



**Mercy Corps Europe**

**Request for Proposal – Cellphone Services**

**Date – September 16<sup>th</sup> 2019**

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## I. MERCY CORPS OVERVIEW

Since 1979, we have helped people grappling with the toughest hardships survive — and then thrive. That’s the heart of our approach: We help communities turn crisis into opportunity. Throughout our history, Mercy Corps has demonstrated innovation, timeliness and the ability to adapt quickly to changing realities.

Today, Mercy Corps is working in more than 40 countries to help people recover from disasters, build stronger communities and find their own solutions to poverty. The agency consistently ranks as one of America’s most effective and efficient charitable organizations. Over the last five years, more than 87 percent of resources have been allocated directly to programs that help families turn crisis into opportunity in some of the world’s toughest places.

Thanks to our donors, we have provided \$4 billion in lifesaving assistance to more than 220 million people over the last 40 years.

### **Our impact in 2018:**

- Reached nearly 28 million people in more than 40 countries
- Infused more than \$32 million in emergency cash to local economies
- Helped more than 7.6 million women, children and young people under age 25
- Our work in Yemen alone reached more than 3.7 million people
- Our teams in the Democratic Republic of Congo reached more than 1 million people

See more details about our impact in 2018: <http://www.mercycorps.org>

## II. PROJECT BACKGROUND AND CONTEXT

Mercy Corps Europe is issuing this Request for Proposal (RFP) for the purpose of obtaining mobile phone services from a supplier with capabilities to meet the needs of our team members.

The award decision will be based on vendor responses to the RFP, interviews, references and overall cost of services.

## III. DESIRED SERVICES & SCOPE OF WORK

Mercy Corps anticipates utilizing the selected vendor’s services for the following approximate volume:

- UK Usage- including UK Data Usage, Text Messages, Calls to UK mobiles and Calls to national rate numbers
  - Approximately 73% of usage
  - Approximately 4% of spend
- EU Usage- including EU Data usage, Text Messages and Calls

- Approximately 5% of usage
- Approximately 0.5% spend
- ROW Usage- including Data Usage, Text Messages and
  - Approximately 6% of usage
  - Approximately 94% of spend

We have a total of 32 handsets in circulation and do not expect that total number to fluctuate that much.

A full breakdown of usage and spend can be found in an appendix to the RFP available on receipt of a signed NDA.

## Requirements

### Global coverage

- Due to the nature of the work carried out by Mercy Corps, we are seeking a vendor with global coverage or partner agreements. This must include provision of data as well as calling facilities.

### Equipment Credit

- As part of the implementation of a new vendor an upgrade of older handsets will be required, Mercy Corps is therefore looking for a vendor that is able and willing to offer equipment credit.

### Porting of services

- Mercy Corps is seeking a vendor that will carry out any necessary porting of services with a minimum of down time and disruption to users.

### Environmental Impact

- Mercy Corps strives to be at the forefront of environmentally sustainable practices, and is committed to limiting the environmental impact of our work. We are seeking a vendor that has provision for the safe and effective recycling of older products.

## IV. EVALUATION OF PROPOSALS

Proposals will be scored using the following technical criteria. Points for each question will range from 0-25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-25)
- Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-25)

- Management Criteria: Includes the bidder’s experience on similar projects, bidder’s performance on similar projects, bidder’s available facilities and resources for the project and the bidder’s plan for management and control of the project. (0-25)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

## V. PROPOSAL FORMAT & REQUIREMENTS

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
  - Full legal name, jurisdiction of organization or incorporation and address of the company
  - Full legal name and country of citizenry of company’s President and/or Chief Executive Officer, and all other officers and senior managers of the company
  - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

### CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Mark Spencer | Global Procurement | [m Spencer@mercy corps.org](mailto:m Spencer@mercy corps.org)

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at [www.mercy corps.org/tenders](http://www.mercy corps.org/tenders)

### RFP CALENDAR/TIMELINE

- RFP published September 16<sup>th</sup> 2019
- Questions and Answers period September 30<sup>th</sup> to October 11<sup>th</sup>
- RFP responses due October 23<sup>rd</sup> 2019 5PM UK Time
- Vendor meetings week of November 11<sup>th</sup> 2019
- Vendor selected and notified Week of November 25<sup>th</sup>

## **VI. OTHER TERMS & CONDITIONS**

### **WITHDRAWAL OF RFP**

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

### **RFP COSTS**

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

### **AWARD BASIS**

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

### **CONTRACTUAL DEVELOPMENT**

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

### **CONTRACT TERMS**

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

### **EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

## **LIMITATIONS**

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.