

## NRC TENDER NOTICE

15 April 2024

### Global announcement:

The Norwegian Refugee Council (NRC) is looking for suppliers of ICT equipment & services.

We are soliciting bids from reputable providers, in order to establish one or several long-term global framework agreement(s) to allow our country offices around the world to purchase ICT equipment, tools and services.

### Background:

NRC is an international non-governmental organization (INGO) working with displacement-affected people in 40 countries worldwide. We protect displaced people and support them as they build a new future. We started our relief efforts after World War Two. We specialise in six areas: food security, education, shelter, legal assistance, protection from violence, and water, sanitation and hygiene. NRC have a special commitment to provide humanitarian services in hard-to-reach areas around the globe.

The Global ICT department (based in NRC Head Office in Oslo) is responsible for establishing ICT policies, minimum standards, and SOPs, as well as monitoring compliance of their application for standardization of NRC infrastructure in all our Country Offices around the world. They also support the Country Offices by providing technical assistance and training on ICT tools (hardware and software).

While country programs will procure directly under the Global Framework Agreements where applicable, the Global ICT department oversees global ICT tools and equipment supply and will therefore coordinate third line support with suppliers, when necessary.

### Tender details:

Lot 1	<b>ICT Office equipment and services</b>
	Professional grade quality material from recognized manufacturers. <ul style="list-style-type: none"><li>- Laptop, printer, scanner, network equipment, mobile phones...</li><li>- Software with licences</li><li>- Additional product services (Devices configuration / setup software imaging, tagging...)</li></ul> International warranty International shipping service, (including insurance and custom documentation), if possible with Importer of Record partnership.
Lot 2	<b>Communication equipment and services</b>
	Professional grade quality material from recognized manufacturer <ul style="list-style-type: none"><li>- satellite phone, mobile phone, HF / VHF radio and accessories, portable satellite internet modems (type Began...)</li><li>- Post paid / Pre paid plans for satellite phone/modems</li><li>- Radio coding (setup of frequencies)</li></ul> International warranty International shipping service (including insurance and custom documentation), if possible with Importer of Record partnership.

**Required expertise:**

NRC is looking for reliable supplier(s) with a solid experience and the capacity to supply worldwide (including in remote places).

Your company must be officially registered / licenced for at least 5 years, and must prove a significant past experience as ICT tools and equipment supplier during the past 5 years.

While previous experience working with Humanitarian Actors will be considered an advantage, all profiles are welcome to apply.

**Access to the tender package:**

Register, and download the full tender package, using our form online by following (or copy/paste) this link : <https://forms.office.com/e/C1hv1ZMfbs>

**Deadline for submissions:**

Submit your bid before May 8<sup>th</sup>, 2024 - 23h59, by email to the address specified in the tender package (invitation to bid).