

ANNEX F - Technical Response Sheet

Please complete this answering sheet and include complete supporting documentation as an Annex and state Annex title and page numbers.

Reference Number	
Bidder company name:	
Primary contact name:	
Primary contact phone:	
Primary contact email:	

Mandatory Criteria Questionnaire

1. Bidders are expected to answer “Yes” or “No” to all mandatory requirements and mention the reference document titles and pages.
2. Only Bidders who answer “Yes” to all these requirements and provide the evidence in their technical proposal will be eligible for further technical evaluation.

	Mandatory Criteria	Yes	If Yes, enter below the document reference and page numbers, where the information is submitted.	No	If No, please explain.
Bidder Qualification, Local Agent					
1	Bidder does not have a conflict of interest with any other parties in the bidding process and is not listed as suspended on United Nations Global Marketplace (http://www.ungm.org), UN 1267 list, UNDP list, WBG list and similar lists.	<input type="checkbox"/>		<input type="checkbox"/>	
2	Bidder has a valid license, as per section 3.2 of the TOR, to engage in the activity.	<input type="checkbox"/>		<input type="checkbox"/>	
3	CVs of the key personnel for the local service provider are attached to the proposal.	<input type="checkbox"/>		<input type="checkbox"/>	
4	Local agent has proven experience in supply of similar services over the last 5 years. At least 1 case studies / reference projects are provided (name of client, title of project, year scope and duration, project result, reference / contact person).	<input type="checkbox"/>		<input type="checkbox"/>	
Milestones & Timeline					
5	GANTT chart or a detailed schedule, showing the timeline and milestones for each component of the in-country services (distribution, installation, training) is attached to the proposal.	<input type="checkbox"/>		<input type="checkbox"/>	
In-Country Logistics & Distribution					
6	Bidder submitted methods and approach for the in-country logistics.	<input type="checkbox"/>		<input type="checkbox"/>	
7	Fleet capacity, security measures, name and address of the party (sub-contractor or freight forwarder), who will handle the in-country distribution is shared.	<input type="checkbox"/>		<input type="checkbox"/>	

8	Information including but not limited to: locations and security arrangements are described for in-country logistics and distribution, such as central and regional level warehouse(s) to be used.	<input type="checkbox"/>		<input type="checkbox"/>	
9	Security measures to safeguard equipment, starting from receipt of equipment after customs until completion of installation are described in technical proposal.	<input type="checkbox"/>		<input type="checkbox"/>	
10	Insurance coverage is confirmed as per section 2.5 of the TOR.	<input type="checkbox"/>		<input type="checkbox"/>	
Installation					
11	Bidder offers installation of Cold Chain Equipment (including temperature monitoring device) as per TOR terms.	<input type="checkbox"/>		<input type="checkbox"/>	
Training					
12	Training material, content & program is submitted for: a- Health facility training, b- MOH national & sub-national staff training.	<input type="checkbox"/>		<input type="checkbox"/>	
Warranty, After Sales & Performance Monitoring					
13	In line with the TOR section 2.5 (e), the contractor will be responsible for investigating and addressing/reporting any fault following installation of the fridges for a minimum duration of two years.	<input type="checkbox"/>		<input type="checkbox"/>	
14	Annual reporting process on product failures to UNICEF with country and Model specific information on product failure is explained. This report should include but not limited to root cause analysis of product failure as well as corrective and preventive actions (CAPA) during the proposed warranty period from the date of installation.	<input type="checkbox"/>		<input type="checkbox"/>	
Quality Assurance & Risk Management					
15	Management of deviations and communication process & channels are described.	<input type="checkbox"/>		<input type="checkbox"/>	
16	Risk analysis is done and shared with risk management approach & mitigation measures.	<input type="checkbox"/>		<input type="checkbox"/>	

1. PROJECT PLAN SUMMARY

Summary of your approach to the project, including (but not limited to) the planning and coordination of stakeholder mapping, communication strategy, reporting, and mobilizing the team for implementation and monitoring aspects (country logistics, verification of site readiness, training of healthcare staff and Government Administrators, installation and functionality test). Summary must not be more than one page in length.

2. LOCAL SERVICE PROVIDER (LSP) INFORMATION

Name of the Local Service Provider	
Primary contact name	
Primary contact phone	
Primary contact email	
Address:	
Registration number:	

2.1. Please provide a summary of LSP background, including (but not limited to) related area of engagement such as; distribution, installation, maintenance of cold chain equipment, power generation, biomedical engineering/equipment; solar projects as well as logistics (Please provide a LSP profile & valid license to operate in South Sudan.

2.2. Please provide the number of technical and supporting staff. (Relevant CVs and organogram to be attached as an annex).

2.3. Please list and provide evidence of previous experience in projects of similar scope and complexity (within the last 5 years; please provide certificates of completion as an annex):

3. SUMMARY OF TIMELINES AND MILESTONES

Please provide a summary of the entire process, from receiving at country level to installation and training to be completed within a maximum period of 1 year from the PO placement date. The summary should not be more than one page in length. Please also describe measures against country-specific conditions, which may cause delays in timeline such as; rainy season, requirement of a local guide for remote/dune areas, arrangement of military escort for safe passage, in-country transportation permits, etc.

Please provide the full timelines and milestones from production to distribution, installation and training as an annex including (but not limited to) Gantt and RACI charts.

4. IN-COUNTRY LOGISTICS SUMMARY

Summary of your approach to the in-country logistic, including (but not limited to); storage (central/local level) and transportation as well as the safeguarding of equipment and minimizing damage during transportation/storage and proof of delivery. Summary must not be more than one page in length.

4.1. Please provide a detailed description of the insurance coverage for the CCE from the time of hand-over of the CCE.

4.2. Please provide site readiness approach to avoid potential deviation and as per the TOR requirement.

5. INSTALLATION SUMMARY

Please provide a summary of your approach to the installation including (but not limited to) plans for configuration of installation teams, time to install one refrigerator by a team and functionality test details. Summary must not be more than one page in length. (Please provide extra information as annexes and state annex reference and page numbers.)

5.1. Please describe your approach to the functionality test and handover process, including (but not limited to) plans for how the testing is going to be done, who will be responsible and when it will be conducted. (Kindly refer to section 2.5 (d) in the TOR – Annex B)

5.2. Please provide aftersales services coverage & setup as outlined in the TOR;

6. TRAINING SUMMARY

Please provide a summary of your approach to both trainings (user and national level), including (but not limited to) the training content, duration, number of participants and number of sessions if applicable. Summary must not be more than one page in length.

7. WARRANTY & PERFORMANCE MONITORING SUMMARY

Please provide a summary of your approach to the warranty terms & conditions and the performance monitoring as per TOR including but not limited to warranty coverage and exclusions. (Please provide extra information as annexes and state annex reference and page numbers.)

7.1. Warranty: Please provide a summary of offered warranty terms; including but not limited to warranty commencement from the date of installation and commissioning and the duty to investigate and respond to any problem arising post installation and commissioning.

7.2. Performance monitoring: Please provide a summary of reporting process for product failures, including but not limited to root cause analysis of the product failure as well as corrective and preventive actions (CAPA) during the proposed warranty period from the date of installation.

8. QUALITY ASSURANCE & RISK MANAGEMENT SUMMARY

Please provide a summary of your quality management system as well as project dependencies and assumptions.