

1 Introduction

1.1 Invitation To Bid

icddr,b, invites your organization to submit a proposal for establishing a LTA for laptops for three categories along with related accessories and software bundle for its lifecycle management services based on the specifications, requirements and terms and conditions set forth in this Request For Proposal (RFP).

This RFP comprises the following sections–

- Part A – Preface sets out the rules applying to the RFP documents and to the Tendering Process. These rules are deemed to be accepted by all Tenderers and by all persons having received or obtained the RFP.
- Part B – Scope of Works describes the Goods and/or Services in respect of which the icddr,b invites Tenders from interested persons.
- Part C – Tenderer's Response specifies the information to be provided.
- Part D – Pricing Information

This RFP outlines our understanding of our needs currently; however these needs are subject to change.

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1.2 Information About icddr,b

icddr,b is an international health research institute. Based in Dhaka, Bangladesh, we are committed to solving public health problems through innovative scientific research – including laboratory based, clinical, epidemiological, and health systems research. By developing, testing and assessing the implementation of interventions specifically designed for resource poor settings, we aim to improve the health and being of people living in the world's poorest nations. For more than 50 years, we have been carrying out high-quality research and promoting the uptake of evidence-based interventions. Our initial focus was on diarrhoeal disease, but we now study multiple infectious diseases, other threats to public health, and methods of healthcare delivery. Our work has had a profound impact on health policy and practice both locally and globally. Our annual turnover exceeds US\$70m. Our work is funded through competitive research grants and we also receive unrestricted funding from the governments of Bangladesh, Canada, Sweden and the UK.

icddr,b run its operation through ERP based system (Microsoft NAV Dynamics). It always welcomes new technology and ideas. In 2008 we introduce SHEBA (an integrated Hospital Management System) and commenced the journey as a paperless organization.

2. Project Background

The operation of icddr,b is a combination of around two hundred projects along with several core activities. Individual departments place orders for IT hardware as per their individual requirements, which has resulted in a non-standard operating environment. This project is looking to establish a standard operating environment for our personal computing system needs with an exclusive agreement with vendor to achieve its best value through long term business relationship.

The purpose of this project is to standardize the requirement of the customer to obtain best value of money along with ensure the related service.

2.1 Goals and Objectives

1. Engage with renowned Laptop manufacturers for three categories of Laptops. This also includes peripherals and accessories as well.
2. Lower costs through total cost of ownership
3. Strengthen the current centralized ordering process and inventory management for better efficiency
4. Improve the support and service for our offices in Bangladesh.

2.2 Potential Volume:

The yearly spend of our current IT budget for personal computing is around US\$0.35M.

2.3 icddr,b Contact

Suppliers will submit any enquiries, responses of intent to bid, clarification requests and submissions related to this RFP to the following contact:

Supply Chain office; icddr,b
supplychain@icddrb.org

Suppliers may not enter into communications with other icddr,b staff about this RFP without the prior written permission of the individual listed above. If they do so, it could lead to elimination of their proposal.

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2.4 Tender submission location and time

Please address your proposal to:

Director, Supply Chain
icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212

Response against our bid will be received in:

SCM Office; Chiller Building, Ground Floor (Through Hospital Entry)
Icddr,b, Mohakhali, Dhaka.

Bidders are requested to submit their proposal in hard copy no later than 25th Jan 2018 COB.

Pre-bid meeting will be held on:

Date: 17th Jan 2018; 3:00 PM
Place: SCM Conferences Room, IPH Building
icddr,b, Mohakhali, Dhaka 1212.

** Interested bidders must confirm their interest to participate in the Pre-Bid meeting at least one day before the meeting at supplychain@icddrb.org for prior approval and security clearances. icddr,b allows not more than **ONE member** from one organization.

** In your confirmation email, please mention Pre-Bid meeting participant/s name, company name and address, NID/Passport number and mobile number. Please bring along your NID/Passport for access to icddr,b premises during Pre-bid meeting participation.

3. Instructions for Intent to Respond and Submitting Proposals

1. Suppliers need to designate the name of the person within your organization who will serve as the main contact for this process, along with his/her title, address, phone number and e-mail address. You agree to destroy any and all information in this document if you choose to decline participation our RFP process.
2. An exploratory conference call may be arranged to assist in the preparation of your written response and presentation/demonstration. To ensure that the same level of information is conveyed equally to all suppliers, icddr,b reserves the right to share questions and responses with all other suppliers.
3. All responses and supporting documentation shall become the property of icddr,b and will not be returned. icddr,b ultimately reserves the right throughout this process to select any servicing option that best meets its business requirements and to hold discussions with any and all respondents. You must agree to the following conditions if you choose to respond to icddr,b regarding this RFP:
 - a) Neither issuance of this RFP nor receipt of proposals represents a commitment on the part of icddr,b
 - b) icddr,b will not be responsible for, or in any way liable for, any costs incurred by suppliers in the preparation of any responses or presentations relating to this RFP.
4. This document is provided for the exclusive use of your organization and copies shall not be made available to any other party, without written consent from icddr,b. Both you and icddr,b acknowledge that they may come in contact with non-public information, which is considered confidential or proprietary to the other, including this document itself. Each party agrees not to use such information for its own benefit or allow it to be released to or used by others. Each party agrees to exercise reasonable care to prevent disclosure to any third party.
5. Neither party shall use the name of the other in publicity releases, referrals, advertising, or similar activity without the prior written consent of the other.

4. Required Written Response

Suppliers need to respond in a format that refers to Part C (Tenderer's Response) in details and must specifically address each and every request for information contained herein. If you are unable to comply with any information requested, an explanation must be provided as part of the response.

5. Evaluation and Agreement Formation

5.1 Evaluation Criteria

icddr,b will evaluate proposals and select a supplier, at its discretion.

5.2 Mandatory Information:

1. Eligibility: Appointed Tier 1 Authorized partner by the OEM having manufacturing authorization letter for specifically this project for support and service.
2. Equipment: Only Business Grade machine

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5.3 Selection Criteria

A few criteria it may use, include, but are not limited to the following:

1. Quality, reputation and performance of providing Laptops (Screen resolutions, Weight, Battery Life, Graphics Performance, HDD speed, Productivity performance, Display brightness, Color gamut, etc). icddr,b may require an opportunity to evaluate models/samples for testing through widely accepted technical benchmarking (e.g Sysmark/3DMark/PCMark/Geekbench).
2. Thoroughness of proposal preparation.
3. Demonstrated excellence in service, support and extended warranties on a global basis.
4. Competitive pricing with the capacity to provide advance and locked global pricing as part of a very demanding marketing schedule.
5. Ability to deliver the requested goods/and or services by the required dates.
6. Capability of supplier to identify all elements leading to understanding of the actual landed costs and establish lead-time and fulfillment objectives.
7. Demonstrated ability to provide account coordination and consolidated purchase reporting for icddr,b management

The weighting of the evaluation criteria as following:

Compliance to Requirements (As per SOW)	<i>30% weight of total score</i>
Capacity Assessments (Support and Service)	<i>20% weight of total score</i>
Financial Proposal (Price)	<i>50% weight of total score</i>

icddr,b may require an Audio Visual presentation by suppliers after proposals are received and reviewed by icddr,b. If we require such a presentation, the icddr,b may schedule a time and place or organize a meeting. Each supplier should be prepared to discuss and substantiate any of the areas of the proposal that is submitted, its qualifications for the services required and any other area of interest relative to its proposal.

5.4 Agreement Formation

All proposals received will be carefully evaluated by icddr,b. icddr,b will then select one or more firms deemed to be fully qualified and best suited among those submitting proposals, on the basis of evaluation criteria described above. icddr,b will then conduct negotiations with the selected suppliers. After negotiations have been conducted, icddr,b will select the supplier or suppliers that, in its opinion, have made the best overall proposal and execute a written agreement based on this RFP, the proposal submitted, and the negotiations concerning these.

Issuance of this RFP, the preparation and submission of responses by suppliers and the subsequent receipt and evaluation of responses by icddr,b shall not commit icddr,b to award a contract to any supplier. Furthermore, in no event shall choosing a specific supplier for presentation, negotiations or otherwise be construed to create any legal obligations on the part of icddr,b. Only the execution of a written agreement by icddr,b and a supplier will be binding on the relevant parties in accordance with the terms and conditions contained in such agreement.

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icddr,b shall not enter into a contract with any individual or organizations that have the following characteristics:

- Have active exclusions in the System for Award Management (SAM) (<https://www.sam.gov>)
- Appear on the Specially Designated Nationals (SDN) and Blocked Persons List maintained by the U.S. Treasury for the Office of Foreign Assets Control, sometimes referred to as the "OFAC List" (<http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx>)
- Are listed in the United Nations Security designation list (http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml)
- If, at any time, the organizations has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract under any fund;

icddr,b defines, for the purposes of this provision, the terms set forth below as follows:

- (a) "*corrupt practice*" means offering, giving, or promising to give, directly or indirectly, to any officer or employee of a Procuring Entity or other Recipient/governmental/private authority or individual a gratuity in any form, an employment or any other thing or service of value, as an inducement with respect to an act or decision of, or method followed by, a Procuring Entity in connection with the procurement proceeding;
- (b) "*fraudulent practice*" means a misrepresentation or omission of facts in order to influence a procurement proceeding or the execution of a contract to the detriment of the Client,
- (c) "*collusive practice*" means a scheme or arrangement among two and more organizations/consortiums with or without the knowledge of the Client (prior to or after proposal submission) designed to establish proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free, open and genuine competition; and
- (d) "*Coercive practice*" means harming or threatening to harm, directly or indirectly, persons or their property to influence the procurement proceedings, or affect the execution of a contract.

icddr,b will use an online screening service (if required) to check the background of the participants.

icddr,b anticipates issuing a contract to a Bangladeshi registered company or organization, provided it is legally registered and recognized under the laws of Bangladesh and is in compliance with all applicable civil, fiscal, and other applicable regulations. Such a company or organization could include a private firm, non-profit, civil society organization, or university.

Companies and organizations that submit proposals in response to this RFP must meet the following requirements:

- I. Companies or organizations, whether for-profit or non-profit, must be legally registered under the laws of Bangladesh upon award of the contract.
- II. Firms operated as commercial companies or other organizations or enterprises (including nonprofit organizations) in which foreign governments or their agents or agencies have a controlling interest are not eligible as suppliers of commodities and services.

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6. Cost Proposal

The cost proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a contract.

The currency of this contract will be Bangladeshi Taka or in US Dollar and cost proposals shall be submitted in BDT or in US\$. icddr,b will use its own transection rate for comparing cost for evaluation.

7. Validity Period

Offerors' proposals must remain valid for 180 calendar days after the proposal deadline.

8. Terms of Contract

This is a request for proposals only and in no way obligates icddr,b to award a contract. In the event of contract negotiations, any resulting contract will be subject to negotiation.

9. Contract award

The contract may be awarded following negotiations by issuing a NOI (Notice of Indent) which will be followed by an official PO (Purchase Order) and a legal contract signing.

10. Penalty clause

In event that the offeror is unable to meet conditions for the Purchase Order and contract in particularly quality & timelines, Purchaser reserves the right to penalize the awardee at the rate of 10% of the awarded contract value.

If the awardee is unable to comply with the Purchase Order & Contract within agreed timeline, in addition to the Liquidated Damages, the Purchaser reserves the right to cancel the Purchase Order and forfeit the contract performance security.

11. Bid & Performance Security:

- a. With technical proposal, Offeror shall submit BDT10,000 as bid security (Refundable).
- b. Within Seven (7) days from the date of acceptance of the Notification of Intent (NOI), the successful Tenderer shall furnish the Performance Security in the form of a Bank draft, pay order or an irrevocable Bank Guarantee (valid until a date twenty eight (28) days beyond the Intended Completion Date) for an amount of BDT 200,000.

12. Invoice & Payment:

A Contractor providing Services under a Standing Offer Arrangement shall provide to the Ordering Officer a Tax Compliant Invoice showing the value of the Services completed.

icddr,b shall make payments within thirty (30) days of receipt of claims that are correct and in order for payment verified by service receiver. Failure by icddr,b to pay the amount payable at the due time will not be grounds to vitiate or avoid the Contract. Any pre-payment option is not allowed.

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The payment of monies pursuant to this clause shall not be taken as evidence against, or as an admission by icddr,b that the Services have been executed in accordance with the Contract or the value thereof, but shall be taken to be payment on account only.

Failure by icddr,b to pay the amount by the due date will not be grounds to vitiate or avoid the contract.

13. Negotiations

icddr,b will award any contract solely on the basis of the original offers received. However, icddr,b reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a contract.

Furthermore, icddr,b reserves the right to conduct a competitive range and to limit the number of Offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals.

Highest-rated Offerors, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive stage. At the sole discretion of icddr,b, offerors may be requested to conduct oral/visual presentations. If deemed an opportunity, icddr,b reserves the right to make separate awards per component or to make no award at all.

SCOPE OF WORK

(Part B)

Goods And / Or Services Description

The support partner of the OEM will need to have a national / international presence and its distribution channel is one of the main attributes we are will be considering.

Other areas for consideration will be:

1. Hardware features that meet our specifications
2. Lower costs through total cost of ownership (TCO)
3. Image support and management cost
4. Warranty support and service cost
5. Offering a centralized ordering process to be more effective and efficient in the way of handling our orders as well as the life cycle of our assets.

Timing

The framework agreement that will be created with the supplier will be for 1 (one) year with the possibility of extension of another one year upon mutual agreement by both parties. The basis of a potential renewal will be contingent on the performance of the supplier (Ref. Key Performance Indicator) during the initial one year of the framework agreement

Pricing & Pricing Methodology

Suppliers shall clearly state in their proposal the following regarding pricing methodology:

1. Price commitment – We are expecting to fix the price for entire contract period (One Year). However, Icddr,b reserve the right to change the model & specification according to changing technology keeping the price constant. In this regard, icddr,b will evaluate the current technology and market pricing stability in every six(6) months period. Any propose change will be a part of the contract.
2. The supplier must provide how they propose to help in cost containment as the framework agreement will be established for one year.

NOTE: Pricing is an important aspect of the eventual agreement, but Customer Service and Support are key to the creation of the new agreement.

Customer Service and Support

Supplier will provide the below mentioned list of Services and Support. This list is not intended to be an exhausted list and could be added to at any time as agreed by both parties.

1. Supplier to maintain stock with appointed service partner of regularly moving spares and supplies.
2. Supplier to confirm how they meet icddr,b issue **Response Time** (24 Hrs/Next day on Site) and **Resolution time** (72 Hrs if spare replacement required).

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3. Supplier to ensure of their representative presence in icddr,b premises to support of Installation and attend service call at instance.
4. Supplier to provide an option on how a an emergency order can be met – **Emergency Shipment Plan**
5. Supplier to provide an option on how a minimum quantity of laptops can be held at support partner premises to support users in icddr,b – **Support Buffer Plan**
6. Supplier to install a standard set of images/ software / configuration of OS (Operating System) that would be supplied by icddr,b. Image will be created by supplier with the software and configuration provided by icddr,b.
7. Supplier to imprint icddr,b LOGO in supplied Laptop.
8. Supplier to provide icddr,b a dedicated Account Manager and provided with 1 months’ notice if a new Account Manager is to be appointed.
9. Supplier to provide reports to icddr,b on monthly and annual aggregation of orders by icddr,b.

KPI for the appointed Vendor:

AREA	KEY PERFORMANCE INDICATOR (KPI)	PERFORMANCE TARGET	MEASUREMENT
QUALITY	Compliant to Specification	Delivered goods will be 100% workable and ready to operational	Count of goods that are reported for either hardware & software deficiency
DELIVERY	In full	100% of goods or services are provided in correct volume/quantity of order placement	Count of orders that are received incomplete
	On time	100% of Goods or services are provided on agreed timeline	Count of orders that are received later than expected or required delivery time
COST	To Contract	Cost containment initiatives	Number of Proposal for technology updates within agreed cost structure
CUSTOMER SERVICE	Urgent Delivery	Supplier attends to urgent orders 80% of time	Count of urgent orders attended to within customer expectations
	Issue response	issues are attended to within agreed timeframe	Count of issues not attended within agreed timeframe
	Issue resolution	issues are attended to within agreed timeframe	Count of issues not attended within agreed timeframe
	Creative solutions	Supplier presents innovative and creative supply chain solutions to increase performance across one or more KPI areas	Count of relevant initiatives presented in a year

Laptop Specification:

Functional Specifications	For Travelers	For Operation	For Analyst
CPU: Salient processor and platform characteristics	Latest generation Intel Core i7 series with minimum dual Core Processor 4 MB Cache Minimum 2.7 GHz base Fq.	Latest generation Intel Core i5 series with minimum dual Core Processor 4 MB Cache Minimum 2.5 GHz Base Fq.	Latest generation Intel Core i7 series with minimum Quad Core Processor 8 MB Cache ; minimum 2.8 base fq
O/S	Windows 10 Pro 64 bit	Windows 10 Pro 64 bit	Windows 10 Pro 64 bit
RAM	8GB (1x8GB) 2133 DDR3 or DDR4	8GB (1x8GB) 2133 DDR3 or DDR4	16GB (2x8GB) 2133 DDR3 or DDR4
HDD	512GB SSD Partition requirement : 30% Primary / 70% Secondary	512GB SSD Partition requirement : 30% Primary / 70% Secondary	512GB SSD Partition requirement : 30% Primary / 70% Secondary
Graphics:	Integrated HD graphics with dual monitor support	Integrated HD graphics with dual monitor support	Integrated HD graphics with dual monitor support , 2GB Dedicated graphics
Display Size:	Max- 13.3 in	Max 14" FHD	Max 15.6" FHD
Display Resolution:	Minimum 1920 x 1080 - FHD, Anti-Glare	Minimum 1920 x 1080 - FHD, Anti-Glare	Minimum 1920 x 1080 - FHD, Anti-Glare
Sounds:	Analog Stereo Output	Analog Stereo Output	Analog Stereo Output
Speakers:	Integrated Stereo (Built-in Stereo Speakers)	Integrated Stereo (Built-in Stereo Speakers)	Integrated Stereo (Built-in Stereo Speakers)
Optical Drive:	N/A	N/A	Optional
Keyboard:	Spill Resistant keyboard with backlit, Dual pointing (optional); Shall not be a membrane based keyboard (i.e., keys should be separate moving parts).	Spill Resistant keyboard with backlit, Dual pointing (optional); Shall not be a membrane based keyboard (i.e., keys should be separate moving parts).	Spill Resistant keyboard with backlit, Dual pointing (optional); Shall not be a membrane based keyboard (i.e., keys should be separate moving parts).

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Webcam:	720p (HD) Integrated or Higher	720p (HD) Integrated or Higher	720p (HD) Integrated or Higher
Microphone:	Integrated	Integrated	Integrated
Bluetooth:	Bluetooth 4, Integrated	Bluetooth 4, Integrated	Bluetooth 4, Integrated
Smart Card Reader:	Optional	N/A	Optional
Network Interface:	IEEE 802.3ac Gigabit Ethernet / Intel® Dual-Band Wireless-AC(2 x 2)	IEEE 802.3ac Gigabit Ethernet / Intel® Dual-Band Wireless-AC(2 x 2)	IEEE 802.3ac Gigabit Ethernet / Intel® Dual-Band Wireless-AC(2 x 2)
Ports:	Minimum 3 USB Port + HDMI (2XUSB3, 1XUSB C)	Minimum 3 USB Port + HDMI (2XUSB3, 1XUSB C)	Minimum 3 USB Port + HDMI (2XUSB3, 1XUSB C)
Expansion Slots:	Cable lock slot should not be in the back of the device	Cable lock slot should not be in the back of the device	Cable lock slot should not be in the back of the device
Delivery Time:	One Month Max from order confirmation	One Month Max from order confirmation	One Month Max from order confirmation
Weight (includes battery):	Preferred 3.0 pounds or less	Preferred 3.5 pounds or less	Preferred 4.5 pounds or less
Battery Life	Minimum 40 WHr, 7-8 Hrs life with standard operation	Minimum 50 WHr, 7-8 Hrs life with standard operation	Minimum 65 WHr+ with 3 years warranty
EPEAT:	Gold	Gold	Gold
Energy Star:	Yes	Yes	Yes
Warranty:	3 Years standard OEM warranty terms	3 Years standard OEM warranty terms	3 Years standard OEM warranty terms
Hardware/Accessories			
Docking Station:	Powered Docking Station with USB , Dual connections supported via VGA, DVI/DisplayPort, and/or HDMI	Powered Docking Station with USB , Dual connections supported via VGA, DVI/DisplayPort, and/or HDMI	Powered Docking Station with USB , Dual connections supported via VGA, DVI/DisplayPort, and/or HDMI
Dongle	RJ-45, VGA	RJ-45, VGA	RJ-45, VGA
Keyboard +Mouse Bundle	Wireless Keyboard+ Mouse Bundle	Wireless Keyboard+ Mouse Bundle	Wireless Keyboard+ Mouse Bundle

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Office License	Office 2016 – OEM License	Office 2016 – OEM License	Office 2016 – OEM License
Monitor:	1. 19" Professional Monitor; 2. 23/24" Professional Monitor - Integrated with Webcam 3. 23/24" Touch Monitor - Integrated with Webcam	1. 19" Professional Monitor; 2. 23/24" Professional Monitor - Integrated with Webcam 3. 23/24" Touch Monitor - Integrated with Webcam	1. 19" Professional Monitor; 2. 23/24" Professional Monitor - Integrated with Webcam 3. 23/24" Touch Monitor - Integrated with Webcam
speakers	Stereo Speakers	Stereo Speakers	Stereo Speakers
Optical drive	External DVD RW (Blu-Ray-Optional)	External DVD RW (Blu-Ray-Optional)	External DVD RW (Blu-Ray-Optional)
RAM upgrade:	upgrade to additional 8GB	upgrade to additional 8GB	upgrade to additional 16GB
Software Bundle Services			
imaging - pre-supplied	Ship with customer previously supplied and approved image (Office, Anti-Virus, ERP, etc)	Ship with customer previously supplied and approved image (Office, Anti-Virus, ERP, etc)	Ship with customer previously supplied and approved image (Office, Anti-Virus, ERP, etc)
Logo Printing	Printed icddr,b Logo on Laptop	Printed icddr,b Logo on Laptop	Printed icddr,b Logo on Laptop

[Handwritten signatures]



RFP for Laptops:

(Part C)

I/we accept the provisions contained in the RFP:

Name:	
Title:	
Signature of Tenderer's Authorized Officer:	

1. Partner's Information			
Registered name and registered address:			
Place of registration:		Years' operating under registered name:	
Name of the key Directors and or Partners:			
Name of professional bodies of which Tenderer is a member			
Contact Details	Phone:	Fax:	Email:
Certificate of Registration/ Incorporation	Certificate of Registration/ Incorporation		
Date:			

2. Mandatory Documentation:

Please tick to confirm that the following are attached	Valid / current Certificate of Tier 1 / Authorized Distributor Status	<input type="checkbox"/>
	Manufacturer Authorization Certificate (MA Letter)	<input type="checkbox"/>
	Top 5 customer list with details	<input type="checkbox"/>
	Proof of Financial solvency	<input type="checkbox"/>
	TAX certificate	<input type="checkbox"/>
	Legal Business Registration in Bangladesh	<input type="checkbox"/>
	VAT certificate	<input type="checkbox"/>
	Trade certificate	<input type="checkbox"/>

3. Supply of Laptops

Please tick to confirm your interest in supply of following items	Laptops for Traveler	<input type="checkbox"/>
	Laptops for Operation	<input type="checkbox"/>
	Laptops for Analyst	<input type="checkbox"/>

4. Supply of Accessories

Please tick to confirm your interest in supply of following items	Docking station	<input type="checkbox"/>	19" Professional Monitor	<input type="checkbox"/>
	Dongle	<input type="checkbox"/>	23/24" Professional Monitor	<input type="checkbox"/>
	Keyboard + Mouse Bundle	<input type="checkbox"/>	Discrete Graphics card	<input type="checkbox"/>
	Optical Drive	<input type="checkbox"/>	Speaker	<input type="checkbox"/>

5. Supply of Software Bundle & Image Print

Please tick to confirm your interest in supply of following items

Software Bundle

Image Print

6. Compliance with the Scope of Work

A Tenderer must provide a tabulated statement showing clearly, and in order of the relevant sections, its level of compliance with Part B (Scope of work).

Section	Compliance Statement :	Explanation / Comment :
	<i>Comply/Not Comply</i> <i>(Please mark your comment)</i>	

7. Purchasing Services:

(a) Please confirm if the following service you offer to your business customers:

- Tracking status of orders :

If not ; please explain how you will manage order tracking, inventory management and logistics follow-up for icddr,b :

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(b) How you handle product returns for items under warranty or damaged during shipping?
(c) What is your standard lead-time for delivery of :
i. Laptops :
ii. Accessories :
iii. Emergency spares :

8. Warranty Support:

How will the support be provided to icddrb during warranty period? (i.e Technician Dispatch from local branches, onsite, Web Support)

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9. Sales Support Service:

(a) Please provide details of your customer account management process.

(b) Do you have an Escalation Process in place when issues need resolution / things go wrong? If yes, Please mention your TWO Escalation point for Sales & Service Management :

(C) What is your standard time for:

- Issue Response Time :
- Issue resolution Time :

10. Pricing Information:

(a) How do you propose to help in cost containment over the next Contract period during the contract period?

(b) Please confirm your technology roadmaps for the laptops, including information on any known end of life dates for proposed products.

<p>11. References</p> <p>Provide three referees that the icddr,b could contact regarding your ability to provide to the Services required under the Specification.</p> <p>Note: icddr,b reserves the right to contact any of the Tenderer's previous customers.</p>	<p>Client and contract details (name, phone and email):</p> <p>Description of service:</p> <p>Period:</p>
	<p>Client and contract details (name, phone and email):</p> <p>Description of service:</p> <p>Period:</p>
	<p>Client and contract details (name, phone and email):</p> <p>Description of service:</p> <p>Period:</p>

12. Service levels

Provide comments/feedback on your propose service level (e.g. response Time , resolution time, timeline for emergency spare replacement):

13. Financial viability for partner

Service Partners are required to demonstrate that they have the financial capacity to provide, over the term of the contract, all the requirements specified in this RFP. Accordingly, you are required to provide the following information.

If the answer to any of the following questions is “yes”, provide an explanation.

(a) Are there any significant events, matters or circumstances which have arisen since the end of the last financial year which may significantly affect the operations of the Tenderer?	
(b) Are there any mergers/acquisitions either recent (within the past 12 months) or which are imminent?	
(c) Are there any proceedings, either actual or threatened, against the Tenderer, its parent or associated entities or any director of the Tenderer, its parent or associated entities or have there been any such proceedings within the past five years? If so, what (if any) remedial action has been taken in respect of such proceedings?	
(d) Are there any bankruptcy actions against a director of the Tenderer, its parent or associated entities, or has there been within the past five years?	
(e) Are there any de-registration actions against the Tenderer, its parent or associated entities on foot, or have there been any within the past five years?	
(f) Are there any insolvency proceedings, actual or threatened (including voluntary administration, application to wind up, or other like action) against the Tenderer, its parent or associated entities on foot, or have there been any within the past five years?	
(g) Is the partner, its parent or associated entities currently in default of any agreement, contract, order or award that would or would be likely to adversely affect the financial capacity of the Tenderer to provide the Goods and/or Services contemplated by this RFP?	
(h) Are there any other factors which could adversely impact on the financial ability of the Tenderer to	

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successfully perform the obligations contemplated by this RFP?	
(i) Is the Tenderer solvent and able to meet its debts as and when they fall due in the normal course of business?	
In addition to the information required above, partners are required to undertake to provide to the icddr,b (or its nominated agent) upon request all such information as the icddr,b reasonably requires, such as financial statements, bank letters, etc, to satisfy itself that Tenderers are financially viable and have the financial capability to provide the Services for which they are tendering and to otherwise meet their obligations under the Proposed Contract.	
Provide your undertaking to comply with this request. <i>[Response required Agree or Disagree]</i>	

Part : D - Laptop Pricing Information Sheet

Sl. No.	Product Description	Models/Series	Price information			Warranty Add on	Shipping & Insurance	End Product Price
			Purchase Price (excl) warranty	Laptop Warranty Cost (3 year)	Total Cost in / unit for 3 year warranty	Additional warranty cost for each year	Cost for Shipping upto Destination	Total Cost
1	Laptop for Travelers (Business Grade)							
2	Laptop for Operation (Business Grade)							
3	Laptop for Analyst (Business Grade)							
4	Docking station (Compatible to all models)							
5	Dongle (Compatible to all models)							
6	Wireless Keyboard+Mouse Bundle							
7	External Optical Drive							
8	19" Professional Monitor							
9	23/24" Professional Monitor							
10	Office License (OEM)							
11	Discrete Graphics card							
12	23/24" Professional Monitor							
13	Speaker(Wire/Wireless)							
14	Backpack							
15	Carrying Case							

Service Description	Value	Unit of Measure
1 Image Printing		per laptop print
2 Software Image Bundle		per laptop installation

ACCEPTANCE

icddr,b requests that proposals remain open for acceptance for a period of not less than One Eighty (180) days from the closing date.

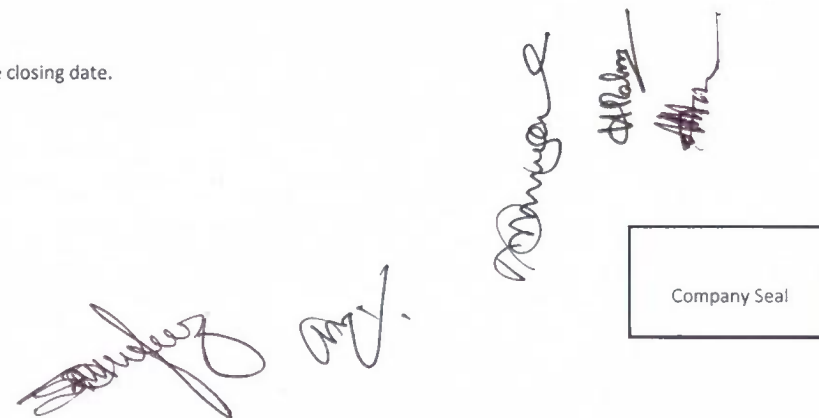
Supplier Response

We confirm that this proposal is open for acceptance by icddr,b for a period of days.		days
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Name : _____

Company : _____

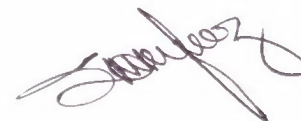
Date & Signature : _____



Handwritten signatures and stamps are present in the bottom right area of the page, including a large signature and several smaller ones, along with a rectangular box labeled 'Company Seal'.

Evaluation Criteria - Laptops						
Score ->	1	2	3	4	5	Weight on total score
Compliance to Requirements						30%
1	Compliance with Specifications	Most specification offered are less than the minimum requirement	Some specifications offered are less than the minimum requirement (less than 3 deviations)	Supplier complies with most of the specifications (less than two deviations)	Supplier complies with all of the specifications	Supplier exceeds most of the specifications
2	Service levels (SLA)	is not able to comply most of the Service Requirements	is not able to comply atleast 2 Service Requirements	Supplier complies with most of the Service Requirements (less than two deviations)	Supplier complies with all of the Service Requirements	Supplier exceeds with most of the Service Requirements
Capability Assessment						20%
1	Order Management	* No formal order and inventory management system	* No formal order management system or ability to manage inventory for stock (consumables & equipment) for clients (e.g. icddr, b)	* Maintains order fulfillment & tracking with ability to manage inventory based on forecasted demand	* Maintains customer order fulfillment & tracking with ability to manage inventory based on expected demand	* Maintains Purchasing Portal for order fulfillment & tracking with ability to manage inventory for stock (consumables & equipment) for clients (e.g. icddr, b)
2	Delivery , Logistics & QA	* Delivery time is more than 60 days * No policy/practice defined or no response.	* Can deliver within 45-60 days * Basic process requiring further development.	* Can deliver within 30-45 days * Good Customer Management policy in place	* Can deliver within 15-30 days * Well-defined process in place with organization keeping track of quality errors and replacement as well	* Distribution centre is in Dhaka and can deliver within 5 working days * Well-defined process in place with organization keeping track of quality errors and replacement as well. A continuous improvement process in place
3	Warranty	Standard One year Warranty	Standard One to Three year Warranty	All Product is Three Years Warranty	Additional Warranty offered with Default Three Years Warranty	Additional warranty offered with NO ADDITIONAL COST
4	Support	No account management structure or no response	Limited understanding of account management process, meets most requirements	Good account management process, meets all requirements	Strong account management process with dedicated account managers	Strong account management process with senior leaders involved in the process







5	Pricing information	* No cost containment approach offered or no response	* Basic process requiring further development.	* Good policy in place	* Well-defined process in place for keeping track of new models and latest technology while delivering value for money	* Well-defined process in place for keeping track of new models and latest technology while delivering value for money. Plan proposed to reduce cost over the contract period
6	Product Life-cycle	Prodcuts offered with end of life of less than 03 months	Prodcuts offered with end of life of more than 03-06 months	Prodcuts offered with end of life of more than 06-09 months	Prodcuts offered with end of life of more than 09-12 months	Prodcuts offered with end of life of more than 12 months
7	Monitoring & Reporting	No reporting offered	Reporting provided on request	Regular manual reporting system in place	online reporting access provider and client has access into it	online reporting access with Dash board proving details of Service Requirement and other information

Financial Proposal

50%

Compliance to Requirements	30%
Capability Assesment	20%
Financial Proposal	50%





