**Appendix 2 – Technical Proposal**

Demonstrated technical capacity is an important criterion GOAL will use to evaluate tender submissions. It is critical this form is completed appropriately, and all required supplemental information is submitted, once you have examined all sections, appendices and annexes to the Invitation to Tender (further: ITT).

The technical proposal must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the essential and award criteria as listed in Section 5 of the Invitation to Tender. Offers not meeting the minimum requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Suppliers are invited to submit tenders for either lot or all three (3) lots. Each lot will be evaluated separately.

|  |  |
| --- | --- |
| **LOT tendered (please mark accordingly)** | |
| LOT 1: Supply and Delivery of Monitors, Multifunction Devices and Consumables DDP Incoterms 2020 Azaz, Ankara, Antakya |  |
| LOT 2: Supply and Delivery of Monitors, Multifunction Devices, Projectors and Consumables DDP Incoterms 2020 Azaz, Antakya |  |
| LOT 3: Supply and Delivery of Security Devices & Licensing DDP Incoterms 2020 Antakya |  |

# **LOT 1: Supply and Delivery of Monitors, Multifunction Devices and Consumables DDP Incoterms 2020 Azaz, Ankara, Antakya**

1. **General Statement**

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Answer** |
| 1 | Have you fully reviewed and accept:   * The Terms and Conditions of the ITT. * GOAL’s Standard Terms and Conditions for Supplies. * GOAL’s Supplier Code of Conduct |  |
| 2 | Can your company offer all required items listed under Section 3.2. Deliverables and Delivery Schedule - LOT 1, and in the required quantities? |  |
| 3 | In case your company does not offer some of the required items or not in the required quantities, please clearly note that here as well as in your completed Appendix 3 – Financial Offer LOT 1. |  |
| 4 | Do you confirm you have fully reviewed and can fully meet (or exceed) the Technical Specifications included in Annex 1 to this ITT for all items required under LOT 1? |  |
| 5 | Do you confirm that you will deliver the items in the original primary packaging and documentation (manuals) from the manufacturer? |  |
| 6 | Can you confirm that you have reviewed and can comply with USAID’s [ADS Chapter 303 Grants and Cooperative Agreements to Non-Governmental Organizations](https://www.usaid.gov/sites/default/files/documents/303.pdf), Section 303.3.35.2 Covered Telecommunication and Video Surveillance Equipment or Services asin 3.2. of the ITT? |  |
| 7 | Can you confirm that you can meet the maximum acceptable lead time for *delivery* of thirty (30) business days? |  |
| 8 | Do you confirm the validity of your proposal is 90 calendar days? |  |

1. **Professional registrations and certifications**

Please list any professional (technical) or company certifications that your company has (name of certification, number, year earned, expiry date) or if you are in the process of being certified. Examples: company registration, Chamber of Commerce registration, tax registration, ISO certificates (e.g. for quality management, environmental management, good distribution practices)

Important: Attach a copy of the document claimed. Sensitive data can be hidden.

Note: the same replies can apply to all LOTs tendered for.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of certification** | **Reference Number (if applicable)** | **Year earned** | **Expiry date (if applicable)** |
|  |  |  |  |
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***You may add lines as needed.***

1. **Compliance with the technical specifications (Annex 1 to the ITT)**
2. You may outline how your offered items under LOT 1 comply with the nimimum technical specificatiions (Annex 1 to this ITT).

Important: Please attach **brochures** or inlude **links to your offered product specifications** or use other equivalent method as applicable.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Item** | **Product Specifications**  *(**Description, links, reference to brochure, catalogue)* | **Additional features or functionalities**  *(If applicable)* |
| 1 | Office Multifunction Device (Printer and Scanner) |  |  |
| 2 | Cartridge compatible with Office Multifunction Device (Printer and Scanner) in line 1. |  |  |
| 3 | Heavy Duty Multifunction Device (Printer and Scanner) |  |  |
| 4 | Cartridge compatible with Heavy Duty Multifunction Device (Printer and Scanner) in line 3. |  |  |
| 5 | Desktop Monitor |  |  |
| 6 | 2-metre HDMI Cable compatible with Desktop Monitor in line 5. |  |  |
| 7 | Portable Mini Projector |  |  |
| 8 | 5-metre HDMI Cable compatible with Portable Mini Projector in line 7. |  |

1. You may briefly outline **additional features or functionalities** **or services** that exceed the specifications outlined in Annex 1 and enhance your proposal. You may use additional space as needed

**Answer:**

1. **Previous Contracts**

The supplies are required to be delivered DDP (Incoterms 2020) to the GOAL Offices in Turkey and Syria. Due to the complicated nature of deliveries, in particular pertaining to Syria, GOAL would like to see evidence of previous contracts fulfilled to these locations or other locations inside northwest Syria since 2017, for similar items to those requested. This can be in the nature of redacted (edited) contracts or purchase orders or other documentation confirming fulfilment (containing the pertinent contract details).

The deliveries should be of a value of at least (minimum) USD 15,000 (or equivalent in other currency).

Please list three (3) contracts that you have completed since 2017 that refer to the delivery of office IT equipment, of the minimum value mentioned above.

One contract at least should demonstrate your experience delivering to locations in North-Western Syria (no minimum value).

Note: the same replies can apply to LOT 1 and LOT 2.

|  |  |
| --- | --- |
| **Contract 1** |  |
| **Name of client** |  |
| **Date of delivery** |  |
| **Goods Supplied** |  |
| **Value of contract** |  |
| **Point of Delivery** |  |

|  |  |
| --- | --- |
| **Contract 2** |  |
| **Name of client** |  |
| **Date of delivery** |  |
| **Goods Supplied** |  |
| **Value of contract** |  |
| **Point of Delivery** |  |

|  |  |
| --- | --- |
| **Contract 3** |  |
| **Name of client** |  |
| **Date of delivery** |  |
| **Goods Supplied** |  |
| **Value of contract** |  |
| **Point of Delivery** |  |

***You can copy and paste the tables above as needed.***

Important: Attach a copy or proof of completion for the contracts claimed. Sensitive data can be redacted (hidden). The information provided under one LOT can be considered for other LOTs too. Please indicate if this is the case.

1. **Product Warranty**

Please list the warranty offered on your products in *months* (minimum: 12 months). One warranty period should be offered on all items and quantities under LOT 1.

* Warranty duration:
* What is covered under the warranty:
* Options for extended warranty (if applicable):
* Does the offered warranty come at an added cost?

**Answers:**

1. **Delivery Lead Time**
2. This refers to the time needed for delivery to the specified locations once the order (contract) has been placed. Please specify your exact delivery lead time DDP Incoterms 2020 for the offered items under LOT 1 in *business* days.

Note: For evaluation purposes only, the longest delivery period will be taken into account.

**Answers:**

* DDP Incoterms 2020 Ankara (Turkey) GOAL Offices:
* DDP Incoterms 2020 Antakya (Turkey) GOAL Offices:
* DDP Incoterms 2020 Azaz (Syria) GOAL Offices:

1. Do you have any comments with relation to any of your submitted lead times or the delivery process as a whole for any of the abovementioned locations?

**Answer:**

1. **Environmentally Sound Practices**

Proven efforts towards practices that are protective of the environment are considered as assets and evaluated together with the award criteria listed in 5.1. and 5.2. of the ITT. These will be largely evaluated using the questionnaire and any supporting documents provided as evidence, as below:

Note: The information provided under one LOT can be considered for other LOTs too. Please indicate if this is the case.

**Questionnaire:**

1. Do you commit to use environmentally friendly secondary (and if possible and applicable, primary) packaging? Examples could include recovered or re-used or multiple-use packaging. Please elaborate as needed.

Answer:

1. Do you commit to offset your transport carbon emissions? Please elaborate as needed.

Answer:

1. Do you carry out sustainable procurement and encourage your suppliers to abide to certain environmental standards? Please elaborate as needed.

Answer:

1. Can you offered recyclable compatible cartridges\* and other offerings that render your proposal more sustainable for GOAL?

\*For the items to with Ankara or Antakya, Turkey as the delivery location.

Answer:

1. Does your company hold an ISO: 14001 Environmental Management System certification or an equivalent from an accredited national body (in Turkey or internationally) or is in the process of being certified?

If ‘yes’, please attach a copy of the certificate or most recent and valid documentation.

Answer:

1. Does your company have a detailed corporate policy outlining with clear procedures the environmental management of your systems?

If ‘yes’, please attach a copy of this policy.

Answer:

**Appendix 2 – Technical Proposal**

# **LOT 2: Supply and Delivery of Monitors, Multifunction Devices, Projectors and Consumables DDP Incoterms 2020 Azaz, Antakya**

1. **General Statement**

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Answer** |
| 1 | Have you fully reviewed and accept:   * The Terms and Conditions of the ITT. * GOAL’s Standard Terms and Conditions for Supplies. * GOAL’s Supplier Code of Conduct |  |
| 2 | Can your company offer all required items listed under Section 3.2. Deliverables and Delivery Schedule - LOT 1, and in the required quantities? |  |
| 3 | In case your company does not offer some of the required items or not in the required quantities, please clearly note that here as well as in your completed Appendix 3 – Financial Offer LOT 1. |  |
| 4 | Do you confirm you have fully reviewed and can fully meet (or exceed) the Technical Specifications included in Annex 1 to this ITT for all items required under LOT 1? |  |
| 5 | Do you confirm that you will deliver the items in the original primary packaging and documentation (manuals) from the manufacturer? |  |
| 6 | Can you confirm that you can meet the maximum acceptable lead time for *delivery* of thirty (30) business days? |  |
| 7 | Do you confirm the validity of your proposal is 90 calendar days? |  |

1. **Professional registrations and certifications**

Please list any professional (technical) or company certifications that your company has (name of certification, number, year earned, expiry date) or if you are in the process of being certified. Examples: company registration, Chamber of Commerce registration, tax registration, ISO certificates (e.g. for quality management, environmental management, good distribution practices)

Important: Attach a copy of the document claimed. Sensitive data can be hidden.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of certification** | **Reference Number (if applicable)** | **Year earned** | **Expiry date (if applicable)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

***You may add lines as needed.***

1. **Compliance with the technical specifications (Annex 1 to the ITT)**
2. You may outline how your offered items under LOT 2 comply with the nimimum technical specificatiions (Annex 1 to this ITT).

Important: Please attach **brochures** or inlude **links to your offered product specifications** or use other equivalent method as applicable.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Item** | **Product Specifications**  *(Description, links, reference to brochure, catalogue)* | **Additional features or functionalities**  *(If applicable)* |
| 1 | Heavy Duty Multifunction Device (Printer and Scanner) |  |  |
| 2 | Cartridge compatible with Heavy Duty Multifunction Device (Printer and Scanner) in line 1. |  |  |
| 3 | Desktop Monitor |  |  |
| 4 | 2-metre HDMI Cable compatible with Desktop Monitor in line 3. |  |  |
| 5 | Office Multifunction Device (Printer and Scanner) |  |  |
| 6 | Cartridge compatible with Office Multifunction Device (Printer and Scanner) in line 5. |  |  |
| 7 | Projector |  |  |
| 8 | 10-metre HDMI cable compatible with Projector in line 7. |  |

1. You may briefly outline **additional features or functionalities** **or services** that exceed the specifications outlined in Annex 1 and enhance your proposal. You may use additional space as needed

**Answer:**

.

1. **Previous Contracts**

The supplies are required to be delivered DDP (Incoterms 2020) to the GOAL Offices in Turkey and Syria. Due to the complicated nature of deliveries, in particular pertaining to Syria, GOAL would like to see evidence of previous contracts fulfilled to these locations or other locations inside northwest Syria since 2017, for similar items to those requested. This can be in the nature of redacted (edited) contracts or purchase orders or other documentation confirming fulfilment (containing the pertinent contract details).

The deliveries should be of a value of at least (minimum) USD 15,000 (or equivalent in other currency).

Please list three (3) contracts that you have completed since 2017 that refer to the delivery of office IT equipment, of the minimum value mentioned above.

One contract at least should demonstrate your experience delivering to locations in North-Western Syria (no minimum value).

|  |  |
| --- | --- |
| **Contract 1** |  |
| **Name of client** |  |
| **Date of delivery** |  |
| **Goods Supplied** |  |
| **Value of contract** |  |
| **Point of Delivery** |  |

|  |  |
| --- | --- |
| **Contract 2** |  |
| **Name of client** |  |
| **Date of delivery** |  |
| **Goods Supplied** |  |
| **Value of contract** |  |
| **Point of Delivery** |  |

|  |  |
| --- | --- |
| **Contract 3** |  |
| **Name of client** |  |
| **Date of delivery** |  |
| **Goods Supplied** |  |
| **Value of contract** |  |
| **Point of Delivery** |  |

***You can copy and paste the tables above as needed.***

Important: Attach a copy of the contracts claimed. Sensitive data can be redacted (hidden). The information provided under one LOT can be considered for other LOTs too. Please indicate if this is the case.

1. **Product Warranty**

Please list the warranty offered on your products in *months* (minimum: 12 months). One warranty period should be offered on all items and quantities under LOT 2.

* Warranty duration:
* What is covered under the warranty:
* Options for extended warranty (if applicable):
* Does the offered warranty come at an added cost?

**Answers:**

1. **Delivery Lead Time**
2. Please specify your exact delivery lead time DDP Incoterms 2020 for the offered items under LOT 2 in *business* days.

Note: For evaluation purposes only, the longest delivery period will be taken into account.

**Answers:**

* DDP Incoterms 2020 Antakya (Turkey) GOAL Offices:
* DDP Incoterms 2020 Azaz (Syria) GOAL Offices:

1. Do you have any comments with relation to any of your submitted lead times or the delivery process as a whole for any of the abovementioned locations?

**Answer:**

1. **Environmentally Sound Practices**

Proven efforts towards practices that are protective of the environment are considered as assets and evaluated together with the award criteria listed in 5.1. and 5.2. of the ITT. These will be largely evaluated using the questionnaire and any supporting documents provided as evidence below:

Note: The information provided under one LOT can be considered for other LOTs too. Please indicate if this is the case.

**Questionnaire:**

1. Do you commit to use environmentally friendly secondary (and if possible and applicable, primary) packaging? Examples could include recovered or re-used or multiple-use packaging. Please elaborate as needed.

Answer:

1. Do you commit to offset your transport carbon emissions? Please elaborate as needed.

Answer:

1. Do you carry out sustainable procurement and encourage your suppliers to abide to certain environmental standards? Please elaborate as needed.

Answer:

1. Can you offered recyclable compatible cartridges\* and other offerings that render your proposal more sustainable for GOAL?

\*For the items to with Ankara or Antakya, Turkey as the delivery location.

Answer:

1. Does your company hold an ISO: 14001 Environmental Management System certification or an equivalent from an accredited national body (in Turkey or internationally) or is in the process of being certified?

If ‘yes’, please attach a copy of the certificate or most recent and valid documentation.

Answer:

1. Does your company have a detailed corporate policy outlining with clear procedures the environmental management of your systems?

If ‘yes’, please attach a copy of this policy.

Answer:

# **LOT 3: Supply and Delivery of Security Devices & Licensing DDP Incoterms 2020 Antakya, Turkey**

1. **General Statement**

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Answer** |
| 1 | Have you fully reviewed and accept:   * The Terms and Conditions of the ITT. * GOAL’s Standard Terms and Conditions for Supplies. * GOAL’s Supplier Code of Conduct |  |
| 2 | Can your company offer all required items listed under Section 3.2. Deliverables and Delivery Schedule - LOT 1, and in the required quantities? |  |
| 3 | In case your company does not offer some of the required items or not in the required quantities, please clearly note that here as well as in your completed Appendix 3 – Financial Offer LOT 1. |  |
| 4 | Do you confirm you have fully reviewed and can fully meet (or exceed) the Technical Specifications included in Annex 1 to this ITT for all items required under LOT 1? |  |
| 5 | Can you confirm that you can meet the maximum acceptable lead time for *delivery* of thirty (30) business days? |  |
| 6 | Do you confirm the validity of your proposal is 90 calendar days? |  |
| 7 | Do you confirm that you will offer the items requested in the specified specifications and brand origin (Cisco Meraki)? |  |

1. **Professional registrations and certifications**

Please list any professional (technical) or company certifications that your company has (name of certification, number, year earned, expiry date) or if you are in the process of being certified. Examples: company registration, Chamber of Commerce registration, tax registration, ISO certificates (e.g. for quality management, environmental management, good distribution practices)

Important: Attach a copy of the document claimed. Sensitive data can be hidden.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of certification** | **Reference Number (if applicable)** | **Year earned** | **Expiry date (if applicable)** |
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***You may add lines as needed.***

1. **Compliance with the technical specifications (Annex 1 to the ITT) and Customer Support**
2. You may outline how your offered items under LOT 3 comply with the minimum technical specificatiions (Annex 1 to this ITT).

Important: Please attach **brochures** or include **links to your offered product specifications** or use other equivalent method as applicable.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Item** | **Product Specifications**  *(**Description, links, reference to brochure, catalogue)* | **Additional features or functionalities**  *(If applicable)* |
| 1 | Cisco Meraki MX 84 Firewall |  |  |
| 2 | Cisco Meraki MX84 Advanced Security License including customer support - 3 Years |  |  |

1. You may briefly outline **additional features or functionalities** **or services** that exceed the specifications outlined in Annex 1 and enhance your proposal. You may use additional space as needed. GOAL may look in particular for the following:
2. Can you offer Threat Grid Integration?

Anwswer:

1. Please outline how you will **securely deliver *Cisco Meraki MX84 Advanced Security License***to GOAL upon order and at what lead time.

Answer:

1. **Customer Support within Mx84 Advanced Security License** – Questionnaire GOAL expects brief and concise responses.
2. How you will deal with Customer complaints – their investigation, resolution, and subsequent actions, including helpdesk timelines?

Answer:

1. What are the complaints your representatives most commonly face with regards to Mx84 Advanced Security License or comparable technology?

Answer:

1. Please list the local service representatives available to respond to maintenance requests during and after the warranty period.

Answer:

1. **Product Warranty**

Please list the warranty offered on your products in *months* (minimum: 12 months). One warranty period should be offered on all items and quantities applicable (devices) under LOT 3.

* Warranty duration:
* What is covered under the warranty:
* Options for extended warranty (if applicable):
* Does the offered warranty come at a cost?

**Answers:**

1. **Delivery Lead Time**
2. Please specify your exact delivery lead time DDP Incoterms 2020 for the offered items under LOT 3 in *business d*ays.

Note: For evaluation purposes only, delivery period Cisco Meraki MX84 Firewall will be taken into account.

**Answers:**

* DDP Incoterms 2020 Antakya (Turkey) GOAL Offices for Cisco Meraki MX 84 Firewall:
* Cisco Meraki MX 84 (software):

1. Do you have any comments with regards to the delivery process?

**Answer:**

1. **Environmentally Sound Practices**

Proven efforts towards practices that are protective of the environment are considered as assets and evaluated together with the award criteria listed in 5.1. and 5.2. of the ITT. These will be largely evaluated using the questionnaire and any supporting documents provided as proof below:

Note: The information provided under one LOT can be considered for other LOTs too. Please indicate if this is the case.

**Questionnaire:**

1. Do you commit to use environmentally friendly secondary (and if possible and applicable, primary) packaging? Examples could include recovered or re-used or multiple-use packaging. Please elaborate as needed.

Answer:

1. Do you commit to offset your transport carbon emissions? Please elaborate as needed.

Answer:

1. Do you carry out sustainable procurement and encourage your suppliers to abide to certain environmental standards? Please elaborate as needed.

Answer:

1. Can you offered recyclable compatible cartridges\* and other offerings that render your proposal more sustainable for GOAL?

\*For the items to with Ankara or Antakya, Turkey as the delivery location.

Answer:

1. Does your company hold an ISO: 14001 Environmental Management System certification or an equivalent from an accredited national body (in Turkey or internationally) or is in the process of being certified?

If ‘yes’, please attach a copy of the certificate or most recent and valid documentation.

Answer:

1. Does your company have a detailed corporate policy outlining with clear procedures the environmental management of your systems?

If ‘yes’, please attach a copy of this policy.

Answer: