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**Invitation to Tender (ITT) for the service/ supply of**

**Satellite Communications goods and services under a Framework Agreement**

**REF: DUB-LGD-2367**

|  |
| --- |
| **GOAL is completely against fraud, bribery and corruption**  **GOAL does not ask for money for bids. If approached for money or other favours, of if you have any suspicions of attempted fraud, bribery or corruption please report immediately to email** [**speakup@goal.ie**](mailto:speakup@goal.ie)  **Please provide as much detail as possible with any reports** |

# About GOAL

GOAL is an international humanitarian agency, currently operating in 14 countries worldwide, dedicated to alleviating the suffering of the poorest of the poor. We respond to humanitarian emergencies wherever they occur. We are a non-denominational, non-governmental and non-political organisation. For more information on GOAL and its operations please visit [www.goalglobal.org](http://www.goalglobal.org)

# Proposed Timelines

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date** |
| 1 | ITT publication | 29th September 2021 |
| 2 | Closing date for clarifications | 22nd October 2021 10:00 Dublin local time, |
| 3 | Closing date and time for receipt of Tenders | 29th October 2021 10:00 Dublin local time, |
| 4 | Tender Opening Location | GOAL office, Dun Laoghaire. |
| 5 | Tender Opening Date and time | 2nd November 2021 12:00 Dublin local time |

# Overview of requirements

## Service or Supply Specification

GOAL currently works in 14 countries worldwide covering, East, West, Central Africa, Central America, Middle East and Europe. However, GOAL is also committed to responding to humanitarian emergencies wherever they occur, and all solutions offered must be in line with this requirement.

GOAL invites prospective suppliers to submit their tenders for:

* **Satellite Communications** 
  + **Lot 1** - Airtime & data services
  + **Lot 2** - Equipment

Detailed specifications are outlined in Appendix 2, Specification; the technical parameters offered must meet or exceed minimum specification requirements outlined.

Tenderers may submit offers for one or both lots. Lots will be awarded individually however both lots may be awarded to one company. **Financial offers for a single lot should not be contingent on being awarded both lots.**

## type of contract

A framework agreement (FWA) is an agreement with a single supplier (or group of suppliers) to establish terms governing contracts that may be awarded during the period of the FWA. GOAL, as contracting authority, does not guarantee any volume of orders under FWA as all purchases will be based on the needs and activities of GOAL.

The FWA will set prices for the FWA duration (initially for 1 year with the possibility to review on an annual basis up to a maximum of 3 years). Prices and the quality of the service received will be reviewed jointly on an annual basis by GOAL and FWA supplier to make sure it’s satisfactory and within current market value.

To participate in the FWA, respondents will need to be successful in this tender exercise. The winning tenderer(s) will be required to enter into an FWA with GOAL for Satellite Communications (either airtime & data services; or equipment; or both) on the conditions set out in Financial Offer to this ITT (Appendix 4) the GOAL Standard Terms and Conditions (Appendix 6&7), the specifications (Appendix 2) and other documents which form the mandatory requirements for response.

# Terms of the Procurement

## Procurement Process

### This competition is being conducted under GOALs Open International Tender Procedure.

### The Contracting Authority for this procurement is GOAL

### Any contracts or agreements that may arise from it may be funded by multiple donors and therefore are bound by the regulations of those donors.

## Clarifications and Query Handling

### GOAL has taken care to be as clear as possible in the language and terms it has used in compiling this ITT. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this tender, the meaning and interpretation attributed to that word or term by GOAL will be final. GOAL will not accept responsibility for any misunderstanding of this document or any others relating to this tender.

### Requests for additional information or clarifications can be made up to 10:00 Dublin local 22nd October 2021 (as outlined in section 2) before the deadline, and no later. Any queries about this ITT should be addressed in writing to GOAL via email on [clarifications@goal.ie](mailto:tenders@goal.ie) **with the reference DUB-LGD-2367 Sat Comms FWA Clarifications in the email subject line** and answers shall be collated and published online at <https://www.goalglobal.org/tenders> in a timely manner.

## Conditions of Tender Submission

### Tenders must be completed in English.

### Financial offers must be submitted in **USD**

### Tenders must respond to all requirements set out in this ITT and complete their offer in the Response Format.

### Failure to submit tenders in the required format will, in almost all circumstances, result in the rejection of the tender. Failure to resubmit a correctly formatted tender within 3 (three) working days of such a request will result in disqualification.

### Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Additionally, tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the tenderer knows to be relevant or to mislead GOAL and/or its evaluation team in any way will result in the disqualification of the tender.

### Tenders must detail all costs identified in this ITT. Additionally, tenders must detail any other costs whatsoever that could be incurred by GOAL in the usage of services and/or the availing of options that may not be explicitly identified/requested in this ITT. Tenderers’ attention is drawn to the fact that, in the event of a Contract/ Framework Agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.

### Any conflicts of interest (including any family relations to GOAL staff) involving a tenderer must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.

### GOAL will not be liable in respect of any costs incurred by respondents in the preparation and submission of tenders or any associated work effort.

### GOAL will conduct this tender, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Tenders will be opened by at least three designated officers of GOAL.

### GOAL is not bound to accept the lowest, or any tender submitted.

### GOAL reserves the right to split the award of this contract between different bidders in any combination it deems appropriate, at its sole discretion.

### The Supplier shall seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling this contract. Full details of the proposed subcontracting company and the nature of their services shall be included in the written request for approval. Written requests for approval must be submitted to the contract focal point identified in section 1.

### GOAL reserves the right to refuse any subcontractor that is proposed by the Supplier.

### GOAL reserves the right to negotiate with the Supplier who has submitted the lowest Bid that fully meets the technical requirements, for the purpose of seeking revisions of such Bid to enhance its technical aspects and/or to reduce the price.

### Information supplied by respondents will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.

### GOAL reserves the right to terminate this competition at any stage.

### Unsuccessful tenderers will be notified.

### GOAL’s standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.

### This document is not construed in any way as an offer to contract.

### GOAL and all contracted suppliers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this ITT may be financed by multiple donors and those donors and/or their agents have rights of access to GOAL and/or any of its suppliers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an offer under this ITT assumes Service Provider acceptance of these conditions.

### **Terrorism and Sanctions:** GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. GOAL shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.

## Submission of Tenders

Tenders must be delivered the following way:

1. Electronically with your financial and technical offers in separate emails to [hqtenders@goal.ie](mailto:hqtenders@goal.ie) and in the subject field state:
   1. **DUB-LGD-2367 Satellite Communications FWA**
   2. ***Name of your firm with the title of the attachment***
   3. ***Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.***

**All documents attached to emails must be in PDF or scan form. Any excel or word documents must be accompanied by a PDF or scan version of the document. Documents submitted solely in excel, word or other ‘soft copy’ format shall lead to the bid being rejected.**

* **Proof of sending is not proof of reception. Late delivery will result in your bid being rejected. All information provided must be perfectly legible.**

## Tender Opening Meeting

Tenders will be opened at **12:00 Dublin local time** on **2nd November 2021** at the following location:

**GOAL**

**Carnegie House, Library Road**

**Dun Laoghaire**

**Co. Dublin**

**A96 C7W7**

**Republic of Ireland**

One **authorised representative** of each tenderer may attend the opening of the bids. Companies wishing to attend are requested to notify their intention by sending an e-mail at least 48 hours in advance to the following e-mail address: [procurement@goal.ie](mailto:procurement@goal.ie). This notification must be signed by or sent from the email address of an authorised officer of the tenderer and specify the name of the person who will attend the opening of the bids on the tenderer's behalf.

Suppliers are invited to attend the Tender Opening Meeting at their own cost.

***Note****:****Due to the evolving nature of the Covid19 situation, companies who send an email to notify their intention to attend will be informed by return of email whether the tender public opening will proceed. This decision will be in line with local government regulations and GOAL’s health and safety decision at that time.***

# Evaluation Process

## Evaluation stages

Tenderers will be considered for participation in the Contract subject to the following qualification process:

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage** | **The basic requirements with which proposals must comply with** |
| *The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.* | | |
| 1 | **Administrative instructions** | 1. **Closing Date:**   Proposals must have met the deadline stated in **section 2** of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by GOAL. Tenderers must note that GOAL is prohibited from accepting any proposals after that deadline.   1. **Submission Method:**   Proposals must be delivered in the method specified in **section 4.4** of this document. GOAL will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected.   1. **Format and Structure of the Proposals:**   Proposals must conform to the Response Format laid out in **section 6** of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by GOAL. **Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.**   1. **Confirmation of validity of your proposal:**   The Tenderers must confirm that the period of validity of their proposal is not less than **90 (ninety) days.** |
| **2** | **Essential Criteria** | * **Vendor must have experience providing satellite communications as per specification, in those countries listed in Appendix 6. Vendor to confirm same by answering Yes or No (Y/N) to each line within table** |
| *The second stage of the evaluation will involve an assessment of the Tenderer’s personal and legal circumstances, economic and financial standing, to fulfil the obligations of the contract* | | |
| **3** | **Legal, Economic & Financial Criteria** | 1. Review of financial accounts submitted; tenderer is judged to have requisite financial stability. 2. Tenderer is judged to be properly registered and have no significant outstanding tax or other government related charges. 3. Tenderer is judged to have no legal or investigative issues outstanding that would prejudice their offer in any way. |
| *Each proposal that conforms to the Essential and Qualification Criteria will be evaluated according to the Award Criteria given below by GOAL.* | | |
| **4** | **Award Criteria** | Tenders will be awarded marks under each of the award criteria listed below in S**ection 5.3** to determine the most economically advantageous tenders.  Review of the quality and content of the technical offer further to minimum requirements met |
|  | | |
| **5** | **Post selection** | References and other checks are found to be clear, and quality is assessed. |

## Tender Evaluation

GOAL will convene an evaluation team which may include members of the Finance, Logistics, Programmes, Donor Compliance and Internal Audit, as well as 3rd Party technical input.

During the evaluation period clarifications may be sought by e-mail from Tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the Tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from Tenderers will not be entertained during the evaluation period.

## Award Criteria

All prices must be in **USD** and a comprehensive and clear breakdown of prices must be shown as part of the financial offer – any transport fees, component parts, packing fees etc. must be shown separately.

Prices offered will be evaluated on full cost basis as per instructions in Appendix 4.

Marks for cost will be awarded on the inverse proportion principle (shown below):

**Scorevendor = points available x (pricemin / pricevendor)**

Scores for the Financial Offer will be calculated by comprising maximum available marks (35 for Lot 1) & (80 for Lot 2) by inverse proportion: Offered by Tenderer/ Vendor price divided by the minimum price offered in this Tender/ Response.

|  |  |  |
| --- | --- | --- |
| **No** | **Award criteria – Lot 1 (Airtime & Data services)** | **Weighting (maximum points)** |
| 1. | Overall responsiveness and quality of proposal; including service levels, billing methods, support available and any added value offered. | 55 |
| 2. | Lead time – service activation lead time | 10 |
| 3. | Price | 35 |
|  | **Total number of points** | **100** |

|  |  |  |
| --- | --- | --- |
| **No** | **Award criteria – Lot 2 (equipment)** | **Weighting (maximum points)** |
| 1. | Quality of proposal; equipment offered, delivery terms, after sales services | 20 |
| 2. | Price | 80 |
|  | **Total number of points** | **100** |

**All financial offers must be made on the basis of ‘best and final offer’.**

## Award of contract

As per section 4.3.11 above and following the analysis of bids against the award criteria laid out above in section 5, the contract may be awarded to one supplier or divided between multiple suppliers at GOAL’s discretion. For such purposes, GOAL uses a Value for Money approach, which may include (but is not limited to) price, quality, lead time, context and risk analysis of the supply chain environment pertaining to the contract delivery/performance.

# Response Format

## Introduction

All proposals must conform to the response format laid out below. Where a tender does not conform to the required format the Tenderer may be requested to resubmit it in the correct format, on the understanding that the resubmission cannot contain any material change from the original. Failure to resubmit in the correct format within 3 (three) working days may result in disqualification.

By responding to this ITT, each Tenderer is required to accept the terms and conditions of this ITT and to acknowledge and confirm their acceptance by returning a signed copy with its response. Should a Tenderer not comply with these requirements, GOAL may, at their sole discretion, reject the response.

If the Tenderer wishes to supplement their Response to any section of the ITT specifications with a reference to further supporting material, this reference must be clearly identified, including section and page number.

## Document Submission List

|  |  |  |  |
| --- | --- | --- | --- |
| **Line** | **Item** | **Submission instructions** | **Tick attached** |
| 1 | **This checklist** | Filled and scanned |  |
| 2 | **Company Details and information (Appendix 1)** | Appendix 1 filled, signed and stamped (where applicable) |  |
| 3 | **Financial Offer –**  **Lot 1:** Attaching details of offered airtime & data subscription plans for post-paid charging.  **Lot 2: Provide quotes for each of the following: BGAN, IRIDIUM, THURAYA.**  Include details of any accompanying accessories | In tenderer’s own format according to instructions in Appendix 5. Must be signed. |  |
| 4 | **Technical Offer** – in your own format but must include info under the below following headings:  Each section should be no more than 2 pages in length  **1. Details of countries of operation** – confirming if you have current contracts in GOALs current countries of operation as per Appendix 6  **2. Executive Summary** - See Appendix 3 for more info  **3. Added Value Features / Customer service offering** – See Appendix 3 for more info  **4. Service turnaround lead time –** for activation of sims. See Appendix 3 for more info  **5. Overview of billing method** for airtime – please see our requirements in **Appendix 2 Section 2 - Payment Terms**  **6**. **Information on how contract transition will be managed** – timelines, costings, support etc. See Appendix 3 for more info  **7**. **List of equipment offered** along with their tech specs under requirements set out in Appendix 2 Section 1.3  8. **Delivery lead times** – See Appendix 3  **8. Details of any after Sales service / warranties –** regarding equipment purchased under contract. See Appendix 3 for more info | Technical offer must include information under those headings as listed in Appendix 3. |  |
| 5 | Copy of SLA regarding airtime  Covering items:  1. Training  2. Customer support  3. Emergency hotline for urgent requests |  |  |
| 6 | Copy of the most recent fiscal year AUDITED financial accounts, including details of profit and loss and cash flow. | Attach copies of audited accounts |  |

**I confirm that my bid has a validity of 90 of days.** *If your bid does not have this validity, please state what bid validity you offer.*

I confirm that the proposal and the costs provided to accompany it are an accurate reflection of the costs that will be charged to GOAL according to the information provided in this offer; and that there are no other costs associated with using the service that my company offers. I also confirm that I have the authority to sign on behalf of the company that is bidding.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | | |
| Print name: |  | Position: |  |
| Company Name: |  | Date: |  |
| Address: |  | | |
|  |  | | |

# Appendix 1 - Company details

# Contact Details

This section must include the following information regarding the Individual or Company and any partners or sub-contractors:

|  |  |  |  |
| --- | --- | --- | --- |
| Name of the prime Tenderer |  | | |
| Registered address of the prime Tenderer |  | | |
| Company Name (if different) |  | | |
| Address |  | | |
| Previous Name(s) if applicable |  | | |
| Registered Address if different from above |  | | |
| Registration Number |  | | |
| Telephone |  | | |
| E-mail address |  | | |
| Website address |  | | |
| Year Established |  | | |
| Legal Form. Tick the relevant box | 🞏 Company  🞏 Partnership | | 🞏 Joint Venture  🞏 Other (specify): |
| VAT/TVA/Tax Registration Number |  | | |
| Directors’ names and titles and any other key personnel |  | | |
| Please state name of any other persons/organisations (except tenderer/ vendor) who will benefit from this contract. |  | | |
| Parent company |  | | |
| Ownership |  | | |
| Do you have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional table as per 8.1 **Contact Details** | 🞏Yes 🞏No | | |
|  | **Primary Contact** | **Secondary Contact** | |
| Name |  |  | |
| Current Position in the Organisation: |  |  | |
| No. of years working with the Organisation: |  |  | |
| Email address |  |  | |
| Telephone |  |  | |
| Mobile |  |  | |

## Professional or Corporate Memberships

Please supply details of any relevant external professional bodies that your company or company staff are registered with. Please attach copies of the relevant certificates or memberships and use more lines if necessary:

|  |  |  |  |
| --- | --- | --- | --- |
| No | Name of the body | Year of registration | Membership Number |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

## Profile

Tenderers should note that the information requested below will be required under the Legal, Economic and Financial Criteria. In total the answers to these questions should take no more than 2 pages

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Response** |
| 1 | An outline of the scope of business activities, and in particular details of relevant experience regarding contracts of this nature |  |
| 2 | Provide details of two contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates) |  |
| 3 | The number of years the Tenderer/ Vendor has been in business in its present form |  |
| 4 | Where the Supplier proposes to use subcontractors or resellers/ distributors in the execution of the agreement this section should include details of the quality assurance mechanisms used by the Supplier to monitor the activities of its subcontractors or resellers/ distributors. Suppliers should note that commitment to quality, as evidenced by the existence of such quality control procedures, will be used as a Qualification Criteria |  |
| 5 | Any other relevant information |  |

## 

## References

At least 2 (two) relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied. These references may not be GOAL personnel or related to a GOAL contract. Respondents should supply this information for each of the references in the following format:

|  |  |  |
| --- | --- | --- |
| 1 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 2 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 3 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 4 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |

## 

By including the above information, tenderers confirm that they have consent from the data subject to share this information with GOAL for the purpose of providing a reference, to allow GOAL to analyse offers and award a contract under this tender; and that the data subject understands that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract.

# Declaration re Personal and Legal circumstances

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| THIS FORM MUST BE COMPLETED AND SIGNED BY A DULY AUTHORISED OFFICER OF THE TENDERERS’ ORGANISATION. Please tick Yes or No as appropriate to the following statements relating to the current status of your organisation | | | Yes | No |
| 1 | The Tenderer is bankrupt or is being wound up or its affairs are being administered by the court or has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations | |  |  |
| 2 | The Tenderer is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations | |  |  |
| 3 | The Tenderer, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata or been guilty of grave professional misconduct in the course of their business | |  |  |
| 4 | The Tenderer has not fulfilled its obligations relating to the payment of taxes or social security contributions in Ireland or any other State in which the tenderer is located | |  |  |
| 5 | The Tenderer, a Director or Partner has been found guilty of fraud | |  |  |
| 6 | The Tenderer, a Director or Partner has been found guilty of money laundering | |  |  |
| 7 | The Tenderer, a Director or Partner has been found guilty of corruption | |  |  |
| 8 | The Tenderer, a Director or Partner has been convicted of being a member of a criminal organisation | |  |  |
| 9 | The Tenderer, a Director or Partner is under investigation, or has been sanctioned within the preceding three (3) years by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice. | |  |  |
| 10 | The Tenderer has been guilty of serious misrepresentation in providing information to a public buying agency | |  |  |
| 11 | The Tenderer has contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application | |  |  |
| 12 | The Tenderer has colluded between themselves and other tenderers (a bidding ring), and/or the Tenderer has had improper contact or discussions with any member of GOAL staff and/or members of their family | |  |  |
| 13 | The Tenderer is fully compliant with the minimum terms and conditions of the Employment Law and with all other relevant employment legislation, as well as all relevant Health & Safety Regulations in the countries of registration and operations | |  |  |
| 14 | The Tenderer has procedures in place to ensure that subcontractors, if any are used for this contract, apply the same standards. | |  |  |
| 15 | Consistent with numerous United Nations Security Council resolutions including S/RES/1269 (1999), S/RES/1368 (2001) and S/RES/1373 (2001), GOAL is firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. It is the policy of GOAL to seek to ensure that none of its funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism. In accordance with this policy, **the Tenderer undertakes to use all reasonable efforts to ensure that it does not provide support to individuals or entities associated with terrorism.** | |  |  |
| I certify that the information provided above is accurate and complete to the best of my knowledge and belief.  I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders. | | | | |
| Date | |  | | |
| Name | |  | | |
| Position | |  | | |
| Telephone number | |  | | |
| Signature and full name | |  | | |

# Self-declaration of Finance & Tax

|  |
| --- |
| **Turnover history** |
| **Turnover figures entered into the table must be the total sales value before any deductions**  ‘Turnover of related products’ is for companies that provide items or services in multiple sectors. Please enter information on turnover of items or services that are similar in nature to the items or services requested under this tender.   |  |  |  | | --- | --- | --- | | **Trading Year** | **Overall Turnover (please indicate currency)** | **Offered Goods Turnover (please indicate currency)** | | 2020 |  |  | | 2019 |  |  | | 2018 |  |  | |
| Include a short narrative below to explain any trends year to year |
|  |
| 1. **GOAL operates within the law of the country of operation and within international legal requirements. GOAL expects all companies to fulfil their legal obligations, including meeting their tax liabilities and duties in accordance with the relevant tax legislation. Please comment below if you feel there are any matters you need to bring to GOAL’s attention.** |
| *Please continue on a separate sheet if necessary.* |

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

Signed: (Director) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Appendix 2 – GOAL Requirements

Currently GOAL has 14 country offices with over 100 sub-offices, but also responds to humanitarian emergencies wherever they occur.

The field network has been set up and is currently organised in the following manner:

Country offices: These represent GOAL in a country where humanitarian or development aid is implemented. They are staffed by expatriate and locally recruited employees who implement the projects.

Sub-offices: For many of our countries and when project actions are necessary in a specific area, subsequent offices are opened in a country. However, the sub-offices remain administratively dependent on the country office. All GOAL countries currently in operation have sub-country offices to a greater or lesser extent.

# LOT 1 Satellite communications airtime

## SUBSCRIPTION SERVICES

### **Satellite communication platform subscription – type BGAN**

In order to improve provision to field staff with Internet and Telephony services around the globe, GOAL is updating our communication services agreements. This service shall include the following elements:

* A **single contract** at HQ level for all SIM cards in use;
* Provision of Standard IP (Internet data) and voice (Telephony) services as appropriate per subscribed SIM card;

The service provider shall provide an interface allowing GOAL to control issued SIM cards. The following functionality shall be included in this interface:

* Overview of active SIM cards;
* Monthly consumption per SIM card;
* Possibility to define specific credit limits on each card so no single SIM card will use more than allocated to it (if desired).

A global phone support for the supplied services shall be provided on a 24h x 7d x 365 basis (please confirm). **Please include a copy of your standard SLA with your technical offer.**

### **Satellite phone subscription - type Iridium, Thuraya**

This service shall include the following elements:

* A **single contract** for the organisation to cover all satellite phone SIM cards in use;
* Ability to group and ‘name’ SIM cards by geographic location or user group, including groups in billing breakdown;
* Flexibility to offer both post and pre-paid options for SIM cards under the same organisational level contract;
* A global coverage shall be provided by the service;
* Telephony and Internet connectivity shall be provided per satellite phone SIM card.
* Consolidated invoicing of phone sims to GOAL HQ, split by group and accompanied by Excel sheets showing itemised sim usage.
* Ability to set credit limits per SIM.

Preferably, the service provider shall be able to provide a tool allowing GOAL to control issued SIM cards. The following functionality shall be included in this tool:

* Overview of active SIM cards;
* Monthly consumption per SIM card.
* Possibility to define specific credit limits on each card so no single SIM card will use more than allocated to it (if desired).

**Tenderers must acknowledge in their submission that all the above requirements can be met. Any deviation from the above requirements must clearly be stated in your offer.**

SEE APPENDIX 5 BELOW FOR FURTHER DETAILS

# Lot 2 Satellite communications equipment

## REQUESTED HARDWARE DEVICES

GOAL wishes to receive offers for the following types of satellite equipment. Tenderers should offer the listed equipment or the equivalent of each.

**1.3.1 Portable satellite communication platform –**

**Type: INMARSAT or equivalent**

**Examples**

Explorer 510 BGAN

+ Inmarsat BGAN SIM Card

**1.3.2** **Portable satellite phone –**

### **Type: Thuraya or equivalent**

**Examples:**

Thuraya XT-Lite Phone

XT-Lite docking station

Thuraya XT-PRO Phone

XT-PRO docking station

Thuraya SatSleeve+

+provision of prepaid & post-paid sims

**1.3.3** **Portable satellite phone –**

**Type: Iridium or equivalent**

**Examples**

Iridium 9555

Iridium 9575 Extreme

+provision of Post Paid & Pre-paid SIM

**Minimum requirements:**

The submitted offer shall include detailed information about the provided devices (make, model, capabilities and limitations, coverage maps etc.).

**SEE APPENDIX 5 BELOW FOR FURTHER DETAILS**

**1.3.4 Delivery of equipment**

The equipment will normally be delivered DDP[[1]](#footnote-2) for any call-off contracts.

**Please confirm that your company can offer DDP incoterms to all listed countries in Appendix 6**

Deliveries would be confirmed with an approved Purchase Order. The place of delivery shall be any of the GOAL offices existing, or any GOAL location, including Headquarters in Ireland.

The tenderer shall include in their offer under this tender, **details of lead time** from receiving a confirmed Purchase Order to dispatching goods for delivery.

### **After sales service**

The submitted offer should include a clearly defined section on after sales services and warranties available for equipment. Please indicate if you have any offices outside of your headquarters, and where.

**1.3.6** **Equipment upgrades**

GOAL shall consider that during the period of the FWA where equipment quoted under this tender becomes obsolete or line production ends, the chosen supplier(s) may substitute the new version or model of the originally offered item. Prices quoted will be checked against those offered by other vendors and supplier(s) may be asked to ‘price-match’ better equivalent offers.

**Tenderers must acknowledge in their submission that all the above requirements can be met. Any deviation from the above requirements must clearly be stated in your offer.**

# Payment terms:

## LOT 1: Provision of satellite communications airtime & data service.

### Invoicing shall be made for variable consumption costs and for fixed subscription costs.

### For the variable consumption & fixed subscription costs, monthly payments in arrears will be made for all SIM cards in use by each Country Programme and Headquarters. A list containing the locations together with their respective SIM card numbers will be provided by GOAL to the winning supplier(s). The supplier will therefore issue the same number of separate invoices based on this list for the variable consumption costs.

### In addition to original invoices to be sent by email (PDF format), the contractor shall provide an electronic version of the invoices plus an itemised invoice per location in Excel format including the actual consumption per SIM card, phone number and SIM card number.

## LOT 2: Provision of satellite communications equipment.

For all equipment, a single payment will be made after GOAL has confirmed delivery of the goods in good order and according to the Purchase Order; and after receipt of an original invoice. Payment for equipment may be effected by GOAL Headquarters in Dublin or by a GOAL country programme.

# Communication of orders:

## For satellite communications airtime & data service

Specific requests for new SIM cards, SIM card activation and deactivation or change in data or airtime plans shall be sent from GOAL Ireland office only by email from a member of the Logistics department.

## For satellite communications equipment

For equipment orders, a member of GOAL staff will request a quotation - to include delivery costs - from the supplier. Once the quotation is received and accepted, a Purchase Order (PO) will be drawn up and approved as per GOAL’s internal approval process. The approved PO will be sent electronically to the supplier for their acknowledgement and approval.

# Subcontracting

Subcontracting is defined as the situation where a contract has been or is to be established between GOAL and a contractor and where the supplier, in order to carry out that contract, enters into legal commitments with other legal entities for performing part of the service. However, **GOAL has no direct legal commitment with any subcontractor(s)**.

At the level of the liability towards GOAL, tasks provided for in the contract may be entrusted to subcontractors, but **the contractor retains full liability towards GOAL for the performance of the contract as a whole**.

Accordingly:

* GOAL will treat all contractual matters (e.g. payments) exclusively with the contractor, whether or not the tasks are performed by a subcontractor;
* GOAL will privilege direct contacts with the contractor who is responsible for executing the contract;
* Under no circumstances can the contractor avoid liability towards GOAL on the grounds that the subcontractor is at fault. The contractor remains notably fully responsible for timely execution.

A contract which includes subcontracting is subject to certain general conditions - in particular, the provisions on subcontracting, checks and audits, and confidentiality. Where justified by the subject matter of the contract, a statement of confidentiality may be required to be submitted to GOAL. **The subcontracting arrangement between the contractor and his subcontractor is supposed to render directly applicable all those contractual obligations to GOAL, to the subcontractor**.

Consequently, the bid must clearly identify the subcontractor(s) and document their willingness to accept the tasks and their acceptance of the GOAL terms and conditions and the terms and conditions of this tender.

Tenderers must inform the subcontractor(s) and include in their sub-contracting documents the above-mentioned terms and conditions shall flow down to any and all subcontractors.

# Appendix 3 – Technical Offer Lot 1 & 2

**Please ensure the following headings with the required information are included as part of your technical offer.**

**LOT 1 – Airtime Technical offer**

**1. Details of countries of operation** – Please fill in table in **Appendix 6** & return as part of your technical offer

**2. Executive Summary** **– max 2 pages**

The executive summary of tenderers proposal must be concise, precise and **less than 2 pages long**. It must summarise how you will approach and execute this FWA from a management, administrative and logistical perspective. Please also confirm within your executive summary the following –

If your company is a

* Tier 1 Distribution Partner for Iridium and Inmarsat
* A Thuraya Partner

**3. Added Value Features / Customer service offering** – **max 2 pages**

Give details of any additional services or functionality may enhance your proposal, including any training that might be available to GOAL staff. Please also include information around the following –

* Details on your customer support provision: eg. English speaking languages, availability of support - 24/7/365, customer support helpdesk
* If you provide as part of aftersales support an online Customer Portal for SIM administration, call data records, real time usage reports, service overview by network, billing amendments, SIM provisioning and historical data records
* Activation timelines for activating sims – including out of office hours
* Alerts on high usage of airtime
* Include information on any office outside of Europe & services available from those offices

**4. Service turnaround lead time for activation of sims**

Please include information on length of time (in hours / days) it takes to activate sim upon request submission

**5. Overview of billing method for post-paid airtime – max 2 pages**

We have laid out our requirements for this service in **Appendix 2 Section 2 - Payment Terms.** Please confirm your billing method for subscription & airtime fees & how it matches our requirements

**6**. **Information on how contract transition will be managed** – max two pages

Please include relevant info on timelines, costings, support etc.

**Lot 2 – Equipment Technical offer**

**1**. **List of equipment offered**

Please detail the list of equipment offered under BGAN, THURAYA & IRIDIUM requirements - along with their tech specs

**2. Delivery terms for equipment**

Please outline lead time for equipment to be ready for dispatch once PO has been submitted

3. **Details of any after Sales service / warranties –**

Regarding equipment purchased under contract

# Appendix 4 – Global Usage

GOAL’s summary of usage, January 2020 – June 2021.

**IRIDIUM**

**TABLE 1 - IRIDIUM SUBSCRIPTION NUMBERS BY MONTH**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | | Jan 21 | | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Currently Active |
| 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | | 10 | 10 | 10 | | 10 | 10 | 10 | 10 | 10 |

**TABLE 2 - IRIDIUM AIRTIME IN MINUTES BY MONTH**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | TOTAL |
|  |  |  |  |  |  | 1.33 |  |  |  | 7 |  |  |  |  |  |  |  | 8.33 |

**THURAYA**

**TABLE 3 - tHURAYA SUBSCRIPTION NUMBERS BY MONTH**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Currently active |
| 56 | 56 | 56 | 56 | 56 | 56 | 55 | 55 | 51 | 51 | 51 | 51 | 51 | 51 | 51 | 51 | 51 | 48 | 44 |

**TABLE 4 - THURAYA AIRTIME IN MINUTES BY MONTH**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | TOTAL |
| 793 | 359 | 307 | 398 | 360 | 630 | 772 | 392 | 298 | 376 | 483 | 461 | 166 |  | 165.66 | 96 |  |  | 6057 |

**No BGAN airtime was recorded in this period**

# Appendix 5 - Financial Offer

### All financial offers should be prepared in the tenderer’s own format, using the headings and following the instructions below, and signed by an authorised representative of the company. All offers must show prices without VAT/TVA and separately what VAT/TVA is applicable, if any:

# LOT 1: Satellite Communications Airtime & Data Services

## Financial offers shall be prepared using the following headings, in USD

### **Contract transition**:

The chosen service provider must ensure a seamless transition for active SIMs of both types and replacement of ‘standby’ SIMs as needed. **Please outline any costs foreseen associated with this in your financial offer.**

## BGAN/equivalent -

|  |  |  |
| --- | --- | --- |
| **BGAN Type** | **USD** | **VAT if applicable** |
| (a) SIM Card order cost (including all associated costs) |  |  |
| (b) Activation fees |  |  |
| (c) Fees allowance/subscription per month |  |  |
| (d) Transition of service fee – if any applicable |  |  |
| (e) Voice (cost per min) post-paid SIM cards | (i) To fixed phone |  |
|  | (ii) To cellular |  |
|  | (iii) To voicemail |  |
|  | (iv) To same equipment (type BGAN) |  |
|  | (v) SMS |  |
| (e) Data (cost per MB) pre-paid SIM cards |  |  |
| (f) Data (cost per MB) post-paid SIM cards |  |  |

## Thuraya

|  |  |  |
| --- | --- | --- |
| **Thuraya** **Satellite Phone Type** | **USD** | **VAT if applicable** |
| (a) SIM Card order cost (including all associated costs) |  |  |
| (b) Activation cost |  |  |
| (c) Recurrent/subscription fees per month |  |  |
| (d) Transition of service fee – if any applicable |  |  |
| (d) Voice (cost per min) post-paid SIM cards | (i) To fixed phone |  |
|  | (ii) To cellular |  |
|  | (iii) To voicemail |  |
|  | (iv) To same equipment |  |
|  | (v) SMS |  |
|  |  |  |
| (e) Data (cost per MB) pre-paid sim cards |  |  |
| (f) Data (cost per MB) post-paid sim cards |  |  |

## Iridium

|  |  |  |
| --- | --- | --- |
| **Iridium** **Satellite Phone Type** | **USD** | **VAT if applicable** |
| (a) SIM Card order cost (including all associated costs) |  |  |
| (b) Activation cost |  |  |
| (c) Recurrent/subscription fees per month |  |  |
| (d) Transition of service fee – if any applicable |  |  |
| (e) Voice (cost per min) post paid SIM cards | (i) To fixed phone |  |
|  | (ii) To cellular |  |
|  | (iii) To voicemail |  |
|  | (iv) To same equipment |  |
|  | (v) SMS |  |
|  |  |  |
| (e) Data (cost per MB) pre-paid sim cards |  |  |
| (f) Data (cost per MB) post-paid sim cards |  |  |

# Lot 2 - Satellite Communications Equipment

Tenderers should include costs for all types of equipment as well as information on all necessary accessories which come with equipment for price quoted, each price listed individually. **Prices must be ex-VAT ex-works but including all other costs.**

GOAL would like to see offers for the following items, or equivalent equipment.

|  |  |  |
| --- | --- | --- |
| **Equipment** | **Unit Price in USD** | **VAT (if applicable)** |
| **BGAN type equipment (all items are ‘or equivalent’** |  |  |
| Explorer 510 |  |  |
| Inmarsat post paid sim |  |  |
| **Thuraya type equipment (all items are ‘or equivalent’** |  |  |
| Thuraya XT-Lite Phone |  |  |
| XT Lite Docking Station |  |  |
| Thuraya XT-PRO Phone |  |  |
| XT Pro Docking station |  |  |
| Thuraya SatSleeve+ |  |  |
| Thuraya post paid sim |  |  |
| **Iridium type equipment (all items are ‘or equivalent’** |  |  |
| Iridium 9555 |  |  |
| Iridium 9575 Extreme |  |  |
| Iridium post paid sim |  |  |

The submitted offer shall include detailed information about the provided devices (make, model, capabilities and limitations, coverage maps etc.).

Any agreements that are made from this tender shall include the possibility of equipment upgrade where lines become obsolete.

# Financial offer submission instructions

**Prices must be in USD**

**In the financial offer, tenderers must clearly include the following statements:**

“This offer meets or betters the specification laid out in Appendix 2 of the Invitation to Tender document”

“By submitting this offer, I confirm that all data subjects have specifically consented to the use and storage of their data by GOAL for the purpose of analysing the offers and awarding a contract under this tender; and further understood that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract.”

The financial offer must be signed by an authorised representative of the company and submitted in scan or PDF form. No soft copy documents will be accepted.

# Appendix 6 - GOAL office locations

Accurate as of date of tender advertising:

Please confirm you provide satellite communication services in the following countries by answering Y/N regarding each country listed below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Region | Country | **Lot 1: Satellite Airtime Provision** Can you provide Sat Com services in the countries below Y/N | **Lot 2: Supply of equipment:** Can you offer DDP incoterms  Y/N | Comments |
| Europe | Ireland |  |  |  |
| United Kingdom |  |  |  |
| North America | United States of America |  |  |  |
| Latin America/Caribbean | Haiti |  |  |  |
| Honduras |  |  |  |
|  | Colombia |  |  |  |
| Middle East/North Africa | Iraq |  |  |  |
| Syria |  |  |  |
| Turkey |  |  |  |
| Africa | Ethiopia |  |  |  |
| Malawi |  |  |  |
| Niger |  |  |  |
| Sierra Leone |  |  |  |
| South Sudan |  |  |  |
| Sudan |  |  |  |
| Uganda |  |  |  |
| Zimbabwe |  |  |  |

# Appendix 6 – GOAL Terms and Conditions for the Supply of Goods

These are attached as a separate document.

# Appendix 7 – GOAL Terms and Conditions for the Supply of Services & Works

These are attached as a separate document.

1. DDP (Delivered Duty Paid) — Incoterms 2010 International Chamber of Commerce <http://www.iccwbo.org/products-and-services/trade-facilitation/incoterms-2010/the-incoterms-rules/>. [↑](#footnote-ref-2)