Code of conduct

Code of conduct for vendors

SOLIDARITES INTERNATIONAL is a non-governmental organization. Private, non-political, non-denominational and non-profitmaking, it was set up in France in 1980 to intervene in countries throughout the world. Solidarités' vocation is to save lives by combating suffering, hunger, disease, and those crises threatening the lives of helpless men, women, and children.

To conduct its activities, SOLIDARITES INTERNATIONAL is procuring supplies, services & works through vendors. Award of markets will be made respecting transparency of selection, equality of opportunities as much as possible. However, due to the very nature of its activities, SOLIDARITES INTERNATIONAL reserves the right to limit the publicity surrounding the selection process.

This code of conduct for vendors should be respected by vendors at any stage of the relationship between a vendor and SOLIDARITES INTERNATIONAL. As such, any breach of the statements below by a vendor would lead to exclusion of future market awards and termination of existing contracts & relationships.

Human Rights & Working Conditions:

a. SOLIDARITES INTERNATIONAL expects suppliers to recognize the freely exercised right of workers, without distinction, to organize, further and defend their interests and to bargain collectively, as well as to protect those workers from any action or other form of discrimination related to the exercise of their right to organize, to carry out trade union activities and to bargain collectively.
b. SOLIDARITES INTERNATIONAL expects suppliers to prohibit forced or compulsory labor in all its forms.
c. SOLIDARITES INTERNATIONAL expects suppliers to ensure equality of opportunity and treatment in respect of employment and occupation without discrimination on grounds of race, color, sex, religion, political opinion, national extraction or social origin and such other ground as may be recognized under the national law of the country or countries where the performance, in whole or in part, of a contract takes place.
d. SOLIDARITES INTERNATIONAL expects suppliers to create and maintain an environment that treats all employees with dignity and respect and will not use any threats of violence, verbal or psychological harassment or abuse. No harsh or inhumane treatment, coercion or corporal punishment of any kind is tolerated, nor is there to be the threat of any such treatment.
e. SOLIDARITES INTERNATIONAL expects suppliers and its subcontractors to protect all people from sexual abuse and sexual exploitation, meaning any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. Similarly, the term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
f. SOLIDARITES INTERNATIONAL expects suppliers to ensure the payment of wages in legal tender, at regular intervals no longer than one month, in full and directly to the workers concerned. The wages, hours of work and other conditions of work provided by suppliers should at minimum not be less favorable than the best conditions prevailing locally (i.e., as contained in: (i) collective Contracts covering a substantial proportion of employers and workers; (ii) arbitration awards; or (iii) applicable laws or regulations), for work of the same character performed in the trade or industry concerned in the area where work is carried out.
g. SOLIDARITES INTERNATIONAL expects suppliers to fulfil their obligations under local law regarding social contributions & tax payments.
h. SOLIDARITES INTERNATIONAL expects suppliers not to employ: (a) children below 14 years of age or, if higher than that age, the minimum age of employment permitted by the law of the country or countries where the performance, in whole or in part, of a contract takes place, or the age of the end of compulsory schooling in that country or countries, whichever is higher; and (b) persons under the age of 18 for work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of such persons.
i. SOLIDARITES INTERNATIONAL expects suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.

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j. SOLIDARITES INTERNATIONAL expects suppliers to refrain from, and comply with any regulations and supporting obligations on, human trafficking and modern slavery. Examples include, but are not limited to, the International Labor Organization Protocol of 2014 to the Forced Labor Convention, 1930, the US Trafficking Victims Protection Act (as amended) and the UK Modern Slavery Act (as amended).

Health and Safety

k. k. SOLIDARITES INTERNATIONAL expects suppliers to ensure, so far as is reasonably practicable, that: (a) the workplaces, machinery, equipment and processes under their control are safe and without risk to health; (b) the chemical, physical and biological substances and agents under their control are without risk to health when the appropriate measures of protection are taken; and (c) where necessary, adequate protective clothing and protective equipment are provided to prevent, so far as is reasonably practicable, risk of accidents or of adverse effects to health.

l. SOLIDARITES INTERNATIONAL expects suppliers to take due care to ensure their work product meets relevant national or international standards. Suppliers must have in place quality assurance processes to identify defects and implement corrective actions and to facilitate the delivery of a product whose quality meets or exceeds the contract requirements. SOLIDARITES INTERNATIONAL expects vendors to develop, implement, and maintain methods and processes appropriate to their products to minimize the risk of introducing counterfeit parts and materials into deliverable products. Effective processes should be in place to detect counterfeit parts and materials, provide notification to recipients of counterfeit product(s) when warranted, and exclude them from the delivered product.

Environmental and Ethical

m. m. SOLIDARITES INTERNATIONAL expects suppliers of materials containing tantalum, tin, tungsten, or gold to know where those minerals were mined and to provide that content and source information to the relevant SOLIDARITES INTERNATIONAL members if asked.

n. n. The Supplier represents and warrants that neither it nor any of its subcontractors are violating any international environmental Contracts or relevant national legislation.

o. SOLIDARITES INTERNATIONAL expects suppliers to have an effective environmental policy and to comply with existing legislation and regulations regarding the protection of the environment. SOLIDARITES INTERNATIONAL expects suppliers to reduce or eliminate waste of all types, including water and energy, at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials; and to undertake initiatives to promote environmental responsibility and sustainability.

p. SOLIDARITES INTERNATIONAL expects suppliers to identify and manage chemicals and other materials posing a hazard if released to the environment; and to ensure their safe handling, movement, storage, recycling or reuse and disposal.

Business Practices

q. q. The Supplier represents and warrants that neither it nor any of its subcontractors are actively and directly engaged or indirectly engaged in patent activities, development, assembly, production, stockpiling, trade, or manufacture of weapons including but not limited to mines, firearms, chemical weapons, biological weapons, and nuclear weapons.

r. r. SOLIDARITES INTERNATIONAL expects suppliers to adhere to the highest standards of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including but not limited to extortion, active corruption (understood as deliberately promise or give an advantage to an official for him/her to act or refrain from acting in accordance with his duty in a way which damages or is likely to damage SOLIDARITES INTERNATIONAL or institutional donors financial interests), fraud (understood as the use or presentation of false, incorrect or incomplete statements or documents, but also as misapplication of such funds for purposes other than those for which they were originally granted) , money-laundering, bribery or terrorist financing and the provision of financial and other services to any persons or entities which may be subject to sanctions.

s. s. The Supplier represents and warrants that neither it nor any of its subcontractors are engaged in any sort of illegal activities.

t. t. SOLIDARITES INTERNATIONAL expects suppliers to respect and comply with all the laws governing intellectual property rights assertions, including protection against disclosure, patents, copyrights, and trademarks.

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u. u. SOLIDARITES INTERNATIONAL expects the Supplier to disclose any situation that may appear as a conflict of interest and disclose to any relevant member of SOLIDARITES INTERNATIONAL if any official or staff of SI, or professional under contract with SI may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier.

v. v. SI considers that the exchange of business courtesies may not be used to gain an unfair competitive advantage. In any business relationship, our vendors must ensure the offering or receipt of any gift or business courtesy is permitted by law and regulation, that these exchanges do not violate the rules and standards of SOLIDARITES INTERNATIONAL and are consistent with reasonable marketplace customs and practices.

w. w. SOLIDARITES INTERNATIONAL expects suppliers to maintain full compliance with all laws and regulations applicable to their business. When conducting international business, suppliers must comply with local laws and regulations as applicable.

x. x. SOLIDARITES INTERNATIONAL expects suppliers to understand and comply with applicable international trade control laws and regulations, including those related to economic sanctions, customs requirements, and export controls.

y. y. SOLIDARITES INTERNATIONAL expects suppliers to create and keep accurate records and not change any record entry to conceal or misrepresent the underlying transaction represented by it. All records, regardless of format, made or received as evidence of a business transaction must fully and accurately represent the transaction or event being documented.

z. z. Suppliers must not engage in unfair business practices such as fixing prices or rigging bids with competitors. Suppliers must not allocate customers or markets with competitors, or exchange current, recent, or future pricing information with competitors. Suppliers will otherwise comply with all applicable antitrust and competition laws.

aa. aa. SOLIDARITES INTERNATIONAL expects suppliers to properly handle sensitive information, including confidential, proprietary, and personal information. Information should not be used for any purpose (e.g., advertisement, publicity, and the like) other than the business purpose for which it was provided, unless there is prior authorization from SOLIDARITES INTERNATIONAL of the information.

bb. bb. All sensitive information provided during business relations by SOLIDARITES INTERNATIONAL must be handled in accordance with EU regulation 2016/679 on data protection. Suppliers must protect the confidential and proprietary information of others, including personal information, from unauthorized access, destruction, use, modification, and disclosure through appropriate physical and electronic security procedures. Suppliers must comply with all applicable data privacy laws. Suppliers shall ensure extension of this requirement to all sub-tier sources they contract or employ.

<u>Code of conduct monitoring & whistleblowing</u>

cc. cc. The provisions as set forth in this Code of Conduct provide the minimum standards expected of suppliers to SOLIDARITES INTERNATIONAL members. SOLIDARITES INTERNATIONAL expects suppliers to strive to exceed both international and industry best practices. SOLIDARITES INTERNATIONAL also expects that suppliers will encourage and work with their own suppliers and subcontractors to ensure that they also strive to meet the principles of this Code of Conduct. It is recognized that reaching some of the standards established in this Code of Conduct is a dynamic rather than static process and SOLIDARITES INTERNATIONAL encourages suppliers to continually improve their workplace conditions accordingly.

dd. dd. SOLIDARITES INTERNATIONAL asks suppliers to promptly report deviations from this Supplier Code of Conduct to the relevant SOLIDARITES INTERNATIONAL member for resolution between the supplier and that member.

ee. ee. SOLIDARITES INTERNATIONAL expects suppliers to provide their employees with

avenues for raising legal or ethical issues or concerns without fear of retaliation. Suppliers are expected to take action to prevent, detect, and correct any retaliatory actions.

I, the undersigned [Name & Title] _____, representing [name of the company]
_____declare that I understand the requirements of the above code of conduct for vendors and undertake to comply with them during my activities.
Signed on the [Date]_____ Signature:

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Appendix 02

QUOTATION FORM FOR SUPPLIES

No.	Item Description	Technical Specifications	Unit	Quantity	Unit Price (NGN)
1	USB Converter Type C	8 in 1 USB C Docking Station HUB 3.0 Type C	Piece	1	
2	Laptop Screen Replacement (Dell 5420 11th gen)	Size:14”, Resolution: 1920x1080, Type: FHD LED/Matte, Connector: 30pin, Connector position: bottom Right Pixels policy: ISO 13406-2	Piece	1	
3	Laptop Screen Replacement (Lenovo T14s)	Standard Non-Touch Model: Usually a 14.0" WUXGA (1920x1200) 30-pin matte IPS panel.	Piece	1	
4	Laptop Screen Replacement (Dell Latitude 5480/5490)	Part Type: IPS LCD Screen Size: 14.0" Widescreen Resolution: FHD (1920x1080) Surface Type: Matte Video Connector: 30 pins, Width: 0.75" (19mm) Mountings: Top and Bottom Brackets Optical Technology: IPS	Piece	1	
5	Solid State Drive – 512 GB	512 GB SSD, SATA or NVMe M.2 Pcie Gen4	Piece	1	
6	Solid State Drive – 1 TB	1 TB SSD, SATA or NVMe M.2 Pcie Gen 4	Piece	1	
7	Random Access Memory – 16 GB	16 GB DDR4/DDR5 RAM	Piece	1	
8	Random Access Memory – 32 GB	32 GB DDR4/DDR5 RAM	Piece	1	
9	Laptop Battery Replacement (Dell 5420)	Genuine/OEM or high-quality compatible battery matching the laptop make and model; correct voltage, capacity and connector.	Piece	1	
10	Laptop battery (Dell Latitude 5480/5490)	Type: 68Wh GJKNX Voltage: 7.6V Capacity: 68Wh 8500mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	
11	Laptop battery (Dell Latitude 5480/5490)	62Wh 6MT4T Voltage: 7.6V Capacity: 62Wh 8150mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	
12	Laptop battery (Dell Latitude 5480/5490)	51Wh 93FTF Voltage: 11.4V Capacity: 68Wh 4000mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	
13	Laptop battery (Dell Latitude 5480/5490)	47Wh NGGX5 Voltage: 11.4V Capacity: 47Wh 3000mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	

14	Laptop battery (Dell Latitude 5480/5490)	42Wh 3DDDG Voltage: 11.4V Capacity: 42Wh 2950mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	
15	Laptop battery (Lenovo ThinkPad T series)	Genuine Lenovo Type: 52.5Wh 5B11H56417 52.5Wh 5B11H56418	Piece	1	
16	Laptop Adaptor (Dell Latitude 5480/5490)	Original AC Charger for Dell Latitude E5490 or E5480 65W 19.5V 3.34A adaptor charger with Power cord	Piece	1	
17	Laptop Adaptor (Lenovo ThinkPad T14s series)	New Genuine 65W USB-C AC Charger with power cord For Lenovo ThinkPad T14 Gen 5 21MC000KUS 21MC	Piece	1	
18	Internet Access Point	UAP-AC-LR - Indoor, 2.4GHz/5GHz, 802.11 a/b/g/n/ac, 1x 10/100/1000, 24V Passive PoE	Piece	1	

APPENDIX 02 QUOTATION FORM FOR SERVICE					
No.	**Item Description**	**Technical Specifications**	**Unit**	**Quantity**	**Unit Price (NGN)**
1	Printer Preventive Maintenance	Complete cleaning, inspection, calibration, firmware/configuration checks, roller and paper-feed inspection, print-quality testing and general servicing.	Set	1	
2	Printer Corrective Maintenance (HP MFP428fdw, HP MFP477fdw, HP MFP 4103fdw, HP MFP479fdw, Canon Image runner 2520, Canon MF651cw	Diagnosis and repair of printer hardware/software faults, including paper-feed, connectivity, printing-quality and mechanical issues.	Set	1	
3	Printer Parts Replacement	Replacement of faulty printer components such as rollers, fuser units, pickup assemblies, maintenance kits, sensors and other compatible parts.	Set	1	
4	Printer Installation & Configuration	Installation, driver configuration, network setup, USB configuration, printer sharing and testing.	Set	1	
5	ICT Hardware Diagnostic Service	Diagnosis of laptop, desktop and other ICT hardware faults, including hardware testing and identification of defective components.	Set	1	
6	IT Technical Support	Provide qualified technical personnel for installation, troubleshooting, maintenance and user support.	Lumpsum	1	
7	Network Support	Installation, configuration, troubleshooting, and maintenance of LAN/WAN, Wi-Fi, routers, switches and related equipment.	Lumpsum	1	
8	CCTV/Access Control Support	Installation, configuration, troubleshooting, and maintenance of CCTV and access-control systems.	Lumpsum	1	
9	Internet Support	Provide prompt technical support for maintenance, troubleshooting in case of internet issues/downtime including field locations.	Lumpsum	1	
10	ICT Hardware Repair & Installation	Labour for replacement/installation of ICT components, including SSD, RAM, screen, battery and other approved hardware parts	Set	1	

Appendix 03

ICT Maintenance Framework Agreement Technical Specification.

ICT Maintenance Framework – Supplies

No.	Item Description	Technical Specifications	Unit	Quantity	Vendor/Service Requirements
1	USB Converter Type C	8 in 1 USB C Docking Station HUB 3.0 Type C	Piece	1	Vendor should supply a new, original and high-quality 8-in-1 USB-C docking station, compatible with standard laptops.
2	Laptop Screen Replacement (Dell 5420 11th gen)	Size:14”, Resolution: 1920x1080, Type: FHD LED/Matte, Connector: 30pin, Connector position: bottom Right Pixels policy: ISO 13406-2	Piece	1	Vendor must provide compatible screen based on equipment model/serial number, including installation, testing and warranty.
3	Laptop Screen Replacement (Lenovo T14s)	Standard Non-Touch Model: Usually a 14.0" WUXGA (1920x1200) 30-pin matte IPS panel.	Piece	1	Vendor must provide compatible screen based on equipment model/serial number, including installation, testing and warranty.
4	Laptop Screen Replacement (Dell Latitude 5480/5490)	Part Type: IPS LCD Screen Size: 14.0" Widescreen Resolution: FHD (1920x1080) Surface Type: Matte Video Connector: 30 pins, Width: 0.75" (19mm) Mountings: Top and Bottom Brackets Optical Technology: IPS	Piece	1	Vendor must provide compatible screen based on equipment model/serial number, including installation, testing and warranty.
5	Solid State Drive – 512 GB	512 GB SSD, SATA or NVMe M.2 Pcie Gen4	Piece	1	Vendor to confirm compatibility before supply. Installation, OS/data migration and testing were required. Minimum 12-month warranty preferred.
6	Solid State Drive – 1 TB	1 TB SSD, SATA or NVMe M.2 Pcie Gen 4	Piece	1	Vendor to confirm compatibility before supply. Installation, data migration and testing were required. Minimum 12-month warranty preferred.
7	Random Access Memory – 16 GB	16 GB DDR4/DDR5 RAM	Piece	1	Vendor must verify compatibility with the device before installation. Faulty RAM to be replaced under warranty.
8	Random Access Memory – 32 GB	32 GB DDR4/DDR5 RAM	Piece	1	Vendor must verify compatibility with the device before installation. Installation and memory testing required.
9	Laptop Battery Replacement (Dell 5420)	Genuine/OEM or high-quality compatible battery matching the laptop make and model; correct voltage, capacity and connector.	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.

10	Laptop battery (Dell Latitude 5480/5490)	Type: 68Wh GJKNX Voltage: 7.6V Capacity: 68Wh 8500mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
11	Laptop battery (Dell Latitude 5480/5490)	62Wh 6MT4T Voltage: 7.6V Capacity: 62Wh 8150mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
12	Laptop battery (Dell Latitude 5480/5490)	51Wh 93FTF Voltage: 11.4V Capacity: 68Wh 4000mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
13	Laptop battery (Dell Latitude 5480/5490)	47Wh NGGX5 Voltage: 11.4V Capacity: 47Wh 3000mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
14	Laptop battery (Dell Latitude 5480/5490)	42Wh 3DDDG Voltage: 11.4V Capacity: 42Wh 2950mAh Type: Li-ion Battery Compatible with Laptop	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
15	Laptop battery (Lenovo ThinkPad T series)	Genuine Lenovo Type: 52.5Wh 5B11H56417 52.5Wh 5B11H56418	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
16	Laptop Adaptor (Dell Latitude 5480/5490)	Original AC Charger for Dell Latitude E5490 or E5480 65W 19.5V 3.34A adaptor charger with Power cord	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
17	Laptop Adaptor (Lenovo ThinkPad T14s series)	New Genuine 65W USB-C AC Charger with power cord For Lenovo ThinkPad T14 Gen 5 21MC000KUS 21MC	Piece	1	Vendor must verify battery compatibility. Installation, battery health testing and minimum 6–12 months warranty required.
18	Internet Access Point	UAP-AC-LR - Indoor, 2.4GHz/5GHz, 802.11 a/b/g/n/ac, 1x 10/100/1000, 24V Passive PoE	Piece	1	Vendor should supply a new, original and high-quality access point as specified.

ICT Maintenance Framework – Services					
No.	**Item Description**	**Technical Specifications**	**Unit**	**Quantity**	**Vendor/Service Requirements**
1	Printer Preventive Maintenance	Complete cleaning, inspection, calibration, firmware/configuration checks, roller and paper-feed inspection, print-quality testing and general servicing.	Service	1	Vendors must provide qualified printer technicians. Service reports are required after each intervention.
2	Printer Corrective Maintenance (HP MFP428fdw, HP MFP477fdw, HP MFP 4103fdw, HP MFP479fdw, Canon Image runner 2520, Canon MF651cw	Diagnosis and repair of printer hardware/software faults, including paper-feed, connectivity, printing-quality and mechanical issues.	Service	1	Vendor to provide diagnosis and quotation for parts before repair where additional parts are required.
3	Printer Parts Replacement	Supply and replacement of faulty printer components such as rollers, fuser units, pickup assemblies, maintenance kits, sensors and other compatible parts.	Piece/Set	1	Parts must be compatible with the printer model. Vendor must provide warranty and old/replaced parts upon request.
4	Printer Installation & Configuration	Installation, driver configuration, network setup, USB configuration, printer sharing and testing.	Service	1	Vendor must configure and test printer functionality with designated user/workstation/network.
5	ICT Hardware Diagnostic Service	Diagnosis of laptop, desktop and other ICT hardware faults, including hardware testing and identification of defective components.	Service	1	Vendor must provide qualified technicians and submit a diagnostic report with recommended corrective action.
6	IT Technical Support	Provide qualified technical personnel for installation, troubleshooting, maintenance and user support.	Service	1	Provide timely technical support, troubleshooting, maintenance, user assistance, system configuration, issue resolution, and reliable IT service continuity.
7	Network Support	Installation, configuration, troubleshooting, and maintenance of LAN/WAN, Wi-Fi, routers, switches and related equipment.	Service	1	Provide reliable network support, troubleshooting, maintenance, and prompt technical assistance.
8	CCTV/Access Control Support	Installation, configuration, troubleshooting, and maintenance of CCTV and access-control systems.	Service	1	Provide installation, maintenance, troubleshooting, system monitoring, repairs, and timely technical support for CCTV.

9	Internet Support	Provide prompt technical support for maintenance, troubleshooting in case of internet issues/downtime including field locations.	Service	1	Provide timely internet support during downtime, including troubleshooting, escalation, and prompt service restoration to minimize operational disruptions.
10	ICT Hardware Repair & Installation	Labour for replacement/installation of ICT components, including SSD, RAM, screen, battery and other approved hardware parts	Service	1	Vendor must obtain approval before undertaking chargeable repairs. All repaired equipment must be tested before handover.

General Vendor Requirements

- Vendor must demonstrate relevant experience in **ICT hardware maintenance and printer servicing**.
- Vendor must have qualified and experienced technical personnel.
- All replacement parts must be **new, compatible and fit for purposes**, preferably Original Equipment Manufacturer or manufacturer-approved equivalents.
- Vendor must provide a **warranty** for supplied parts and completed repair services.
- Vendor must provide a **diagnostic report and/or service report** after each maintenance intervention, where applicable.
- No replacement of parts should be carried out without prior approval from the designated ICT/Logistics focal point.
- Vendor must provide a detailed quotation showing **unit cost, labour/service cost, applicable taxes and delivery charges**, where applicable.
- Vendor should be able to provide **on-site or off-site technical support**, depending on the location and nature of the intervention.
- Response time for urgent ICT maintenance requests should preferably be within **24–48 hours** of receiving the request.
- Vendor must maintain confidentiality and ensure the security of organizational equipment and data during maintenance.
- Any equipment removed from the organization's premises must be authorized and properly documented.
- All repaired equipment must be **tested and confirmed functional before handover and payment**.
- Where parts are replaced, the defective parts should be returned to the organization upon request for verification and asset-control purposes.

solidarités international

REQUEST FOR QUOTATION

1. Services requested

Solidarités International (''SI'') is an international NGO operating in Nigeria and present in the states of Borno, Zamfara, Kebbi, and the Federal Capital Territory (FCT). **''SI''** is seeking qualified service providers and vendors specialised in maintenance and the supply of spare parts in the IT and communications sectors. *see in appendix 01 technical requirement for maintenance and spare supplies.*

If you wish to offer your services to Solidarités International, please read through and comply with the requirements set out in this request for quotation and the attached documents (Appendix 01- code of conduct, Appendix 02 - Quotation form, Appendix 03 – Technical Specifications).

At **''SI''**, the review and analysis of the bids you submit is carried out in three stages evaluation. We usually select the most economically advantageous Bids. Once the contract has been awarded, SI will inform you in all cases.

For a proper analysis, your bid should follow the structure as indicated below:

A. Administrative Bid evaluation (mandatory)

Service provider/ vendor should provide:

1- Copy of valid Company Registration Certificate (CAC) from the Corporate Affairs Commission.
2- Copy of 2025 tax clearance certificate.
3- SCUML if applicable to the type of business.
4- Name, function, email address and phone contact of the Focal person of the company.

NB: The above requirements are mandatory. Failure to provide any one of them will result in disqualification.

B. Technical Bid evaluation

Provide the information requested below:

1- Copies of CV of key personnel with relevant qualification and accreditation
2- Accreditation in Computer Science, Computer Engineering and Information Technology
3- Warranty for replacement parts
4- Warranty of maintenances performed
5- Availability and Response time in case of enquiry in (*Abuja, Ngala, Maiduguri, Gusau, Kebbi or Monguno*)
6- Copies of proven experience *(recommendation letter, contract, service acceptance, PO)*

C. Financial Bid Evaluation

Use the quotation form in appendix 02 to fill in your financial bid**. Your Bid should bear vendor/service provider latter head, dated, signed, stamped and clearly specify the following:**

1- Payment method *(indicates if cash or bank transfer)*
2- Offer validity *(for framework agreement SI will prefer 12 months quotation validity)*
3- Payment terms *(indicate if payment should be made before or after deliveries or maintenance)* but SI will prefer payment after deliveries and service completion

2. Bids submission

Bids should be submitted by email to: tenders@solidarites-nigeria.org
email subject: **ITC FWA NGA COO 2026** no later than **31st October 2026.**

"If you witness any irregularities, unethical behavior, or attempted fraud during the procurement process, please report it immediately through the following channels:
• Toll-Free Line: 080-00091191 (all networks)
• WhatsApp: 08031230749
The toll-free line is open from Monday to Thursday (8:30 am- 5:00 pm) and Friday (8 am - 1 pm)"

Bidder date, name and signature