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| **MERCY CORPS**  Request for Quotation- SOFTWARE LICENCE FOR APM PRO  **RFQ NUMBER – HQ250**  Date; 5/11/2021 |

**Contents**

[I. Mercy Corps Overview 3](#_Toc69313939)

[II. Project Background and Context 3](#_Toc69313940)

[III. Desired Services & Scope of Work 4](#_Toc69313941)

[IV. Evaluation of Quotations 4](#_Toc69313942)

[V. Quotation Format & Requirements 4](#_Toc69313943)

[VI. Other Terms & Conditions 5](#_Toc69313944)

# Mercy Corps Overview

Mercy Corps is a global team of humanitarians, working together on the front lines of today’s biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

In more than 40 countries around the world, our nearly 6,000 team members work side by side with people living through poverty, disaster, violent conflict and the acute impacts of climate change. We’re committed to creating global change through local impact — 85 percent of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. Thanks to support from our extended global community, we’ve provided $4 billion in lifesaving assistance to meet the urgent needs of more than 220 million people over nearly 40 years. In addition to emergency aid, we partner with local governments, forward-thinking corporations, social entrepreneurs and people living in fragile communities to develop bold solutions that make lasting change possible.

**Through our impact, influence and innovations, in 2020 we:**

* Reached nearly 37 million people in more than 40 countries.
* Raised $60.5 million for our COVID-19 Resilience Fund and have reached 15.1 million people so far through our response.
* Provided 1.8 million people with emergency cash assistance.
* Our work in the Democratic Republic of the Congo alone reached more than 4.9 million people
* Secured $490 million in revenue from institutional and private funders in 2019.
* Piloted the use of 3D printing to support children with disabilities in Jordan’s Za’atari refugee camp.
* Sponsored the Global Fragility Act, together with a coalition of 70 grassroots organizations, which created the first-ever U.S. government strategy to tackle alarming levels of global violence around the world. The act was signed into law in December 2019 after receiving bipartisan support in Congress.
* Launched FInX with a $10M contribution from Ripple and Rippleworks with the goal to accelerate global financial inclusion by advancing innovative, responsible distributed ledgers, digital assets, cryptocurrencies and other digital financial solutions that help people join the global economy and lift themselves out of poverty.

See more details about our impact in 2020: <http://www.mercycorps.org>

# Project Background and Context

# Desired Services & Scope of Work

An Application Performance Monitoring (APM) - Cloud-based software to help website and application owners track the performances of their services.

* Software licence for APM Pro Annual (3 host)
* Browser Pro Annual (4 million Page views)
* Infrastructure Pro Annual (45000 Compute units)

# Analysis of Quotations

Quotations will be analysed based on responsive to the specifications and price competitiveness.

# Quotation Format & Requirements

Standard Quotations formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for the bidding firm.

2. Specifications for the software licence

3. Financial bid / Quotation in USD

RFQ CALENDAR/TIMELINE

• Date sent out invites 5th Nov 2021

• RFQ responses due 11th Nov 2021

All quotations and submissions to be sent to tenders@mercycorps.org

All questions or request for clarification to be sent to Lkagai@mercycorps.org

# Other Terms & Conditions

**WITHDRAWAL OF RFQ**

Quotations may be withdrawn before the RFQ submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFQ submittal deadline can be made; however, they may not be re-submitted after the deadline.

**RFQ COSTS**

All costs incurred in the preparation and presentation of quotations to the RFQ shall be completely absorbed by the responding party to the RFQ. All documents submitted as part of the RFQ will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

**AWARD BASIS**

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all quotations, to waive any irregularities in any quotation process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

**CONTRACTUAL DEVELOPMENT**

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFQ, or developed subsequently during the selection process.

**CONTRACT TERMS**

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

**EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFQ.

**LIMITATIONS**

Mercy Corps, reserves the right to reject any and all Quotations and to waive any informality in the solicitation process. Total quotation length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.