1. **Can you extend the deadline?**

Yes, the new deadlines are as follows:

|  |  |
| --- | --- |
| Deadline for tender proposals submission  | 29/09/23 19:00 GMT  |
| Award Contract/Agreement  | 27/10/23  |

 This change will be reflected on MAG’s and the IAPG websites.

1. **It is standard practice to contract on [the Supplier]’s terms and conditions that outline our Service Descriptions and the full SLAs specific to these particular services. We would like to ensure that our Terms and Conditions will be considered as part of this process.**

MAG would be happy to contract on the preferred suppliers Terms and Conditions within reason, please submit them as part of the Tender and they will be considered. MAG reserves the right to request changes to the Terms and Conditions as appropriate.

1. **Please could you provide a breakdown of the office by country and size. We would like to see which countries are grouped by Medium and Small.**

MAG works in 87 locations in total however, we recognise that Central & West Africa office locations will likely not require network equipment and connectivity to the global network. We estimate that between 40 and 45 of these locations will require connection to the network.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Region | Country | No of locations | Locations >10 staff | No of staff | Type (estimated) |
| SSEA | Cambodia | 3 | 3 | 83 | Medium |
| Laos | 4 | 2 | 141 | Medium |
| Sri Lanka | 7 | 3 | 82 | Small - Colombo (15-25ppl) , Vavuniya (25-30 CoB1 and CoB 15-20ppl) ) & Batticaloa (recently opened <10ppl) |
| Vietnam | 4 | 3 | 81 | Medium - 2 locations small (Hanoi and Vinh Linh) and 2 medium (Quang Binh(Dong Hoi) and Quang Tri (Dong Ha) |
| Myanmar | 1 | 1 | 49 | Medium |
| Middle East | Iraq | 8 | 8 | 184 | Medium |
| Syria | 5 | 5 | 68 | Small |
| Lebanon | 3 | 2 | 68 | Small |
| Africa | South Sudan | 10 | 2 | 88 | Medium |
| Somalia | 1 | 0 | 8 | Small |
| Angola | 3 | 1 | 19 | Small |
| Zimbabwe | 1 | 1 | 18 | Small |
| W Africa | Mali | 1 | 1 | 19 | Small |
| Chad | 1 | 0 | 5 | Small |
| Niger | 2 | 0 | 3 | Small |
| Burkina Faso | 5 | 1 | 10 | Small |
| Togo | 0 | 0 | 1 | Small |
| Guinea Bissau | 1 | 0 | 2 | Small |
| Guinea | 1 | 0 | 1 | Small |
| Nigeria | 2 | 1 | 41 | Small |
| Benin | 1 | 0 | 6 | Small |
| Senegal | 11 | 1 | 13 | Small |
| Sierra Leone | 1 | 0 | 2 | Small |
| Mauritania | 1 | 0 | 4 | Small |
| Gambia | 1 | 0 | 3 | Small |
| RoW | Azerbaijan | 1 | 0 | 6 | Small |
| Bosnia Herz | 1 | 1 | 23 | Small |
| Ukraine | 1 (expanding to 3 in 2023) | 3 | 40 | Medium |
| Peru | 1 | 1 | 10 | Small |
| Ecuador | 1 | 0 | 3 | Small |
| HQ | UK | 1 | 1 | 120 | Large |
| GISF | 1 | 0 | 9 | Small |
| Jordan Office | 2 | 1 | 4 | Small |
| MAG America | 1 | 1 | 9 | Small |
|  **Total**  | 87 |   | 1223 |   |

1. **Would MAG be open to help facilitate the delivery of goods to each of the 87 locations, if it proved to be a better commercial & logistical solution, given the tax import costs & already established relationship with each country?**

Yes, MAG would anticipate that all locations equipment would be procured via the UK and shipped out to all global locations. MAG are fully aware of the tax importation costs and restrictions given recent Brexit regulations. MAG as an organisation has certain conditions in place to allow transfer/importation of goods into certain countries. If possible, we would prefer to procure locally in certain countries which can be negotiated at point of contract award.

1. **In the Pricing Questionnaire it suggests that we should provide pricing in USD. ‘Please only enter prices in USD. Full specifications should be submitted as an Annex'. Although in the boxes requiring pricing it states USD/GPB. Should we respond with USD or is GPB acceptable?**

MAG are aware of currency fluctuation in exchange rates. As an organisation, we have to regularly keep abreast of currency exchange rates as our donors provide our donations in different currencies. For the purposes of tender submission MAG requests that all prices are submitted in USD based on current exchange rates for the purposes of fair comparison between suppliers. At the point of award, MAG and preferred supplier/partner can negotiate at this time with a view to finalising actual GBP pricing when order is placed.

1. **Please can you confirm whether MAG global offices are required to log support via the head office Manchester HQ or direct to the supplier from the office requiring support?**

All network outages should be reported and updated to our HQ Service Desk which works with all country programmes.

1. **MAG refer to a Restoration Time for Business Continuity, can you expand on this requirement please?**

In terms of business continuity, we must ensure MAG locations have network capability unless the local-in-country network connectivity is unavailable. We would like all locations to have back up capability i.e. UPS in the event of network down.

1. **MAG request bi-annual Disaster Recover process testing, can MAG expand on this requirement please?**

We would expect our network disaster recovery plan to be a set of procedures designed to prepare MAG as an organisation to respond to an interruption of network services during a natural or ‘force majeure’ catastrophe. We would anticipate this plan to include elements such as mapping out our assets, identifying our assets' criticality and context, conducting a risk assessment, defining our recovery objectives, choosing a disaster recovery setup, budgeting for our setup, and testing and reviewing the plan.

1. **Under sub-contracting, MAG have stated that the contract holder may only sub-contract to one level removed. Would MAG consider a sub-contractor two levels removed?**

MAG preference is that we would agree to sub-contracting to one level removed however, fully understand that some countries we work in are in restrictive environments. We have the facility to use MAG employees in such circumstances.

1. **Will floor plans be provided for each of the 87 locations?**

Within reason, we would hope to provide office location drawings in order that the preferred supplier could conduct desktop surveys to ensure correct network infrastructure.

1. **Can the installation of the project commence during working hours of each site or will it be out of hours?**

We would ensure that all network installations occur within working hours GMT/UK time.