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

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Section 1: Service and Support (16% weighting of total)** | | | | | | | | | | | |
| 1.1 | Will MAG have a single point of contact within your organisation? | | | | | | | Yes/No | | | |
| Please provide details of the team that will support MAG including points of contact for after sales, and escalation route to resolve any issues arising: | | | | | | | | | | |
|  | | | | | | |  | | | |
| 1.2 | What is your standard business operating hours (UTC)? Do you have any provision for out of hour emergency contacts? Please detail: | | | | | | | | | | |
|  | | | | | | |  | | | |
| 1.3 | How would you provide MAG network for replacing faulty or defective network products at short notice if required? Please detail. | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.5 | MAG may undertake emergency response activities as part of our humanitarian mission. Are you able to provide network support at short notice? Please detail below: | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.6 | MAG requires that any substitutions for similar or like products are accepted by MAG before the goods are supplied. Please confirm you can abide by this requirement. | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.7 | MAG operates in many different countries which may require alternate plug configurations such as Euro or US. Are you able to fit alternate plugs before shipment? Please detail what options can be fitted or installed and if there is an additional cost or change to lead time: | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.8 | Are you able to provide pre-stage configuration or automated configuration of all network products required for global network? Please provide details of how you deliver this pre-stage work. | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.9 | Please provide any additional value-added bespoke service/support you can deliver to MAG International globally. Please provide examples of similar network projects of a global scale you have provided | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.10 | Overseas Support: | | | | | | | | | | |
| In addition to its main offices in the UK, MAG is currently operating in the following listed countries.  Please give in-country arrangements and details of whether you have any Satellite offices, Service Support Operations, Partners or Agents who can deliver on your behalf.  Please detail below the availability of the following; 24x7x365 Support Service & Maintenance Provision, International/Local Warranty Arrangements | | | | | | | | | | |
| Country | | | Details of 24x7x365 Support, Service & Maintenance, Warranty, Spare Part availability where available. | | | | | | | |
| Angola | | |  | | | | | | | |
| Azerbaijan | | |  | | | | | | | |
| Benin | | |  | | | | | | | |
| Bosnia | | |  | | | | | | | |
| Burkina Faso | | |  | | | | | | | |
| Cambodia | | |  | | | | | | | |
| Chad | | |  | | | | | | | |
| Ecuador | | |  | | | | | | | |
| Gambia | | |  | | | | | | | |
| Ghana | | |  | | | | | | | |
| Guinea | | |  | | | | | | | |
| Guinea Bissau | | |  | | | | | | | |
| Northern Iraq / Iraq | | |  | | | | | | | |
| Lao PDR | | |  | | | | | | | |
| Lebanon | | |  | | | | | | | |
| Mali | | |  | | | | | | | |
| Mauritania | | |  | | | | | | | |
| Myanmar | | |  | | | | | | | |
| Niger | | |  | | | | | | | |
| Nigeria | | |  | | | | | | | |
| Peru | | |  | | | | | | | |
| Senegal | | |  | | | | | | | |
| Sierra Leone | | |  | | | | | | | |
| Somalia | | |  | | | | | | | |
| South Sudan | | |  | | | | | | | |
| Sri Lanka | | |  | | | | | | | |
| Togo | | |  | | | | | | | |
| Ukraine | | |  | | | | | | | |
| Vietnam | | |  | | | | | | | |
| Zimbabwe | | |  | | | | | | | |
| 1.11 | What is your policy and procedure on short shipment or shipment of incorrect items / accessories once the consignment has arrived in MAG’s programme and the local team have checked the goods? | | | | | | | | | | |
|  | | | | | | | | | | |
| 1.12 | A Cisco Meraki product such as MX67/68 you have provided to one of our overseas programs has broken down 6 weeks after arriving in country. What assistance would you provide to the program? | | | | | | | | | | |
|  | | | | | | | | | | |
| **Section 2: Shipping (8% weighting of total)** | | | | | | | | | | | |
| 2.1 | Are you able to arrange international shipment and delivery tracking to the destinations outlined in section 1.11. Please outline below: | | | | | | | | | | |
|  | | Average shipping time (days) | | Please confirm if the following freight options are available: | | | | | | |
| DDU | | DAP | | | DDP | |
| Angola | |  | |  | |  | | |  | |
| Azerbaijan | |  | |  | |  | | |  | |
| Bosnia | |  | |  | |  | | |  | |
| Benin | |  | |  | |  | | |  | |
| Burkina Faso | |  | |  | |  | | |  | |
| Cambodia | |  | |  | |  | | |  | |
| Chad | |  | |  | |  | | |  | |
| Ecuador | |  | |  | |  | | |  | |
| Gambia | |  | |  | |  | | |  | |
| Ghana | |  | |  | |  | | |  | |
| Guinea | |  | |  | |  | | |  | |
| Guinea Bissau | |  | |  | |  | | |  | |
| Northern Iraq / Iraq | |  | |  | |  | | |  | |
| Lao PDR | |  | |  | |  | | |  | |
| Lebanon | |  | |  | |  | | |  | |
| Mali | |  | |  | |  | | |  | |
| Mauritania | |  | |  | |  | | |  | |
| Myanmar | |  | |  | |  | | |  | |
| Niger | |  | |  | |  | | |  | |
| Nigeria | |  | |  | |  | | |  | |
| Peru | |  | |  | |  | | |  | |
| Senegal | |  | |  | |  | | |  | |
| Sierra Leone | |  | |  | |  | | |  | |
| Somalia | |  | |  | |  | | |  | |
| South Sudan | |  | |  | |  | | |  | |
| Sri Lanka | |  | |  | |  | | |  | |
| Togo | |  | |  | |  | | |  | |
| Ukraine | |  | |  | |  | | |  | |
| Vietnam | |  | |  | |  | | |  | |
| Zimbabwe | |  | |  | |  | | |  | |
| 2.2 | Please provide examples of similar shipping network projects you have delivered on a global scale | | | | | | | | | | |
|  | | | | | | | | | | |
| **Section 3: Product Details (8% weighting of total)** | | | | | | | | | | | |
| 3.1 | | Complete the below table for each of the items you are bidding for. If you are proposing more than one item for a particular specification, please add additional rows. | | | | | | | | | |
| Quantity Required | | | | Average Lead time (days) | | | | | Stock Location |
| Meraki MR36 Wi-Fi 6 Indoor AP | |  | | | |  | | | | |  |
| Meraki MR44 Wi-Fi 6 Indoor AP | |  | | | |  | | | | |  |
| Meraki Enterprise Cloud Controller License, 5 Years | |  | | | |  | | | | |  |
| Meraki MX68 Router/Security Appliance | |  | | | |  | | | | |  |
| Meraki MX68 Advanced Security License and Support, 5YR | |  | | | |  | | | | |  |
| Meraki MX67 Router/Security Appliance | |  | | | |  | | | | |  |
| Meraki MX67 Advanced Security License and Support, 5YR | |  | | | |  | | | | |  |
| Meraki MX85 Router/Security Appliance | |  | | | |  | | | | |  |
| Meraki MX85 Advanced Security License and Support, 5YR | |  | | | |  | | | | |  |
| Meraki MS120-8FP 1G L2 Cloud Managed 8x GigE 127W PoE Switch | |  | | | |  | | | | |  |
| Meraki MS120-8FP Enterprise License and Support, 5 Year | |  | | | |  | | | | |  |
| Meraki MS120-24P 1G L2 Cloud -Managed 24x GigE 370W PoE Switch | |  | | | |  | | | | |  |
| Meraki MS120-24P Enterprise License and Support, 5 Year | |  | | | |  | | | | |  |
| Meraki MG21E Cellular Gateway External Antennas - Worldwide | |  | | | |  | | | | |  |
| Meraki MG21 Enterprise License and Support, 5YR | |  | | | |  | | | | |  |
| **Please include technical specifications for each item offered in your submission as an annex.** | | | | | | | | | | | |
| **Section 4: Value Added (8% weighting of total)** | | | | | | | | | | | |
| 4.1 | Please outline any other benefits you feel that your organisation could offer to MAG that have not been covered above. | | | | | | | | | | |
|  |  | | | | | | | | | | |
| **Section 5: Company Profile (10% weighting of total)** | | | | | | | | | | | |
| 5.1 | Please provide a full company profile, specifically to covering your work with organisations like MAG e.g. Global NGO’s, Humanitarian organisations, not for profits etc. Highlight your VAS, USPs, Clients etc.  \*This can be presented however you wish and should be attached to your submission. | | | | | | | | | | |
|  |  | | | | | | | | | | |
| 5.2 | Please provide 2 global network projects your company has delivered and outline the network that was delivered and supported. | | | | | | | | | | |
|  |  | | | | | | | | | | |
| 5.3 | Please provide examples of other Not for Profit/NGO’s organisations you have delivered network projects to | | | | | | | | | | |
|  |  | | | | | | | | | | |
| **Section 6: Declaration** | | | | | | | | | | | |
| 6.1 | 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: | | | | | | | | Yes/No | | |
| Signature: | | | | | | | | | | |
| Name (please print): | | | | | | | | | | |
| Organisation | | | | | | | | | | |
| Position: | | | | | | | | | | |
| Date: | | | | | | | | | | |