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

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| --- | --- | --- | --- |
| **Section 1: Service and Support (10% 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 cutting shears and after sales, and escalation route to resolve any issues arising: | | |
|  | |  |
| 1.2 | What are your standard business operating hours? Do you have any provision for out of hour emergency contacts? Please detail: | | |
|  | |  |
| 1.3 | What is your standard response time for Requests for Quotations & Lead times? Are you able to provide quotations quickly for urgent requirements such as when MAG is working on a bid or proposal with a tight turnaround? | | |
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| 1.4 | How would you provide MAG technical support regarding selection of the right cutting shear, spare parts if required? Please detail. | | |
|  | | |
| 1.5 | MAG may undertake emergency response activities as part of our humanitarian mission. Are you able to provide machines at short notice? How will you keep MAG informed of your cutting shears stock availability? 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 | Can you adapt your standard models to include ad hoc technical modifications based on MAG's requirements? | | |
|  | | |
| 1.8 | Overseas Support: | | |
| The following is a list of countries MAG is currently operating or planning to conduct operations in the future.  Please give details of whether you have any Satellite offices, Service Support Operations, Partners, or Agents who can deliver on your behalf, in country.  Please detail below the availability of the following.  1/Local Sales, 2/Service & Maintenance Provision, 3/ Local Warranty Arrangements\*, 4/ Genuine Spare Part Availability (where known).  \*See additional question 1.12 regarding Warranty | | |
| Country | Details of local Vehicle Sales, Service & Maintenance, Warranty, Spare Part availability where available. | |
| Angola |  | |
| Bahamas |  | |
| Belize |  | |
| Benin |  | |
| Bosnia & Herzegovina |  | |
| Burkina Faso |  | |
| Cambodia |  | |
| Chad |  | |
| Costa Rica |  | |
| Dominica |  | |
| Ecuador |  | |
| El Salvador |  | |
| Ethiopia |  | |
| Ghana |  | |
| Guatemala |  | |
| Guinea Bissau |  | |
| Guyana |  | |
| Iraq |  | |
| Ivory Coast |  | |
| Jamaica |  | |
| Jordan |  | |
| Kenya |  | |
| Laos |  | |
| Lebanon |  | |
| Mauritania |  | |
| Mexico |  | |
| Myanmar |  | |
| Nigeria |  | |
| Papa New Guinea |  | |
| Paraguay |  | |
| Peru |  | |
| Senegal |  | |
| Sierra Leone |  | |
| South Sudan |  | |
| Sri Lanka |  | |
| St. Lucia |  | |
| St. Vincent |  | |
| Sudan |  | |
| Suriname |  | |
| Syria |  | |
| Tanzania |  | |
| The Gambia |  | |
| Togo |  | |
| Trinidad and Tobago |  | |
| Ukraine |  | |
| Vietnam |  | |
| Zimbabwe |  | |
| 1.9 | Are you able to provide advice and resources to support MAG in the care and maintenance of the equipment over its useful life? Please detail below. | | |
|  | | |
| 1.10 | What is your average lead time on spare parts requirements? Please provide details below: | | |
|  | | |
| 1.11 | In some locations MAG has many cutting shears which 1are ageing. Please give an indication of your ability to support older models with service and maintenance with spare part availability and lead times where available. | | |
|  | | |
| 1.12 | Please detail the length of warranty in place for your cutting shears, including initial point of contact for any potential claim, headline details of coverage and exclusions. | | |
|  | | |
| 1.13 | 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? | | |
|  | | |
| 1.14 | A cutting shear you have provided to one of our overseas programmes has broken down 6 weeks after arriving in country. What assistance would you provide to the programme? | | |
|  | | |
| 1.15 | Can you provide user and maintenance manuals for the cutting shear and parts in the language of the destination countries previously listed? If so, can they be provided in soft and hard copy? Manuals provided in English is an essential requirement. | | |
|  | | |
| 1.16 | Do you have experience of dealing with NGOs and in particular UN entities? If yes, please detail NGOs and UN entities you have had experience with. | | |
|  | | |
| 1.17 | Can you detail any schemes that your company has in terms of deposing obsolete machines environmentally? | | |
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| 2. | **Section 2: Shipping (5% weighting of Total)** | | |
| 2.1 | Can you provide insurance for shipments? | | Yes/No |
| 2.2 | Are you able to arrange international shipment and delivery tracking of goods if required? | | Yes/No |
| 2.3 | Can you provide international shipment and delivery tracking to the below countries? Please provide a yes or no answer if you can deliver to each of the countries below, including the INCO Terms. MAG would prefer DDP but, DAP and CIP are acceptable with other requiring justification (Incoterms 2020).  **Asia Pacific:**   * Laos, Cambodia, Vietnam, Sri Lanka, Papa New Guinea, Myanmar   **Africa:**   * South Sudan, Angola, Zimbabwe, Ghana, Burkina Faso, Sierra Leone, Senegal, Guinea Bissau, Mauritania, Ivory Coast, Guinea, Ethiopia, The Gambia, Kenya, Chad, Tanzania, Togo   **Europe:**   * Ukraine, Bosnia & Herzegovina   **Middle East:**   * Lebanon, Iraq, Syria, Jordan   **Latin America and Caribbean:**   * Peru, Ecuador, Mexico, Bahamas, Belize, Guyana, Trinidad and Tobago, Costa Rica, Guyana, St Lucia, St Vincent, Suriname, Guatemala, El Salvador, Honduras | | |
| **Country** | **Yes/No** | |
| Angola |  | |
| Bahamas |  | |
| Belize |  | |
| Benin |  | |
| Bosnia & Herzegovina |  | |
| Burkina Faso |  | |
| Cambodia |  | |
| Chad |  | |
| Costa Rica |  | |
| Dominica |  | |
| Ecuador |  | |
| El Salvador |  | |
| Ethiopia |  | |
| Ghana |  | |
| Guatemala |  | |
| Guinea Bissau |  | |
| Guyana |  | |
| Iraq |  | |
| Ivory Coast |  | |
| Jamaica |  | |
| Jordan |  | |
| Kenya |  | |
| Laos |  | |
| Lebanon |  | |
| Mauritania |  | |
| Mexico |  | |
| Myanmar |  | |
| Nigeria |  | |
| Papa New Guinea |  | |
| Paraguay |  | |
| Peru |  | |
| Senegal |  | |
| Sierra Leone |  | |
| South Sudan |  | |
| Sri Lanka |  | |
| St. Lucia |  | |
| St. Vincent |  | |
| Sudan |  | |
| Suriname |  | |
| Syria |  | |
| Tanzania |  | |
| The Gambia |  | |
|  | Togo |  | |
| Trinidad and Tobago |  | |
| Ukraine |  | |
| Vietnam |  | |
| Zimbabwe |  | |
| 2.4 | Can you (or your suppliers/subcontractors) pack hazardous goods for air, ocean and road freight and produce a Dangerous Goods declaration? For example, lithium batteries. Please advise if this charged at an additional cost? If not, please detail pricing methodology below: | | Yes/No |
|  | | |
| 2.5 | Can you provide Material Safety Data Sheets where applicable? | | Yes/No |
| 2.6 | Is packing for shipment free of charge? If not, please provide details below: | | Yes/No |
| 2.7 | Can you provide Certificate of Origin for your goods? | | Yes/No |
| 2.8 | Will you be able to add labels and shipping documents to the cargo, provided by MAG? | | Yes/No |
| 2.9 | Will you be able to provide serial numbers in advance of shipping? | | Yes/No |

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| 3. | **Section 3: Value Added (5% weighting of Total)** | |
| Please outline any other benefits you feel that your organisation could offer to MAG that have not been covered above. | |
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| 4. | **Section 4: 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: | Yes/No |
| Signature: | |
| Name (please print): | |
| Organisation | |
| Position: | |
| Date: | |