



## REQUEST FOR QUOTATIONS (RFQ)

RFQ Number: FEWS-SD-004  
Issuance Date: 10 June 2021  
Deadline for Quotes: 24 June 2021 – 15:00 Local Khartoum time  
Description: IT Service Provider  
For: Famine Early Warning Systems Network (Sudan)  
Funded By: United States Agency for International Development (USAID),  
Contract No. 7200-AA-19-D00001  
Implemented By: Chemonics International Inc.  
Point of Contact: Idris Ahmed, [iahmed@chemonics.com](mailto:iahmed@chemonics.com)

### \*\*\*\*\* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS \*\*\*\*\*

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <https://www.chemonics.com/our-approach/standards-business-conduct/>.

Chemonics does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics' prohibitions against fraud, bribery, and kickbacks.

Please contact Mohamed El Hafiz Ibrahim, [mmohamed@chemonics.com](mailto:mmohamed@chemonics.com) with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to [BusinessConduct@chemonics.com](mailto:BusinessConduct@chemonics.com) or by phone/Skype at 888.955.6881.

## **Section 1: Instructions to Offerors**

1. **Introduction:** The Famine Early Warning Systems Network (FEWS NET) 7, Pillar 1 Project is a USAID program implemented by Chemonics International Inc. (Chemonics) in Sudan. The goal of the FEWS NET 7, Pillar 1 is to strengthen the abilities of countries and regional organizations in Africa, Latin America, the Caribbean, and Asia to manage the threats of food insecurity information. As part of project activities, FEWS NET 7 Pillar 1 requires the provision of ad-hoc information technology (IT) support services. The purpose of this RFQ is to solicit quotations for these services.

Offerors are responsible for ensuring that their offers are received by Chemonics in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

2. **Offer Deadline and Protocol:** Offers must be received no later than 15:00 local Khartoum time on 24 June 2021 by email submission. Electronic submissions must be emailed to: [iahmed@chemonics.com](mailto:iahmed@chemonics.com).

Please reference the RFQ number in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of Chemonics.

3. **Questions:** Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 15:00 local Khartoum time on 24 June 2021 by email to [iahmed@chemonics.com](mailto:iahmed@chemonics.com). Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that Chemonics believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Only the written answers issued by Chemonics will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Chemonics, or any other entity should not be considered as an official response to any questions regarding this RFQ.

4. **Scope of Work:** Section 3 contains the Scope of Work for the required services.
5. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis. Prices must be presented in US Dollars. Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead; in the event this is not possible, offerors may complete the table in Section 3.

In addition, offerors responding to this RFQ are requested to submit the following:

- Organizations responding to this RFQ are requested to submit a copy of their official registration or business license.  
Individuals responding to this RFQ are requested to submit a copy of their identification card.
- Company/individual's profile or 2-3 pages introduction to company/individual's areas of expertise and practice, and description of the team and main clients.
- A minimum of three (3) references (with name and contact information) indicating the relevant services carried out in the last three (3) years that best illustrate the

organization/individual's qualifications and past performance. References from USAID or similar donor-funded projects are preferred. Independent verification of the references may be carried out. Chemonics reserves the right to obtain past performance information from sources other than those identified by the offeror.

- Narrative description of past performance for similar services.
- The CVs of all personnel with references of previous simultaneous interpretation.
- List of all equipment that will be used for carrying out the job including details on backup system and extra devices if required.

The price quotation must be submitted separately from above documents. All other parts of this quotation must not make reference to pricing data in order that the technical evaluation may be made strictly on the basis of technical merit.

6. **Delivery:** As part of its response to this RFQ, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe (after receipt of order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.
7. **Source/Nationality/Manufacture:** All services offered in response to this RFQ or supplied under any resulting award must meet **USAID Geographic Code 937** in accordance with the United States Code of Federal Regulations (CFR), [22 CFR §228](#). The cooperating country for this RFQ is Sudan.

Offerors may not offer or supply services or any commodities that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.

Any and all items that are made by Huawei Technology Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, Dahua Technology Company will not be accepted. If quotes include items from these entities, please note that they will be deemed not technically responsive and excluded from competition.

8. **Taxes and VAT:**  
The agreement under which this procurement is financed does not permit the financing of any taxes, VAT, tariffs, duties, or other levies imposed by any laws in effect in the Cooperating Country. No such Cooperating Country taxes, VAT, charges, tariffs, duties, or levies will be paid under an order resulting from this RFQ.
9. **DUNS Number:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a Data Universal Numbering System (DUNS) number if selected to receive an award in response to this RFQ valued greater than or equal to USD\$30,000 (or equivalent in other currency). If the Offeror does not have a DUNS number and is unable to obtain one before the submission deadline, Offeror shall include a statement noting their intention to register for a DUNS number should it be selected as the successful offeror or explaining why registration for a DUNS number is not possible. Contact Dun & Bradstreet through this webform to obtain a number: <https://fedgov.dnb.com/webform>. Further guidance on obtaining a DUNS number is available from Chemonics upon request.
10. **Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award

by the U.S. Government. Chemonics will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

11. **Evaluation and Basis for Award:** The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via a trade-off analysis to be the best value based on offer of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

- **Technical – 40 points:** Offerors must indicate their availability, responsiveness to technical requirements specified in Section 3, and ability to provide the services listed in the scope of work.
- **Corporate Capabilities: 20 points:** Offerors must indicate years of experience held and describe provided to similar international organizations, programs, and/or agencies.
- **Personnel Qualifications – 20 points:** Offerors must indicate proof of qualifications for staff members showing that they have the necessary experience and capabilities to carry out the duties listed in the scope of work.
- **Past Performance – 20 points:** Offerors must include three (3) past performance references of similar work (under contracts or subcontracts) previously implemented as well as contact information for the companies for which such work was completed. Contact information must include at a minimum: name of point of contact who can speak to the offeror’s performance, name, and address of the company for which the work was performed, and email and phone number of the point of contact.

Points will not be awarded for cost which will be primarily evaluated for realism and reasonableness. For overall evaluation purposes of this RFQ, technical evaluation factors other than cost, when combined, are considered significantly more important than cost factors. If technical scores are determined to be equal or nearly equal, cost will become the determining factor.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. Chemonics reserves the right to waive immaterial deficiencies at its discretion. Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Chemonics reserves the right to conduct any of the following:

- Chemonics may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, Chemonics may issue a partial award or split the award among various Vendors, if in the best interest of the FEWS NET 7 Pillar 1 Project.
- Chemonics may cancel this RFQ at any time.
- Chemonics may reject any and all offers, if such action is considered to be in the best interest of Chemonics.

Please note that in submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the FEWS NET 7 Pillar 1 Project for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. Chemonics, at its sole discretion, will make a final decision on the protest for this procurement.

12. **Terms and Conditions:** This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Chemonics, the FEWS NET 7 Pillar 1 Project, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to Chemonics' standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

- (a) Chemonics' standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFQ and identified in the resulting award; payment will not be issued to a third party.
- (b) Any award resulting from this RFQ will be firm fixed price, in the form of a purchase order.
- (c) No services or commodities may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.
- (d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.
- (e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Vendor under any award resulting from this RFQ must ensure compliance with these laws.
- (f) The title to any goods supplied under any award resulting from this RFQ shall pass to Chemonics following delivery and acceptance of the goods by Chemonics. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to Chemonics.

## **Section 2: Offer Checklist**

To assist offerors in preparation of the quote, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
- Official quotation, including proof of technical qualifications, (see Section 3 for scope of work, required technical qualifications, and the template to provide quotations);
- Copy of offeror's registration or business license (see Section 1.5 for more details);
- Contact information for at least three (3) references of past or present clients indicating the relevant services carried out in the last three (3) years that best illustrate company/individual's qualifications and past performance (see Section 1.5 for more details).
- Federal Funding Accountability and Transparency Act (FFATA) Subaward Reporting Questionnaire, signed by an authorized representative of the offeror (see Section 5 for questionnaire). This form shall be completed only if the value is over \$30,000.
- Narrative description of past performance for similar services.
- The CVs of all personnel with references of previous simultaneous interpretation. (See Section 1.5 for more details).

- List of all equipment that will be used including details on the backup system and extra devices if required.
- Company/individual's profile or 2-3 pages introduction to company/individual's areas of expertise, and description of the team and main clients (see Section 1.5 for more details).

### **Section 3: Scope of Work and Technical Qualifications**

The purpose of this RFQ is to engage the firm to provide services of IT support to Chemonics and FEWS NET 7 Pillar 1.

The nature of services to be provided will be technical IT support, preventive maintenance and repair on the equipment listed below during official office hours from 8:30 am to 5:30 pm from Sunday to Thursday. This section describes the required capabilities, IT support and maintenance services, both hardware and software, for which such services may be required.

#### **Required Capabilities**

- Ability to provide professional remote information technology (IT) support services for regular IT support and maintenance services through Skype, telephone, and other similar channels in case the offeror is not available around.
- The selected service provider is required to provide one (1) dedicated staff member who is able to perform repairs and provide maintenance services for office equipment in Khartoum. Further, the selected supplier is required to have sufficient qualified staff available in the event that the dedicated staff member is unavailable to promptly respond to the service request.
- Each offeror should be able to provide remote IT support for each of the services requested below.
- Ability to provide such services during standard and non-standard working hours (i.e. – 24/7). Standard hours are defined as Sunday through Thursday, 8:00AM - 5:00PM. Non-standard working hours are defined as any hours outside of those defined as standard, including weekends and holidays. **Please note, when providing pricing, submitted pricing should be on an, all-inclusive basis covering standard and non-standard working hours (no additional costs will be paid for work performed during non-standard working hours).**

#### **Required Services**

- Installation and configuration of computer hardware, software, systems, networks, printers, and scanners.
  - Internet, E-mail, and applications management support.
  - Microsoft office 365 management.
  - Setting and maintaining passwords, as necessary.
  - Antivirus updating and other system performance checks.
  - Antispyware and anti-spam solutions.
  - Checking IT equipment for electrical safety.
  - Other general IT troubleshooting and support for the office.
- Ensure network security and solve technical problems as they arise.
  - Planning and undertaking scheduled maintenance upgrades.
  - Network setup, including wireless setup and connectivity.

- Seeking advice from clients such as the number of devices and computer users to determine the nature of any network-related problems.
- Investigating, diagnosing, and solving computer software and hardware faults
- Identifying the problems and parts of the IT equipment to be repaired or replaced.
- Support with managing internal IT networks between computers and other devices.

**Illustrative types of hardware and software –**

*Hardware –*

- Different equipment manufactured by: Hewett Packard, Sharp, TP-Link, and any other equipment that may be procured during the period of the Subcontract.
- Types of hardware: Laptops, desktops, routers, firewalls, wireless access points, network switches, monitors, UPS units, multi-function printers/copies/scanners, keyboards, Docking stations, Projectors, cameras, Server, Stabilizers, UPS, external hard drives.

*Software –*

- Software manufactured by Microsoft, Windows, Chrome, Skype, Adobe, Google, and any other applications that may be installed by project staff.
- Types of software: Anti-virus, office productivity – Microsoft Office, Adobe, and Internet Explorer.

**Technical Qualifications that the selected offeror must possess:**

- Minimum three years of experience and proven track of record providing the services outlined in Scope of Work.
- Staff assigned to these tasks must have minimum three years of experience and have completed all required certifications and licenses required by local law and regulations.
- Experience with USAID or other donor-funded projects in Sudan, especially those implemented by for-profit international firms like Chemonics, is highly preferred.

The table below contains the list of services under RFQ. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to Chemonics.

Line Item	Description and Scope	Services Offered	Unit Price	Total Price
1	Technical support (customer care service management) Please list call center hours and average time of responsiveness.			
2	Laptops			
3	Desktops			
	Printers			

4				
5	Scanners/Copiers			
				<b>Subtotal:</b>
				<b>Delivery Costs:</b>
				<b>Other Costs (Describe: _____):</b>
				<b>GRAND TOTAL:</b>

Electronic deliveries shall be made by the Vendor to (insert contact information)

Delivery time (after receipt of order):   30   calendar days

The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.

The prices quoted above remain fixed for the next twelve months:

     Yes           No

**Section 4: Offer Cover Letter**

*The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:*

To:                FEWS NET - Sudan  
                       Apartment 3 & 4 Ennefeidi Building,  
                       Street 49 Khartoum (2), Khartoum, Sudan

Reference:        RFQ No. FEWS-SD-004

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers, and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Chemonics or FEWS NET Sudan project staff members.
- We have no close, familial, or financial relationships with any other offerors submitting quotes in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our quote and all supporting documentation is authentic and accurate.
- We understand and agree to Chemonics’ prohibitions against fraud, bribery, and kickbacks.



We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

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

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

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

Company Telephone and Website: \_\_\_\_\_

Company Registration or Taxpayer ID Number: \_\_\_\_\_

Company DUNS Number: \_\_\_\_\_

Does the company have an active bank account (Yes/No)? \_\_\_\_\_

Official name associated with bank account (for payment): \_\_\_\_\_

**Section 5: Federal Funding Accountability and Transparency Act (FFATA) Subaward Reporting Questionnaire**

If the offeror is selected for an award valued at \$30,000 or above, and is not exempted based on a negative response to Section 3(a) below, any first-tier subaward to the organization may be reported and made public through FSRs.gov in accordance with The Transparency Acts of 2006 and 2008. Therefore, in accordance with FAR 52.240-10 and 2CFR Part 170, if the offeror positively certifies below in Sections 3.a and 3.b and negatively certifies in Sections 3.c and 3.d, the offeror will be required to disclose to Chemonics for reporting in accordance with the regulations, the names and total compensation of the organization's five most highly compensated executives. By submitting this quotation, the offeror agrees to comply with this requirement as applicable if selected for a subaward.

In accordance with those Acts and to determine applicable reporting requirements, **Company Name** certifies as follows:

a) In the previous tax year, was your company's gross income from all sources above \$300,000?

Yes  No

b) In your business or organization's preceding completed fiscal year, did your business or organization (the legal entity to which the DUNS number belongs) receive (1) 80 percent or more of its annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; **and** (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

Yes  No

c) Does the public have access to information about the compensation of the executives in your business or organization (the legal entity to which the DUNS number it provided belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986? (FFATA § 2(b)(1)):

Yes  No

d) Does your business or organization maintain an active registration in the System for Award Management ([www.SAM.gov](http://www.SAM.gov))?

Yes  No

I hereby certify that the above statements are true and accurate, to the best of my knowledge.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

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