If yes, please give details of quantities that you will hold for Save the Children and locations where you recommend these are held:

|  |  |  |
| --- | --- | --- |
| Product | Location | Save the Children stock level |
|  |  |  |
|  |  |  |
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1. How quickly would you be able to mobilise these stocks in an emergency situation?

## Section C – Service and Delivery

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Job title &  Role for Save the Children account | Length of time as employee | Direct telephone number  (one person should have 24hr availability by mobile) | Email address |
|  |  |  |  |  |
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1. What are your standard working hours?
2. What after-hours services do you provide in the event of a sudden on-set humanitarian disaster?
3. Does your organisation close over holiday periods eg. religious festivals such as Christmas and Eid or summer/winter breaks

*Circle: Yes / No*

If yes, please outline the dates and duration

|  |  |  |
| --- | --- | --- |
| Holiday | Date | Duration |
|  |  |  |
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1. Would your organisation be able to meet the lead-times outlined in the table below?

If not, please indicate what lead-times you are able to offer.

|  |  |  |  |
| --- | --- | --- | --- |
| Activity (**non-emergency**) | Number of days | Yes/No | If No, what times do you offer? |
| Providing quotes on EXW and FCA basis | 1 working day |  |  |
| Providing quotes including freight | 2 working days |  |  |
| Confirming an order & providing delivery schedule | 1 working day |  |  |
| Goods in stock to dispatch | 1 week |  |  |
| Provide information on orders in transit | Same day |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Activity (**non-emergency**)  Goods **not in stock** to dispatch | Quantity | Number of days | Quantity | Number of days | Quantity | Number of days |
| **Lot 1:** Height Measurement Board | 10 |  | 20 |  | 50 |  |
| **Lot 2:** Spring Type Scale | 20 |  | 50 |  | 100 |  |
| **Lot 3:** Mother/Baby Scale | 10 |  | 20 |  | 50 |  |
| **Lot 4:** Baby Scale | 10 |  | 20 |  | 50 |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Activity (**Humanitarian Emergency**) | Number of days | Yes/No | If No, what times do you offer? |
| Providing quotes on EXW and FCA basis | 1 working day |  |  |
| Providing quotes including freight | 1 working day |  |  |
| Confirming an order & providing delivery schedule | 1 working day |  |  |
| Goods (**in stock or virtual stock**) to dispatch | 2 days |  |  |
| Provide information on orders in transit | Same day |  |  |

1. 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 | Frequency in which they are monitored |
| Lead-time for response to quotes |  |  |
| Lead-time for order confirmation |  |  |
| Lead-time from order placed to despatch of goods |  |  |
| Number of delivered orders ‘on time & in full’ (based on time stated in order confirmation) |  |  |
| Stock availability (% of line items supplied from stock) |  |  |
| Other? |  |  |

1. If no, would you be willing to put these measures in place if you were awarded a contract?

*Circle: Yes / No*

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

……………………………………………………

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

|  |  |  |
| --- | --- | --- |
| Complaint | Number of times occurred in last year | Rectification measures |
|  |  |  |
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1. Can you export and transport globally for Save the Children?

*Circle: Yes / No*

Which countries do you have experience of supplying?

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| --- |
|  |

1. Are there any countries you are not able to supply to?

*Circle: Yes / No*

If yes,

Please indicate which countries and why

|  |  |
| --- | --- |
| Country | Reason |
|  |  |
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1. Save the Children anticipates awarding the winning contract by the 1st October 2014, with the operation to be implemented by the 15th October 2014. Please document for us your proposed implementation schedule to guarantee effective supply is in place as soon as possible.

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## Section D – Pricing

1. Please indicate here the prices you are offering to Save the Children as part of this contract. Please refer to specification for details of what must be included.

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| --- | --- | --- | --- |
| Product | Currency – USD or EURO  (Please indicate) | Price Ex-works per unit | Location(s) of Ex-works pricing |
| **Lot 1:** Height Measurement Board |  |  |  |
| **Lot 2:** Spring Type Scale |  |  |  |
| **Lot 3:** Mother/Baby Scale |  |  |  |
| **Lot 4:** Baby Scale |  |  |  |

1. How long can you fix the prices for? (ideally Save the Children would like the prices held for the length of the contract)

|  |
| --- |
|  |

1. If prices were to change during the contract, please specify factors that would affect the price, and indicate how changes in these factors would affect the price of the products quoted for. Please explain the rationale behind your answer, providing benchmark indices if applicable.

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| --- |
|  |

1. Are there any additional costs not included in the unit cost above? Eg fumigated pallets, documentation? If yes, please give details

|  |
| --- |
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## Section E – Quality assurance & Ethical Standards

1. What quality management systems do you adhere to at these production facilities eg. ISO standards, HACCP? Please also include the last year you were audited against these standards, and attach relevant certificates

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| --- | --- | --- |
| Quality Standard | Year last audited | Body accredited by |
|  |  |  |
|  |  |  |
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1. Please indicate other audits that you have undergone. eg. UNICEF? Please also include the last year you were audited, and attach relevant results

|  |  |  |
| --- | --- | --- |
| Audit Body | Year last audited | Results – please detail |
|  |  |  |
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|  |  |  |

1. Do you have a Quality Assurance manager?

Circle: Yes / No

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

Circle: Yes / No

If yes, detail any relevant standards

1. Please provide details of any safety related incidents that have occurred at any of the above production facilitates during the last 3 years.
2. Please provide a statement explaining your policy, procedures and practices (including any accreditation) relating to the environment
3. Please provide a statement explaining your policy, procedures and practices relating to labour standards, in particular child and forced labour
4. How do you ensure ethical manufacturing practices? (question only applies to manufacturers)

|  |
| --- |
|  |

1. How do you assess your subcontractors in terms of compliance to Save the Children’s child safeguarding policy?
2. How do you ensure the practices of both your organisation and your sub-contractors are compliant with Save the Children’s anti-bribery and corruption policy?

## Section G - Confirmation of Bidder’s compliance

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

We confirm compliance with:

* The required specifications for the products
* The Conditions of Tendering, including exclusion criteria
* Save the Children’s General Terms and Conditions for Supply of Goods
* Save the Children’s Child Safeguarding Policy
* Save the Children’s Anti-Bribery and Corruption Policy
* The IAPG code of conduct

The following documents are included in our bid (all bidders):

* Company registration certificate
* Copy of latest audited accounts and annual report for last 3 years

Additionally, the following documents are included in our bid (where relevant):

* Quality standard certificates (if applicable)

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: |  |