Request for Proposal (RFP)

Issued on: March 8, 2023
Solicitation Number: US6140-ITServices-US
For: Android Mobile Devices
Proposal Deadline: April 5, 2023

Introduction to Catholic Relief Services
Headquartered in Baltimore, Maryland, Catholic Relief Services ("CRS") eases suffering and provides assistance to people in need, without regard to race, religion or nationality. CRS has more than 7,000 staff based in the United States and Overseas. Overseas, CRS organizes its operations at the country-level into Country Programs (CPs), and at the regional-level into regions.

CRS works through the following seven regional offices:

- East Africa Regional Office (EARO)
- East and South Asia (ASIA)
- Europe, Middle East, and Central Asia (EMECA)
- Central Africa Regional Office (CARO)
- Latin America and Caribbean Regional Office (LACRO)
- Southern Africa Regional Office (SARO)
- West Africa Regional Office (WARO)

CRS also works through regional offices within the United States to support Catholic individuals, parishes, and dioceses as they strive to live their faith in solidarity with the poor and make decisions as consumers, voters, and advocates to promote more just and peaceful societies. In the U.S., CRS carries out the social mission of the Church with 8.5 million Catholics in 14,337 parishes, dioceses, and schools.

Objective
The objective is to establish a masters service agreement with a vendor for efficient procurement of Android mobile devices. The vendor is expected to recommend devices that meet pre-communicated specifications, test these to ensure the devices work appropriately in CRS's environments, procure suitable devices, upgrade the devices' OS to the latest version, and ship the devices to CRS offices globally. Please refer to Annex A for a more detailed overview of requirements.
Note: The recommended device specifications will be pre-communicated with the vendor annually by CRS' End User Computing Team (comprised of staff from CRS' Information Technology department) at CRS by quarter 2 of each calendar year.

Background
The Android market for mobile devices and tablets is ever-changing, making it difficult for CRS to predict and manage our Android needs. Due to this volatile environment, it is difficult for CRS to internally maintain a listing of available devices that meet our specifications and can be tested and sourced in the countries we work.

CRS sees the need to create an MSA with one supplier for CRS's Android device needs (recommending, testing, supplying & upgrading the OS to the latest version and shipping Android mobile devices) to increase efficiency and ensure competitive pricing.

Statement of Work (SOW)
Please refer to Annexure A for the Statement of Work.

Bid Requirements and Evaluation

Bids will be evaluated as follows:
1. Responsiveness (pass/fail). All bids must meet the following mandatory requirements:
   a. The bid is received by the last bid receipt deadline in the RFP.
   b. The bid is signed.
   c. The vendor demonstrates proof of legal status (e.g.: Articles of Incorporation, Certificate of Status, etc.).
   d. The vendor discloses any existing or potential conflict of interest with CRS staff in writing.
   e. The bid includes a brief description of the company, with appropriate reference to any parent company and subsidiaries.
   f. Ineligible equipment or services:
      Any offer for the supply of the following will not be eligible for consideration:
      i. Telecommunications or video surveillance services or equipment produced or provided by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
      ii. Any other telecommunications or video surveillance provider produced or provided by an entity that the U.S. Secretary of Defense reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Proposals that conform to the above-mentioned criteria will pass on to the next stage, the technical proposal review.

2. Technical Evaluation – technical proposal review
   The proposal should have a section addressing each of the following areas:

Criteria	Points
A brief description of the company, including reference to any parent company and subsidiaries, total work experience, and the size of company and clients served for similar needs in the past 3 years globally	5
Demonstrable experience in carrying out activities as defined in the scope of work. Provide 2 – 3 references and 2 examples of previous experience of a similar size and scope. Global certifications (such as ISO, SSAE 16 / ISAE 3402, etc.) are preferable. A copy of the company's SOC 1 Type 2 report is preferred.	5
Credible ability to meet the *Timing* requirements in the SOW or establish timing that is competitive and market standard. Timing will be evaluated using the vendor's response in Annexure B: Indicative Pricing and Timing.	10
Credible ability to cover activities as defined in Annexure C for all CRS Regions and countries.	15
Credible ability to upgrade the OS of the devices to the latest version and dispatch the goods through a courier partner to the requested address.	15

After the technical evaluation, a total of fifty (50) points will be assigned to each bid. Bids must obtain a minimum score of forty (40) points to move to the next evaluation stage.

3. Technical Evaluation – interview
   The bidders with the highest score will be requested to be interviewed via a live online meeting to CRS bid committee members.

Reference checks will also be conducted for these vendors.

After the interview portion of the technical evaluation and the reference checks, a total of twenty-five (25) points will be assigned to each proposal. Bids must obtain a minimum score of fifteen (15) points will move to the next evaluation stage.

4. Financial Evaluation

The financial evaluation will be conducted using the vendor's responses in Annexure B: Indicative Pricing and Timing.

The proposal with the lowest indicative pricing will be awarded twenty-five (25) points. All other bidders' scores will be decreased as their indicative pricing increases from the lowest indicative pricing.

5. Final score

Technical proposal score + interview + financial evaluation score = total score

The bidder with the highest total score will be awarded the contract.

Clarifications
Bidders are strongly encouraged to submit any questions or need for clarification via e-mail to corinne.shutack@crs.org no later than 5:00pm EST on *March 17, 2023.* The solicitation number indicated above must be included in the subject line. CRS is under no obligation to respond to questions that are not received prior to the aforementioned deadline.

Proposal Deadline
CRS must receive all proposals no later than 5:00 PM EST on *April 5, 2023*.

Bid Submission
Offerors will be required to submit two proposals, electronically, one a technical proposal and the other a cost proposal. Proposals must be submitted by email to corinne.shutack@crs.org, and the solicitation number indicated above must be included in the email subject line.

Bid Validity
Proposals must be valid for at least ninety (90) days from the Date of Receipt.

Modification
If at any time prior to award CRS deems there to be a need for a significant modification to the terms and conditions of this RFP, CRS will issue such a modification as a written RFP amendment to all competing offerors. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any RFP term or condition, and no offeror shall rely on any such statement. Such amendments are the exclusive method for this purpose.

Resulting Award
Single contract: As a result of this solicitation, CRS anticipates engaging a single independent contractor or company.

Payment Terms

CRS anticipates entering into a Master Service agreement with the selected vendor payment will be net thirty after submission of invoice.

Proposal Acceptance and Rejection

CRS is not bound to accept the lowest or any proposal and reserves the right to accept any proposal in whole or in part and to reject any or all proposals. CRS shall not be legally bound by any award notice issued for this RFP until a contract is duly signed and executed with the winning offeror.

Terms

CRS reserves the right to cancel this solicitation at any point and is under no obligation to issue a contract as a result of this solicitation. CRS will not reimburse any expenses related to the preparation of any proposal related materials or delivery.

CRS is a leader in ICT4D, and most of the agency's programming is digitally enabled. There are currently 30K+ mobile devices in CRS's fleet, operational across approximately 60 countries. Given an estimated lifespan of 2.5 years per device as well as a growing need for devices, procurement of new devices is a significant and recurring activity at CRS. The agency can procure as many as 7000 devices at a time, though single procurement needs can also be in the hundreds.

Procurement of devices that meet the agency's specifications across the globe has however proved challenging, given the fast pace of change in the Android market for mobile devices and tablets. CRS is therefore seeking to engage a vendor to ensure the timely, efficient, and price-competitive procurement of Android mobile devices that meet the agency's needs and specifications.

Goals/Objectives

CRS is seeking to establish a master service agreement with a vendor for the efficient procurement of Android mobile devices to CRS's offices across the globe. The vendor is expected to recommend devices that meet pre-communicated specifications, test these to ensure the devices work appropriately in CRS's MDM (mobile device management) environment, procure suitable devices, upgrade the devices' OS to the latest version, and ship the devices to CRS offices globally.

Activities

CRS foresees the following process to be established between the agency and the vendor for the procurement of Android mobile devices:

Prerequisites:
- Device specifications are communicated by CRS to the vendor on an annual basis (See Annexure A-I for current specifications)
- CRS establishes a staging environment for the vendor in CRS' Mobile Device Management system – Microsoft Intune with preloaded restrictions and standard ICT4D Apps. Any change or upgrade to the staging environment will be managed by CRS. (See Annexure A-II for a list of current standard apps)
- A supplier purchase order (SPO) template is established to indicate itemized and total cost of each request.
- Warranty is accepted as per the manufacturer's standards.

Process:
- CRS program teams submit a device procurement request including details specifying delivery date, delivery address, number of units needed, device type (NFC or non-NFC), charger plug type (optional) and need for armor casings (optional) and screen guards (optional).
- Upon receipt of the request, the vendor identifies the lowest priced device meeting the specification. (Refer Annexure A-I)
  - CRS expects the vendor to consider shipping costs and time required for customs clearance when identifying the lowest priced device. Costs and time spent may be reduced through procurement from locally/regionally based suppliers. (Refer Annexure C for list of CRS' Regions and countries)
- The vendor tests the device through CRS' MDM (Microsoft Intune) staging environment for defined restrictions (See Annexure A-III) and successful launching of pre-loaded apps (Annexure A-II).
- The Vendor submits its recommendation of the lowest priced device based on successful testing along with testing artifact, and an SPO.
- The SPO should contain itemized details on unit and total cost of the complete transaction clearly

outlining the following:
- o Cost of the recommended device, armor casing (optional), screen guard (optional),
- o Time/Effort/Cost for upgrading the OS,
- o Indicative cost for freight/insurance, and
- o Lead time needed from receipt of purchase order to dispatch of the goods (CRS will be responsible for customs clearance).

- Should the vendors recommendation deviate from any of the established requirements (i.e. lowest price device, meeting CRS' specification, successful testing through MDM and OS upgrade restrictions) the vendor will share justification along with testing artifact, alternate device details, and SPO.
- The CRS Program team will review the testing artifact, recommended device, SPO and approve the transaction followed by the issuing a purchase order.
- Upon receipt of a Purchase Order, the Vendor procures the requested number of devices, respective armor casings(optional), screen guards(optional), upgrades the OS of all the devices to the latest version and ships them through reliable courier partner to the requested location.
- The vendor shares device shipment details for further coordination by CRS Program team/ requestor.
- The vendor will support CRS in coordinating the shipment with the courier partner should there be any event.
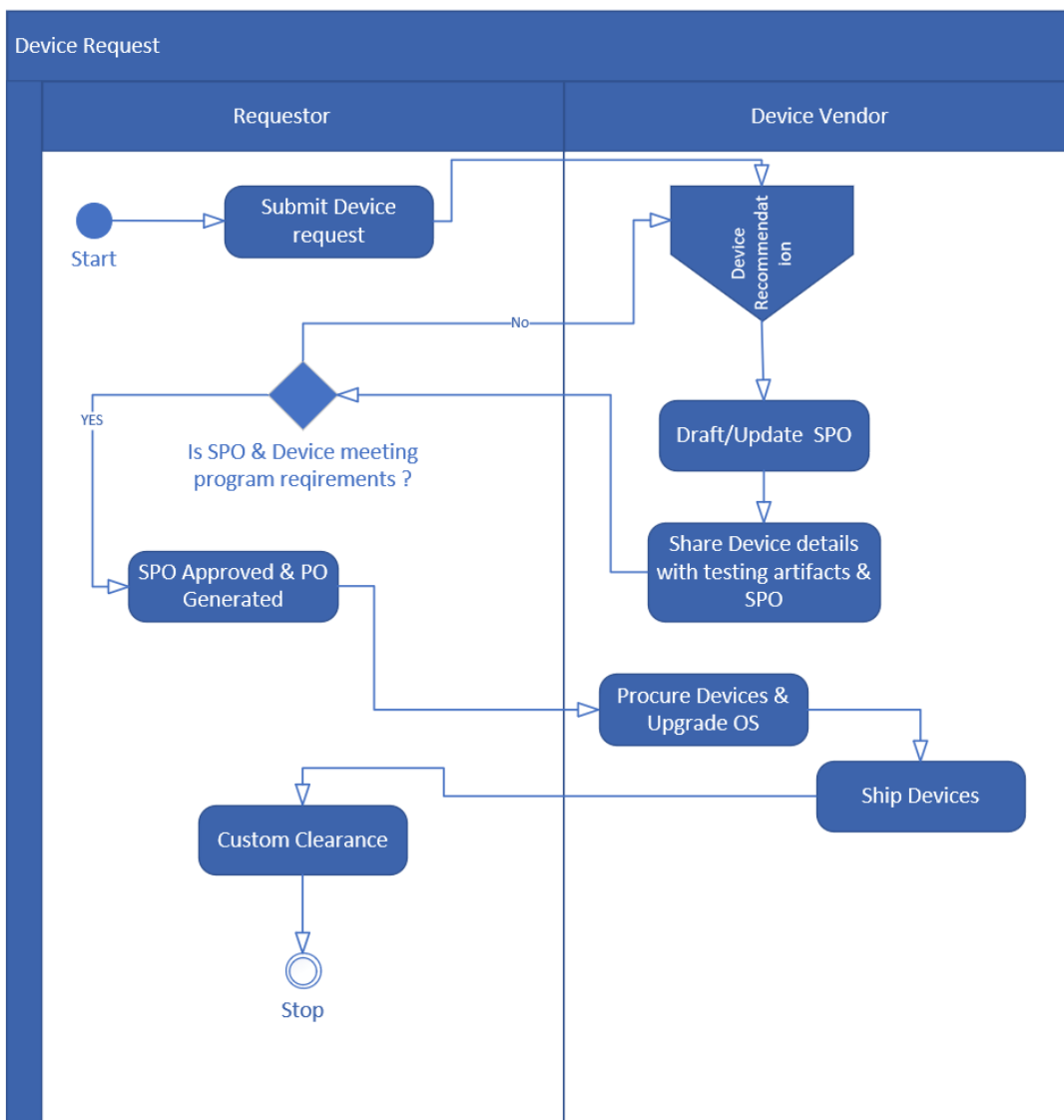
Annexure A-I: Current device specifications

Global Spec	Android Enterprise Recommended Supported on Microsoft Intune NDAA Section 889 Compliant
OS /Chipset/CPU	Android 10, upgradable to Android 11 or above Android One OS Qualcomm Snapdragon 680 & above /MediaTek Helio G series (G70 & above)/MediaTek Dimensity 800 series & above/Samsung Exynos SoC 800 Series & above
RAM **Internal Memory**	4GB/ 3GB (preferred 4GB) 32GB/64GB
WLAN **Bluetooth** **GPS** **NFC** **USB**	Wi-Fi 802.11 a/b/g/n/ac, Wi-Fi Direct, hotspot 5.0, A2DP, LE Required with A-GPS, GLONASS, BDS Based on the request 2.0, Type-C 1.0 reversible connector
Battery Capacity	Minimum 4000 mAh Li-Ion battery & above

Annexure A-II: Standard ICT4D Applications

The current CRS tech portfolio consists of the following standard tools:

- CommCare Android App
- RedRose ONEapp
- RRCollect
- DHIS2 Capture

Annexure A- III: Defined restrictions

Restriction	Permission
Screen capture	Allow
Camera	Allow
Date and Time changes	Block
Roaming data services	Allow
Wi-Fi access point configuration	Allow
Bluetooth configuration	Allow
Tethering and access to hotspots	Allow
USB File Transfer	Block
External Media	Block
NFC	Allow
Developer Settings	Block
Microphone	Allow
Volume Changes	Allow
Factory Reset	Block
Status Bar	Allow
Wi-Fi setting changes	Allow
USB Storage	Block

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Power Button	Allow
Device Setting	Block
Screen Orientation	Portrait
Public Play Store	Block
Installation from unknown sources	Block

Deliverables

S.No.	Deliverable	Who?
1.	Device Request	CRS
2.	Recommended device, testing artifact, deviation details, lead time to close the request	Vendor
3.	Purchase Order	CRS
4.	OS upgraded devices with courier details	Vendor
5.	Custom clearance and consignment door delivery	Courier Partner

Service level expectations

- Vendor provides a dedicated account manager/Tier 2 as regular escalation channel.
- The vendor acknowledges device procurement requests within one business day (8 hours) for "Regular Request" and within 4 hours for "Urgent Request" from the time of receipt.
- The vendor recommends a device within ten working days (80 hours) after the initial acknowledgement. In case of deviation from the specifications, the vendor should be able to recommend a device in fifteen working days (120 hours).
- The vendor responds to queries/tickets raised by CRS within one business day (8 hours) for "Regular Request" and within 4 hours for "Urgent Request"
- The vendor establishes a lead time from receipt of purchase order to dispatch of the goods

Reporting

The vendor should be able to share a quarterly report including the following:

- Number of devices procured distributed by CRS Region & Country
- Lead time from receipt of purchase order to dispatch of the goods, distributed by CRS Region & Country

Contract monitoring

The account manager should meet with relevant CRS staff on a quarterly basis.

ANNEXURE B: INDICATIVE PRICING AND TIMELINES

Bidders are asked to give indicative pricing and timelines for the three situations described below.

Indicative Pricing: Situation 1

Request: A Program from Nigeria requires 5000 non-NFC devices with plug type G charger, which should include screen guard and armor casing as well. This is a regular request (refer to the Timing section in the RFP). The program will use CommCare for their program purpose.
Delivery Destination: Plot 708, Domenico Gitto Road, Mabushi District, Cadastral Zone B06 Abuja, Nigeria.
Note: Specify the recommended device make + model, along with the Armor casing details.

Item	Cost (Unit Price)	Time (In Business Days) (8 hours = 1 Business Day)
Device testing & Recommendation		
Armor casing		
Screen guard		
Upgrading to the OS to latest version		
Freight and insurance to DAP [Abuja, Nigeria]		NA
Total		

Indicative Pricing: Situation 2

Request: A Program from Mali requires 1500 NFC devices, without screen guard and armor casing. This is an urgent request (refer to the Timing section in the RFP). The program will use RedRose for their program purpose.
Delivery Destination: Batimat Aliou Diarra, ACI 2000 Hamdallaye, Bamako, BP E3256, Mali
Note: Specify the recommended device make + model.

Item	Cost (Unit Price)	Time (In Business Days) (8 hours = 1 Business Day)
Device testing & Recommendation		
Armor casing	0	
Screen guard	0	
Upgrading to the OS to latest version		
Freight and insurance to DAP [Bamako, Mali]		NA
Total		

Indicative Pricing: Situation 3

Request: A Program from Ethiopia requires 300 NFC devices with plug type F charger, which should include screen guard and armor casing as well. This is a regular request (refer to the Timing section in the RFP. The program will use CommCare for their program purpose.
Delivery Destination: Swaziland Street Gulele Sub city P.O. Box 6592 Addis Ababa, Ethiopia
Note: Specify the recommended device make + model, along with the Armor casing details.

Item	Cost (Unit Price)	Time (In Business Days) (8 hours = 1 Business Day)
Device testing & Recommendation		
Armor casing		
Screen guard		
Upgrading to the OS to latest version		
Freight and insurance to DAP [Addis Ababa, Ethiopia]		NA
Total		

ANNEXURE C: LIST OF CRS' REGIONS AND COUNTRIES

CARO	EARO	SARO	WARO	LACRO	EMECA	ASIA
Benin	Djibouti	Angola	Burkina Faso	Bolivia	Afghanistan	Bangladesh
Burundi	Eritrea	Botswana	Ghana	Brazil	Albania	Cambodia
Cameroon	Ethiopia	Lesotho	Guinea	Chile	Algeria	China
Central African Republic	Kenya	Madagascar	Guinea Bissau	Columbia	Armenia	Federated States of Micronesia
Chad	Somalia	Malawi	Cote D'lvoire	Cuba	Azerbaijan	India
Democratic Republic of Congo	South Sudan	Mozambique	Liberia	Dominican Republic	Belarus	Japan
Nigeria	Sudan	Namibia	Mali	Dominica	Bulgaria	Laos (Lao PDR)
Republic of the Congo	Tanzania	South Africa	Mauritania	Ecuador	Croatia	Myanmar
Rwanda	Uganda	Swaziland	Niger	El Salvador	Cyprus	Nepal
Togo		Zambia	Senegal	Grenada	Egypt	Oceania/Fiji
		Zimbabwe	Sierra Leone	Guatemala	Georgia	Philippines
			The Gambia	Haiti	Greece	Sri Lanka
				Honduras	Iraq	Thailand
				Jamaica	Jerusalem, West Bank and Gaza (JWGB)	Timor-Leste
				Mexico	Jordan	Vietnam
				Nicaragua	Kazakhstan	
				Peru	Kosovo	
				St. Lucia	Kyrgyzstan	
				Tortola/BVI	Lebanon	
				Venezuela	Macedonia	
					Moldova	
					Mongolia	
					Montenegro	
					Pakistan	
					Romania	
					Russia	
					Serbia	
					Syria	
					Tajikistan	
					Tunisia	
					Turkey	
					Turkmenistan	
					Ukraine	
					Uzbekistan	
					Yemen	