

TERMS OF REFERENCE (TOR)

PROCUREMENT & DELIVERY OF DELL LAPTOPS – MULTI-COUNTRY LOT FOR INTERNATIONAL PLANNED PARENTHOOD FEDERATION AFRICA REGIONAL OFFICE (WISH2 PROJECT)

IPPF Africa Regional Office (IPPF ARO) is standardising staff hardware across nine country programmes. IPPF ARO invites qualified Dell–authorised suppliers to provide, ship, and deliver laptops listed in [Section 2](#) to the destinations in [Section 3](#) on a Delivered-Duty-Paid (DDP / Incoterms 2020) basis. Pricing must include all associated costs (equipment, shipping, import duties, VAT/GST and insurance).

Objective

Establish a framework agreement to guarantee timely and complete delivery of Dell laptops with comprehensive regional warranty support, within a maximum eight-week lead time from Purchase Order (PO).

1. Scope of Work

The successful supplier will provide:

- **Supply & Configuration:** New Dell laptops matching or exceeding the specifications in Section 2, factory-imaged with Windows 11 Pro (English/French).
- **Logistics & Customs:** Door-to-door shipping, customs clearance, duties/taxes settlement, and delivery to sites.
- **Documentation:** Commercial invoice, packing list, AWB/BOL, import permits, warranty certificates, and proof-of-delivery (POD).
- **Warranty & Support:** 3-year Dell ProSupport Plus or equivalent next-business-day (NBD) on-site service transferable to IPPF.
- **After-Sales Services (Optional):** Escalation hotline/email, parts availability for 5 years minimum, quarterly reporting.

2. Technical Specifications & Quantities

Country	Town	Units	Laptop Model	Specs
Ethiopia	Addis Ababa	26	Dell Latitude 5350	i5 Core Ultra 5 135U, 16GB, 256GB SSD
South Sudan	Juba	10	Dell Latitude 3340	i5, 16GB, 256GB SSD
Zambia	Lusaka	15	Dell Latitude 5350	i5 Core Ultra 5 135U, 16GB, 256GB SSD
Burundi	Bujumbura	33	Dell Latitude 7350	i5 Core Ultra 5 135U, 16GB, 512GB SSD
Madagascar	Antananarivo	8	Dell Latitude 7350	i5 Core Ultra 5 135U, 16GB, 512GB SSD
Madagascar	Antananarivo	10	Dell Latitude 7350	i5 Core Ultra 5 135U, 16GB, 512GB SSD
Madagascar	Antananarivo	15	Dell Latitude 3340	i5, 16GB, 256GB SSD
Kenya	Nairobi	25	Dell XPS 13/7350	I7/i5, 16GB RAM, 256GB SSD

3. Delivery Locations

Country	Town	Member Association (MA)	Address
Ethiopia	Addis Ababa	Family Guidance Association of Ethiopia (FGAE)	Kirkos Sub-city, Kebele 02/03, Debre Zeit Road, P.O. Box 5716, Addis Ababa • Tel +251 11 467 2300
South Sudan	Juba	Reproductive Health Association of South Sudan (RHASS)	Star Village Bldg., Plot #187/188, Gudele Road, Hai Tharawa, Juba
Zambia	Lusaka	Planned Parenthood Association of Zambia (PPAZ)	Corner of Church Rd & Dushambe Rd, Lusaka 32221 • Tel +260 211 254 728
Burundi	Bujumbura	Association Burundaise pour le Bien-Être Familial (ABUBEF)	Avenue de l'Imprimerie, Quartier Jabe, Commune Muha, B.P. 5232, Bujumbura • Tel +257 22 24 84 72
Madagascar	Antananarivo	Fianakaviana Sambatra (FISA)	Lot II H1 BP 703, Lalana Razafindrokoto, Antananarivo
Kenya	Nairobi	ARO (Africa Regional Office)	Merchant Square, Block C, 5th Floor, Riverside Drive; P.O. Box 30234-00100

Sudan	Port Sudan	Sudan Family Planning Association (SFPA)	TAIF, Block 22 Badr Street, Atbara, River Nile State
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**Relevant contact persons will be provided after bid selection.*

4. Key Deliverables

- Fully compliant, factory-sealed laptops labelled per destination
- Complete shipping documentation (invoice, packing list, tracking numbers, tax receipts)
- Warranty certificates (3-year Dell ProSupport Plus NBD on-site if applicable)
- Signed acceptance & handover report

5. Timeline

Milestone	Target Date (from PO)
Order initiation & acknowledgement	+2 days
Shipment readiness & documentation	≤+30 days
Latest Delivery completion	≤ +56 days
Final acceptance & payment trigger	+60 days

**Bidders are encouraged to propose compressed lead times; shorter schedules will score higher under the “Delivery Lead-Time & Logistics Capability” evaluation criterion.*

6. Proposal Requirements

- Technical compliance matrix responding to [Section 2](#)
- Detailed cost breakdown in USD (all-inclusive of duties, insurance, and freight)
- Delivery schedule including estimated transit durations per country
- Warranty and after-sales support plan clearly showing Dell regional support coverage
- Company profile & references (at least three similar NGO/UN deliveries)
- Signed bid form ([Annex C](#)) & valid business licences/registration documents
- Copy of current Tax Identification Number (TIN) and/or Tax Compliance Certificate (TCC)
 - For non-Kenyan bidders: Certificate of Registration/Incorporation

7. Evaluation Criteria

- Total cost (DDP): 40%
- Technical compliance & warranty: 30%
- Delivery lead time & logistics capability: 15%
- References & past performance: 10%
- CSR/Environmental policy: 5%

8. Payment Terms

Payment will be made within 30 days of final acceptance at all designated locations, via bank transfer. Advance payment or LC terms will only be considered with appropriate performance guarantees.

9. Risk & Contingency

- Force majeure must be reported within 48 hours of occurrence.
- Supplier must provide all-risk insurance covering 110% of CIF value
- In the event of part shortages or EOL models, supplier must offer approved equivalent replacements at no cost

10. Submission Instructions

- Submit password-protected PDF documents (technical and financial) via email to: ippfarbids@ippf.org
- Subject line: **Bid – Dell Laptops** – [Supplier Name]
- Submission Deadline: **25th June 2025**, 17:00 EAT
- Include a Letter of Interest explaining suitability for the assignment

Annex C – Form of Bid

Bid Reference: _____ Date: ____ / ____ / 2025

Tender Title: **PROCUREMENT & DELIVERY OF DELL LAPTOPS – MULTI-COUNTRY LOT (IPPF ARO)**

1. Bidder Identification

Legal Entity Name	
Trading Name (if different)	
Registered Address	
Registration / Licence No.	

2. Offer Summary

We, the undersigned, hereby offer to supply, ship, and deliver the Dell laptop quantities and models specified in Section 2 of the Terms of Reference on a Delivered Duty Paid (DDP, Incoterms 2020) basis, in full compliance with all technical specifications, warranty requirements, and other conditions set out in the solicitation documents.

Model	Quantity	Unit Price (USD DDP)	Extended Price (USD)

Total Bid Price (USD, all-inclusive): _____

3. Delivery & Warranty Commitment

We commit to make all consignments available for collection at the designated Dell office or airport in each destination country ****within 56 calendar days**** of Purchase Order issuance, and to provide ****3-year Dell ProSupport Plus (or equivalent) next-business-day on-site service**** transferable to IPPF.

4. Acceptance of Terms

The bidder hereby:

- Confirms that this bid is valid for ninety (90) days from the submission deadline.

- Accepts all instructions, contract conditions, and evaluation criteria set out in the ToR, including payment terms of net 30 days after final acceptance.
- Declares that the bidder is not under suspension or debarment, and there is no conflict of interest with IPPF.

5. Authorized Signature

Name of Authorized Signatory	
Title / Position	
Signature & Stamp	
Date	