## ANNEX-7: Bidder Response

Bidders are advised to carefully read the ITT and supporting information prior to completing this document. Any submission that is incomplete or does not comply with the conditions set out in the ITT and supporting documentation may be rejected from the tender.

This document is separated into the following parts:

**Part A:** Bidder’s general business details

**Part B:** Product/Service, Quality & Capacity

**Part C:** Service & Delivery

**Part D:** Pricing

**Part E:** Ethical Standards

**Part F:** Confirmation of Bidder Response

**Part G:** Checklist of Documentation for Submission

Note that bidders should also complete information requested in Annex 8, Pharmaceutical Goods.

If you feel that it is necessary to clarify a response, bidders should provide a brief comment or explanation that is referenced to the relevant question.

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| **Part A: Bidder’s general business details** |

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): | |

All further questions in this document (i.e. 3 and up) must refer to the company that would supply goods to Save the Children, if the submitted bid is successful.

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1. Clarify your business activities, according to the below options *(delete as applicable)*:

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1. Provide a summary of the primary products/services/function of your organisation:

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1. Are you an independent organisation, or operating through a partnership or consortium? If operating through a partnership or consortium, describe with whom.
2. Provide details of your five largest customers and indicate what percentage they contributed to your turnover over the past year:

|  |  |
| --- | --- |
| **Client Organisation** | **% Contribution to turnover** |
|  |  |
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1. Provide details of at least 2 client references that Save the Children may contact:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client Organisation** | **Contact** | **Phone no.** | **E-mail address** | **Details of contract** |
|  |  |  |  |  |
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1. Outline any major changes (e.g. mergers, partnerships, site moves, upgrades) planned in your organisation or production / warehousing sites over the next two years:

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1. Confirm that you have sufficient insurance cover to provide for all your potential liabilities under the contract for *‘Design, Printing and Publishing of Storybooks for children in ‘Pashto’ and ‘Dari’’* and that you will maintain an adequate level of insurance cover throughout the term of the agreement.

|  |  |  |
| --- | --- | --- |
| *Delete as applicable* | Yes | No |

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| **Part B: Product/Service, Quality and Capacity** |

1. Refer to Annexes – 8A, 8B, 8C and 8D (Specification of Books) and Annexes -9A, 9B, 9C, 9D, 9E, 9F, 9G and 9H (Content Material) for the details of the services to be delivered.
2. Detail the items/products you are intending to supply with any variations / notes to the specification if your proposed product offering differs.

| **Storybook Offering** | **Indicate which items/products you are bidding for** | **As per the specification?** | **Please list any variations / notes to specification** |
| --- | --- | --- | --- |
| **Category One (Pashto)** | Yes / No | Yes / No |  |
| **Category One (Dari)** | Yes / No | Yes / No |  |
| **Category Two (Pashto)** | Yes / No | Yes / No |  |
| **Category Two (Dari)** | Yes / No | Yes / No |  |
| **Category Three (Pashto)** | Yes / No | Yes / No |  |
| **Category Three (Dari)** | Yes / No | Yes / No |  |
| **Category Four (Pashto)** | Yes / No | Yes / No |  |
| **Category Four (Dari)** | Yes / No | Yes / No |  |

1. **Subcontracting.** The illustration of the story books requires cultural and religious sensitivity; will you be subcontracting any specialist in order to deliver the services to Save the Children?

|  |  |  |
| --- | --- | --- |
| *Delete as applicable* | YES | NO |

If yes:

a. what is your process for assessing your subcontractors/suppliers in terms of quality, competitiveness and capacity to deliver the service?

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| --- |
|  |

b. provide subcontractor details below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Subcontractor** | **Location** | **Product/Service** | **Operation** |
|  |  |  |  |
|  |  |  |  |
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1. What quality management systems do you adhere to at your facilities?

|  |  |  |
| --- | --- | --- |
| **Certification / Quality Standard** | **Last audited** | **Notifying / Authorising Body** |
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| **Part C: Service and Delivery** |

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

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| --- | --- | --- | --- | --- |
| Name | Job title | Role for SCI Account | Length of time as employee | Direct Telephone & Email Address |
|  |  |  |  |  |
|  |  |  |  |  |
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1. What are your standard working hours and in which time zones are the contacts based?

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|  |

1. Does your organisation close for public and/or religious holiday e.g. national day, Christmas, Eid, summer/winter breaks?

|  |  |  |
| --- | --- | --- |
| *Delete as applicable* | YES | NO |

If yes, outline the dates and duration

|  |  |  |
| --- | --- | --- |
| **Holiday** | **Date** | **Duration** |
|  |  |  |
|  |  |  |
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1. What warranties and guarantees can you offer as part of this contract?

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1. Detail any benefits or additional services your organisation can offer Save the Children as part of the contract:

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

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|  |

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

|  |  |  |
| --- | --- | --- |
| Complaint | Times occurred in last 3 years | Rectification measures |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |

1. Please outline any guarantees you provide for products/services and your willingness, and established process, to quickly replace any faulty/defective material at no cost to Save the Children.

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1. Can you deliver these materials for Save the Children in Afghanistan?

|  |  |  |
| --- | --- | --- |
| *Delete as applicable* | YES | NO |

1. Save the Children proposes a delivery date of 15th August 2016 (subject to contract award and approval). Please document your proposed implementation schedule to guarantee effective delivery of materials as on this date to SCI Warehouse located at:

**Kabul Bagram,**

**New Road,**

**Dispechary Road, Kabul Afghanistan.**

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| **Part D: Pricing** |

1. Indicate the price that you are offering Save the Children as part of this Contract in the format stated in Annnex-10 (Bill of Quantities). Please refer to Annexes – 8A, 8B, 8C and 8D (Specification of Books) and Annexes - 9A, 9B, 9C, 9D, 9E, 9F, 9G and 9H (Content Material) for the details of materials to be delivered that must be included. **Note: Price includes Freight/transport to SCI warehouse is Kabul**.
2. State the length of time that the price stated in your bid will be valid for and how frequently this would be revised during the contract.

|  |  |
| --- | --- |
| Duration of validity |  |
| Frequency of price review |  |

1. If you are not fixing the bid price for the duration then specify factors that affect the price and describe their impact. Provide benchmark indices, if applicable.

|  |  |  |
| --- | --- | --- |
| **Factor** | **Impact** | **Benchmark Index** |
|  |  |  |
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1. On average, how have the prices of your products/services fluctuated over the last 2 years? (Delete as applicable and insert a percentage).

|  |  |  |
| --- | --- | --- |
| Increase | Decrease | % |
| Comment: | | |

1. If you are not fixing the bid price for the duration of the contract propose a price renegotiation schedule and method:

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1. Propose any alternative pricing models for the products listed in Annexes – 8A, 8B, 8C and 8D (Specification of Books) and Annexes - 9A, 9B, 9C, 9D, 9E, 9F, 9G and 9H (Content Material) that you would like us to consider for your bid:

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| **Part E: Ethical Standards** |

1. What is the minimum age of employment for your organisation?

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1. Please provide a statement explaining your policy, procedures and practices relating to labour standards, in particular child and forced labour:

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1. How would you assess your subcontractors in terms of compliance to Save the Children’s child safeguarding policy?

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|  |

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

|  |  |  |
| --- | --- | --- |
| *Delete as applicable* | Yes | No |

If yes, detail any relevant standards:

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|  |

1. Provide details of any significant safety related incidents that have occurred on site during the last 3 years.

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|  |

1. Provide a statement explaining your policy, procedures and practices (including any accreditation) relating to the environment:

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1. How do you ensure that the practices of your organisation (and that of your sub-contractors) are compliant with Save the Children’s anti-bribery and corruption policy?

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| **Part F: Confirmation of Bidder’s Response** |

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

We confirm compliance with *(tick)*:

* The terms and conditions stated in the Invitation to Tender;
* General Terms and Conditions for Supply of Goods (Annex-1);
* Save the Children’s Conditions of Tendering (Annex-2);
* Save the Children’s Child Safeguarding Policy (Annex-3);
* Save the Children’s Anti-Bribery and Corruption Policy (Annex-4);
* The IAPG Code of Conduct (Annex-5);
* Essential criteria (Annex 6);
* Specification of Book (Annexes – 8A, 8B, 8C and 8D)
* Content Material (Annexes - 9A, 9B, 9C, 9D, 9E, 9F, 9G and 9H)
* Bill of Quantities (Annex – 10)
* Evaluation Criteria (Annex – 11)
* Scope of Work (Annex – 12)

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.

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| --- | --- |
| Signed: |  |
| Print Name: |  |
| Job title: |  |
| Company: |  |
| Date: |  |

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| **Part G: Checklist of Documentation for Submission** |

**Documents and items to return with tender**

1. Annex 7: Bidder Response
   1. Part A: Bidder’s general business details
   2. Part B: Product/Service, Quality and Capacity
   3. Part C: Service and Delivery
   4. Part D: Pricing
   5. Part E: Ethical Standards
   6. Part F: Confirmation of Bidder Response
2. Annexes – 8A, 8B, 8C and 8D (Specification of Books) and Annexes - 9A, 9B, 9C, 9D, 9E, 9F, 9G and 9H (Content Material) in accordance with the pricing format stated in Annex-10 (Bill of Quantities) of this document.
3. A copy of your organisation’s registration and license(s).
4. A copy of your organisation’s ethical standards and environmental policies.
5. Confirmation in writing the declarations requested in paragraph 3.3 as stated in the Conditions of Tendering.
6. A copy of your organisation’s latest audited accounts and annual report for last 2 years.
7. Organisational chart of your company.
8. Quality Assurance Manager Job Description.
9. Certificates and licenses relating to Quality Assurance of your organisation.
10. A copy of the following procedures:
    1. Product/Service Validation
    2. Supplier Prequalification
    3. QA Audit Tool for suppliers
    4. Quality Management System
    5. Complaint Handling