

MAG 23 02 PTT: Supplier Offer Questionnaire

All bidders must complete the Supplier Offer Questionnaire.

Please answer every question. If a question does not apply to your business please state 'Not Applicable'.

Section 1: Service (40 Points available in this section)		
1.1	Will MAG have a single point of contact within your organisation?	Yes/No
	Please provide details:	
1.2	Overseas Support:	
	The following is a list of countries in which MAG are currently operating. Please give details of whether you have any Maintenance or User Support programmes, or partners who can deliver on your behalf, in country.	
	Country (HQ location in brackets)	Details of Support in country
	Angola (Luanda)	
	Azerbaijan (Baku)	
	Benin (Porto Novo)	
	Bosnia (Sarajevo)	
	Burkina Faso (Ouagadougou)	
	Cambodia (Phnom Penh)	
	Chad (N'Djamena)	
	Ecuador (Quito)	
	Gambia (Banjul)	
	Ghana (Accra)	
	Guinea (Conakry)	
	Northern Iraq (Erbil/Iraq Kurdistan region)	
	Lao PDR (Vientiane)	
	Lebanon (Nabatieh)	
	Mali (Bamako)	
	Mauritania (Nouakchott)	
	Myanmar (Yangon)	
	Niger (Niamey)	
	Nigeria (Abuja)	
	Peru (Lima)	
	Senegal (Dakar)	
	Sierra Leone (Freetown)	
	Somalia (Garowe)	
	South Sudan (Juba)	
	Sri Lanka (Colombo)	
	Syria (North East)	
	Togo (Lome)	
	Ukraine (Kyiv)	

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	Vietnam (Hanoi)	
	Zimbabwe (Harare)	
1.3	Please detail the Maintenance and User Support you can offer remotely. Do you charge for this service?	
1.4	Do you provide out of hours emergency support? If so, please detail how this works and any charges applied.	
1.5	How would you provide technical support regarding selecting the right equipment for MAG operations?	
1.6	MAG requires that any substitutions for similar or like products are accepted by MAG before the goods are supplied. Please confirm you would abide by this requirement.	
1.7	MAG may undertake emergency response activities as part of our humanitarian mission. Are you able to provide equipment at short notice? Please detail below what steps you would take to provide equipment at short notice:	
1.8	How would you deal with an order that has been shipped overseas, and on receipt it is identified that the goods are short shipped or the incorrect goods have been picked and dispatched?	
1.9	Equipment you have provided to one of our overseas programs has broken down 6 weeks after arriving in country. What assistance or support would you provide to the programme?	
1.10	Are you able to provide support and training to MAG, remotely if necessary? Please detail below and outline any charges if applicable.	Yes/No

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1.11	Are you able to set and configure radio equipment before dispatching to MAG? Please detail and outline any charges if applicable.	Yes/No					
2.	Section 2: Product Details (40 points available in this section)						
	Product Name	Meets technical requirement? Y/N	Warranty Duration and headline Details	Warranty Point of Contact – Manufacturer or Supplier?	Country of Manufacture	Lead time (days)	For End of Life Items state the date you will cease supply
Item 1a							
Item 1b							
Item 2							
Item 3							
Item 4							
Item 5							
Item 6							
Item 7							
Item 8							
Item 9							
Item 10							
Item 11							
Item 12							
Item 13							
Item 14							
Item 15							
Item 16							
Item 17							
Item 18							
Item 19							
Item 20							
Item 21							
Item 22							
Please include technical specifications for each item offered in your submission as an annex.							
2.2	Spare Parts –MAG still operates some communications equipment that is end of life. Please detail your spare part provisions:						
3. Section 3: Packing and Shipping (5 points available in this section)							
3.1	Are you able to arrange an international shipment (including items with Li-ion batteries), freight insurance and delivery tracking if required						Yes/No
3.2	Can you provide Certificate of Origin for your Products? Please detail any charges;						Yes/No
3.3	Are you willing to pack goods, add labels and shipping documents to the cargo, provided by MAG? If you will apply any charges for this service, please outline below.						Yes/No

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3.4	Some Radio Equipment with encryption technology requires a UK Trade or Export Licence (https://www.gov.uk/uk-strategic-export-control-lists-the-consolidated-list-of-strategic-military-and-dual-use-items) are you able to support MAG with technical specifications and assistance identifying the relevant control rating for this requirement? Please detail.	Yes/No
3.5	Are you able to provide a full packing list (including serial numbers) in advance of the shipment being dispatched?	Yes/No
4.	Section 4: Satellite Communications & Airtime (10 points available in this section)	
4.1	Please list the networks you are able to support?	
4.2	Please detail the arrangement and the interface between the airtime / satellite provider, the customer (MAG) and the bidder, please include; the first point of contact for airtime queries & activations and high usage alerts, the escalation procedure for resolving potential issues, and response times.	
4.3	Are you able to provide consolidated invoicing for airtime where the charges are on one invoice? Please provide details and <i>attach a sample copy of your invoice format</i> . MAG would prefer a supplier that can provide a consolidated invoice and provide an excel version of the invoice so that it can be easily shared with our programmes.	
4.4	Are you able to provide detailed reports of airtime usage? Please detail the reports that you can provide and attach a sample report. If your reporting is available on line, please provide a demo link and log in.	
4.5	If you have an online portal, please outline the key features; please provide a Demo Link and Log In.	
4.6	Does your portal allow MAG to set up users in the field that can log in and see usage and contract information?	Yes / No
4.7	Will all open airtime contracts be visible online?	Yes / No
4.8	Can you activate a new contract online? If not, will the most up to date Activation Templates be available online, or will you ensure that the correct activation template is made available to MAG when released? Please detail.	Yes / No
4.9	Are you able to provide MAG with a full list of contracts, current contract status and contract start dates on request?	Yes / No
4.10	Are you able to provide a stock of Sim Cards for Satellite Phones and Broadband Global Area Network (BGAN) in advance for activation once the hardware is at final destination? If any charges are applicable please detail below:	Yes/ No
4.11	In an emergency, MAG may require an airtime connection at short notice, please detail how quickly a set up can be completed, including any out of business hours services? Please detail any charges applicable for an out of hours emergency service.	

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4.12	Please provide full details of your contract options for the products you are offering below;			
	Minimum Contract Length			
	Automatic Usage Alerts (please detail if more than one alert is possible per month)			
	Auto Shut Downs			
	Please detail how a new contract is activated?			
	Process and applicable charges to suspend a contract (please detail if the same SIM card can be reactivated)			
	Process and applicable charges to cancel a contract (within its original contract period and outside it. Please also detail if the same SIM can be reactivated.			
4.13	Can you propose how you will assist MAG in managing the migration process to a new airtime provider and any costs incurred?			
5.	Section 5: Value Added (5 points available in this section)			
5.1	Please outline any other benefits and innovations you feel that your organisation could offer to MAG that have not been covered above.			
6.	Section 6: Declaration			
	I, the undersigned, warrant that the information provided in this form is correct, and in the event of changes details will be provided as soon as possible:			
	Signature:			
	Name: (please print)			
	Organisation			
	Position:			
	Date:			