

Terms of Reference (TOR)

for

Subscription and supply of Iridium Nano Shout personal trackers for Danish Refugee Council South Sudan on Purchase Agreement Basis

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

2. Background

Danish Refugee Council has been operational in South Sudan since 2005, implementing multi-sectoral responses including Protection, Camp Coordination and Camp Management (CCCM), Economic Recovery, Shelter and Non-Food Items (SNFI), Humanitarian Disarmament and Peacebuilding (HDP). DRC is implementing projects in Upper Nile, Unity, Jonglei, Western Bahr El Ghazal, Eastern Equatorial States and country wide through static and mobile response teams. To this effect, DRC is facilitating the procurement for provision of subscription Services and supply for Iridium Nano Shout personal tracker devices from competent and eligible providers for DRC operations in South Sudan.

3. Scope of provision

The DRC South Sudan Country Office hereby invites potentially qualified Providers to provide subscription/activation for Iridium Nano Shout personal tracker including supply as described here under the specific scope,

3.1. Specific scope for subscription/activation services

- I.** Provide subscription for DRC's Iridium Nano Shout personal tracker devices **approximately 5 – 10 devices**
- II.** Shall activate or deactivate Nano Shout personal tracker device whenever required
- III.** Shall provide DRC's focal points access to a tracking system or account that relay location data for monitoring the GPS coordinate
- IV.** Shall be billing DRC for Subscription charges, or running cost on monthly basis.

3.2. Specific scope for supply of equipment (Iridium Nano Shout personal tracker)

- I. Supply DRC with **Handheld Iridium Nano Shout personal trackers** if required. On delivery term DDP (INCOTERMS 2020) to DRC Juba South Sudan or DAP (INCOTERMS 2020) to Juba Airport South Sudan

4. Deliverables

The Service Provider shall perform including in the following

- ✦ Provide Iridium enhance data subscription services; for DRC's Iridium Nano Shout personal trackers devices
- ✦ Shall activate or deactivate Nano Shout personal tracker device whenever required
- ✦ Shall provide DRC's focal points access to a tracking system or account that relay location data for monitoring the GPS coordinate
- ✦ Shall be billing DRC for Subscription charges, or running cost on monthly basis
- ✦ Service provider shall provide a consolidated **one invoice per month** for all the activated devices
- ✦ Supply DRC with **Handheld Iridium Nano Shout personal trackers** if required. On delivery term DDP (INCOTERMS 2020) to DRC Juba South Sudan or DAP (INCOTERMS 2020) to Juba Airport South Sudan

5. Pricing

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- All prices in USD
 - A Monthly fee ; inclusive of service fee, user license, activation, deactivation, data charges, registration fee, tax or any other.
 - For supply of **Handheld Iridium Nano Shout personal trackers**, the cost shall be based on the delivery term (INCOTERMS 2020)

6. Payment

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- Consolidated/group invoice: Service provider shall create one consolidated invoice. However, they should be flexible in case DRC may wish for an individual basis.
 - All payment of invoice will be rated in USD

7. Eligibility, qualification, and experience required

The Proposal for this contract will be evaluated according to the following criteria:

- ✦ Legally registered in the country of its operation
- ✦ Provide their/technical proposal or Standard Service Level for provide subscription service
- ✦ A good track record in serving international organizations, embassies, government agencies, private and multinational corporations
- ✦ Provide of previous experiences; provide at least three (3) copies of previous contracts/purchase order from INGOs, NGOs and UN agencies
- ✦ Financially stable
- ✦ Willing and able to guarantee the delivery of services/supply in accordance with the performance standards/specifications

8. Technical support

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- a. Any service interruptions must be resolved within 12 hours. The vendor must provide the names and telephone numbers of persons to contact in the event of a service interruption.
 - b. The required services shall be rendered on a 24/7 hours around the clock, basis.

9. Location and support

The service shall be provided to DRC South Sudan within all its areas of operations. Provide instance access and support 24 * 7 customer support desk.

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10. Travel

DRC will not cover for transportation cost in case the work requires Service Provider travel to DRC's office or any field locations, however, DRC might facilitate booking at the Service Provider expense.

11. Bid submission process

Interested applicants who meet the required criteria are invited to submit their bids to tender.ssd@drc.ngo with the email subject “**SSD-JUB-2024-05 Iridium Nano Shout personal trackers’ subscription and supply**”.

Or

Handily deliver to DRC office tender box.

Submission date: Not later than 22nd Jul 2024, at 4:00 CAT

All applicants must submit:

- Standard Service Level/ technical proposal
- Financial bid providing all the costs associated with subscription services. On a Monthly fee inclusive of service fee, user license, activation, deactivation, data charges, registration fee, tax or any other
- And indicate a unit price for supply of equipment - **Iridium Nano Shout personal trackers** base on a given delivery term (INCOTERMS 2020)
- Proof of formal registration in line of work in country of operation or home country. • DRC supplier profile and registration form
- DRC supplier code of conduct.

If you have questions or facing problems with the online application process, please reach SSD SSDJuba-SC@drc.ngo

For further information about the Danish Refugee Council, please consult our website drc.ngo.

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