

Request For Proposal:

Global Personal Computer Hardware and Services

World Vision

**STATEMENT OF CONFIDENTIALITY**

All information within this RFP, regardless of the communication form, is given in absolute confidence and may not be disclosed without written permission from World Vision International.

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# 1. Introduction

## 1.1 Invitation To Bid

World Vision International, together with its affiliated offices across the globe that make up the World Vision Partnership, (“World Vision”) invites your organization to submit a proposal for providing the personal computer hardware and its lifecycle management services based on the specifications, requirements and terms and conditions set forth in this Request For Proposal (RFP). World Vision International’s current personal computer supplier contract will expire in the coming months and World Vision is looking at creating a new framework agreement with a supplier to play this important role in the organization. This RFP is intended to enable World Vision to identify a business partner to supply personal computer hardware and services globally spanning over 100 countries.

This RFP describes our current understanding of our global needs; however these needs are subject to change.

## 1.2 Information About World Vision

**What World Vision is:**

World Vision is a non-profit, non-denominational Christian humanitarian aid and development organization that is dedicated to helping children and their communities worldwide reach their full potential by tackling the causes of poverty. With its origins in the 1950’s, World Vision is backed up by more than 2.5 million supporters, 20,000 churches, hundreds of corporations, and governments in nearly 100 countries.

**Who we serve:**

We serve poor children, families, and communities. Through means such as emergency relief, education, health care, economic development and promotion of justice, approximately 25,000 World Vision staff members assist impoverished communities help themselves. Our work touches approximately 100 million people in nearly 100 countries, assisting people regardless of religion, ethnic background, or gender.

**Why we serve:**

Motivated by our faith in Jesus, we serve the poor unconditionally, recognizing their individual dignity and honoring their God-given potential.

**Some ways in which we serve:**

***Community Development* --** Each community’s needs are different. We provide the resources that enable people to discover and use their own ideas and skills to move from poverty to self-sufficiency. Communities develop such things as access to clean water, reliable food production, basic health services, educational opportunities, microfinance programs to generate income, and AIDS prevention and care.

***Emergency Response* -- We** respond to natural disasters and long-term humanitarian emergencies. We track potential crises, pre-position emergency supplies for effective rapid response, and remain after the crisis to help people rebuild their communities.

***Protecting Children* -- We** believe in every child’s individual worth. We advocate for their well-being: for a world where orphans are cared for; where children are no longer forced to be soldiers, prostitutes, or laborers; and where they are safe and free from oppression.

For further information, we encourage you to visit our website at www.wvi.org.

# 2. Project Background

## 2.1 Goals and Objectives

1. Identify a personal computer hardware (desktop, laptop, and tablet) manufacturer and service provider with global footprints. This also could include peripherals and accessories as well.
2. Lower costs through total cost of ownership
3. Enhance the current asset tracking process including disposition tracking
4. Strengthen the current centralized ordering process for better efficiency
5. Improve the support and service for our offices around the globe.

The ultimate award resulting from this RFP will only apply to the World Vision offices that agree to participate in the proposed global arrangement. However, we are aiming for 100% participation. The expected results should look like the following flow chart:



Potential Volume (through centralized purchasing approach):

WVI as a whole has approximately 33,000 Licenses for our Lotus Notes and McAfee licenses. Using this figure, it means there are approximately 33,000 devices and with replacement of these occurring every 3 years, the potential is 10,000 devices will be required each year. This will not happen immediate, but over time we anticipate volumes nearing this amount.

Note that the 33,000 is the approximate number of PCs in scope. We will have additional devices like tablets and smart phones etc.

## 2.2 RFP Timetable

|  |  |
| --- | --- |
| Event | Date |
| RFP Release | October 14, 2013 |
| Supplier’s Response of Intent to Bid | October 18, 2013 |
| Supplier’s Submission of their questions | October 18, 2013 |
| WV responses to Suppliers’ questions | October 25, 2013 |
| Supplier’s Proposal Submission | November 8, 2013 |
| Finalist Selection | November 22, 2013 |
| Finalist Presentations | November 25-26, 2013 |
| Supplier Selection | December 12, 2013 |

All dates are on Pacific Standard Time UTC-08:00.

## 2.3 World Vision Contact

Suppliers will submit any inquiries, responses of intent to bid, clarification requests and submissions related to this RFP to the following WV contact:

 **Mr. Bob Wilson**

Global Procurement Manager

 World Vision International

 800 West Chestnut Ave

 Monrovia, CA 91016-3198

 Tel: (626) 301-7785

 E-mail: Bob\_Wilson@wvi.org **or** Global\_Procurement\_Office@wvi.org

Suppliers may not enter into communications with other World Vision staff about this RFP without the prior written permission of the individual listed above. If they do so, it could lead to elimination of their proposal.

#

# 3. Instructions for Intent to Respond and Submitting Proposals

1. It is requested that suppliers notify in writing the individual listed in Section 2.3 either accepting World Vision’s invitation to participate in this RFP process or expressing your intention not to participate. It is encouraged that for suppliers to do so by faxing or e-mailing the Intent to Respond Form set forth in **Appendix I** no later than close of business on **October 18, 2013**. Suppliers also need to designate the name of the person within your organization who will serve as the main contact for this process, along with his/her title, address, phone number and e-mail address. You agree to destroy any and all information in this document if you choose to decline participation our RFP process.
2. An exploratory conference call may be arranged to assist in the preparation of your written response and presentation/demonstration. If so, you agree to absorb any costs incurred in so doing. Please contact the individual listed in Section 2.3 should you need such a conference call. To ensure that the same level of information is conveyed equally to all suppliers, World Vision reserves the right to share questions and responses with all other suppliers.
3. You must submit two written hard copies and a separate electronic copy of your response, so that they are received by World Vision by close of business on **November 8, 2013**. Any response received after this date may be considered non-responsive, and World Vision would not be obligated to engage your organization any further in our RFP process.

1. All responses and supporting documentation shall become the property of World Vision and will not be returned.
2. World Vision ultimately reserves the right throughout this process to select any servicing option that best meets its business requirements and to hold discussions with any and all respondents.
3. You must agree to the following conditions if you choose to respond to World Vision regarding this RFP:
4. Neither issuance of this RFP nor receipt of proposals represents a commitment on the part of World Vision International, World Vision or any office within the World Vision Partnership.
5. If World Vision chooses your organization, the global agreement in **Appendix 2** contains the minimum terms and conditions that will be included in any binding agreement between you and World Vision International, World Vision or any office in the World Vision Partnership. In your proposal submitted to WORLD VISION, you must indicate any issues you may have in accepting any of these terms and conditions.
6. World Vision will not be responsible for, or in anyway liable for, any costs incurred by suppliers in the preparation of any responses or presentations relating to this RFP.
7. This document is provided for the exclusive use of your organization and copies shall not be made available to any other party, without written consent from the individual listed in Section 2.3. Both you and World Vision acknowledge that they may come in contact with non-public information, which is considered confidential or proprietary to the other, including this document itself. Each party agrees not to use such information for its own benefit or allow it to be released to or used by others. Each party agrees to exercise reasonable care to prevent disclosure to any third party.
8. Neither party shall use the name of the other in publicity releases, referrals, advertising, or similar activity without the prior written consent of the other.

# 4. Required Written Response

Suppliers need to respond in a format that refers to the following sections and numbered items and must specifically address each and every request for information contained herein. If you are unable to comply with any information requested, an explanation must be provided as part of the response.

## 4.1 Company Information

1. List your company’s full name, corporate address, telephone number and fax number.
2. List your company’s primary contact and back-up contact for this RFP process. Please include title, address, telephone number, fax number and email address.
3. Describe your company’s philosophy, vision, mission and long-term strategy. Describe how this vision would benefit World Vision.
4. Describe your company’s position on forming strategic relationship with their clients.
5. Describe your experience in partnering with other global NGO clients (if any).
6. Provide your company’s audited financial statements for the current year and the last THREE fiscal years.
7. Provide a list of your major customers, with contact information, that are similar in size and culture as World Vision and have contracted with your company for similar requirements. World Vision may choose to contact them for reference purposes.
8. Describe any conflicts of interest that your company may have in entering into a relationship with World Vision.
9. **You MUST** fill out the attached form and include in the submission package. You will note most of the information requested in this Section 4 is asked on the attached spreadsheet – so this gives you a tool for supplying the information requested.



## 4.2 GOODS AND/OR SERVICES DESCRIPTION

Since World Vision has footprints over 100 countries, the personal computer hardware supplier will need to have a global presence and its distribution channel is one of the main attributes we are looking at.

Other important areas are:

1. Brand name hardware manufacturer (HP / Dell / Lenovo, etc)
2. Hardware features must meet our specifications minimum
3. Lower costs through total cost of ownership (TCO)
4. Life cycle (asset) management
5. Asset tracking (and reporting)
6. Image support and management
7. Warranty support and service
8. Solutions to asset disposal (optional)
9. Print Management (optional)
10. Offering a centralized ordering process to be more effective and efficient in the way of handling our orders as well as the life cycle of our assets.

More detailed description is provided in the Scope of Work section in **Appendix 2**.

## Timing

The framework agreement that will be created with the supplier will be for 3 to 4 years with the possibility of renewing for an existing 1-2 years upon agreement by both parties. The basis of a potential renewal will be contingent on the performance of the supplier during the initial 3 to 4 years of the framework agreement.

## 4.4 Pricing & Pricing Methodology

Supplier should clearly state in their proposal the following regarding pricing methodology:

1. Price Commitment – Supplier shall provide WVI the same or better pricing of any comparable third party that supplier provides comparable products and/or services to under comparable terms and conditions, either before or during the period of this Agreement. If supplier agrees to lower pricing than the pricing in this agreement, WVI shall be entitled to pay the lower pricing upon such date of third party agreement.
2. Overall view of how the supplier sets pricing.
3. How will prices be monitored as new models and versions of hardware are introduced to the general market.
4. Pricing is an important aspect of the eventual agreement, but Customer Service and Support are key to the creation of the new agreement.
5. The supplier must provide how they propose to help in cost containment as the framework agreement will be established for 3 years. This may be fixed pricing for the duration of the agreement, cost plus, the supplier must clarify this in their proposal.
6. As stated earlier in this RFP, the plan is to centralize the purchasing process, so how will this play a part in the pricing methodology.

Supplier must also provide any discounts that would apply to World Vision for fees paid in advance of the payment due dates

## 4.5 Customer Service and Support

Supplier will provide the below mentioned list of Services and Support. This list is not intended to be an exhausted list and could be added to at anytime as agreed by both parties.

1. Supplier to maintain stock of regularly moving equipment and supplies.
2. Supplier to apply Asset Tags to equipment prior to shipment.
3. Supplier to install a standard set of images that would be supplied by WVI.
4. Supplier to provide and maintain website where an order management system will contain order status.
5. Supplier to provide telephone and / or email assistance 24 hours a day / 7 days a week.
6. Supplier to provide WVI a dedicated Account Manager.
7. Supplier shall acknowledge and work to resolve service and warranty related issues within two (2) business hours.
8. Supplier to provide and maintain updated pricing information on orders forms and when ready in WVI’s Purchasing Computer system.
9. Supplier to provide Reports to WVI on monthly and annual aggregation of orders by WVI.

## 4.6 Internal Marketing Materials and Strategies

To maximize purchases, any agreements signed between the supplier and World Vision will need to be marketed internally to World Vision offices. Please provide information on proposed strategies for to support internal marketing of your products to World Vision offices. Examples include information on the following questions:

* 1. What promotional vehicles will you develop and support?
	2. What kinds of communications, funding and/or advertising will you sustain over the duration of the contract?
	3. How will you position World Vision’s initiative within your corporate communications and marketing structures?
	4. What value-added services will you provide to enhance and sustain satisfaction and loyalty within World Vision?

# 5. Evaluation and Agreement Formation

## 5.1 Evaluation Criteria

World Vision will evaluate proposals and select a supplier, at its discretion. A few criteria it may use, include, but are not limited to the following:

1. Quality, reputation and performance of providing personal computer hardware and services in a global environment. World Vision may require an opportunity to evaluate models/samples for testing.
2. Thoroughness of proposal preparation.
3. Demonstrated excellence in service, support and extended warranties on a global basis.
4. Competitive pricing with the capacity to provide advance and locked global pricing as part of a very demanding marketing schedule.
5. Ability to deliver the requested goods/and or services by the required dates.
6. Ability of the selected supplier to work with World Vision to develop a co-marketing program directed at the global World Vision offices and capacity to creatively sustain the marketing strategy over the duration of the relationship with World Vision.
7. Capability of supplier to identify all elements leading to understanding of the actual landed costs by region/country and establish lead-time and fulfillment objectives.
8. Demonstrated ability to provide International account coordination and consolidated purchase reporting for World Vision management while enabling use of local accounts, support and services in our global areas of operation.

World Vision may require an oral presentation by suppliers after written proposals are received and reviewed by World Vision. If we require such a presentation, the World Vision Global Procurement Office may schedule a time and place or organize an online meeting. Each supplier should be prepared to discuss and substantiate any of the areas of the proposal that is submitted, its qualifications for the services required and any other area of interest relative to its proposal.

## 5.2 Agreement Formation

All proposals received will be carefully evaluated by World Vision. World Vision will then select two or more firms deemed to be fully qualified and best suited among those submitting proposals, on the basis of evaluation criteria described above. World Vision will then conduct negotiations with the selected suppliers. After negotiations have been conducted, World Vision will select the supplier or suppliers that, in its opinion, have made the best overall proposal and execute a written agreement based on this RFP, the proposal submitted, and the negotiations concerning these.

Issuance of this RFP, the preparation and submission of responses by suppliers and the subsequent receipt and evaluation of responses by World Vision shall not commit World Vision to award a contract to any supplier. Furthermore, in no event shall choosing a specific supplier for presentation, negotiations or otherwise be construed to create any legal obligations on the part of World Vision. Only the execution of a written agreement by World Vision International, World Vision or an office within the World Vision Partnership and a supplier will be binding on the relevant parties in accordance with the terms and conditions contained in such agreement.

# Appendix 1 – Intent to Respond Form

**RFP: Global Personal Computer Hardware and Services**

**To:** **Mr. Bob Wilson**

Global Procurement Manager

 World Vision International

 800 West Chestnut Ave

 Monrovia, CA 91016-3198

 Tel: (626) 301-7785

 E-mail: Bob\_Wilson@wvi.org or Global\_Procurement\_Office@wvi.org

**From:** Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please state your intentions with regard to this RFP by checking one of the boxes below:

 ❑ We intend to respond to this RFP by October 18, 2013.

❑ We are not responding to this RFP and will destroy all associated materials by October 18, 2013. The reason we have decided not to respond is:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  |  |  |
| --- | --- | --- |
| Signature of Contact Person |  | Date |

# Appendix 2 – GLOBAL AGREEMENT

**AGREEMENT TO PROVIDE GLOBAL GOODS AND/OR SERVICES**

**BETWEEN:**

World Vision International (“WVI”)
800 W. Chestnut Avenue
Monrovia, CA 91016
Telephone: 626-303-8811

### AND

[*Name of company or individual*] ("Supplier")
*[Address]*

*[Telephone number]*

Hereinafter the Parties, WVI and Supplier, agree to the following terms and conditions:

**1. Good and/or Services**

* 1. WVI has engaged Supplier as an independent contractor to provide a comprehensive global treasury management system as described in Attachment A, entitled Scope of Work, which is incorporated herein by reference.
	2. Supplier will coordinate with WVI in delivering these goods and/or the performing these services with *[insert name of WVI employee and title]* or his/her designee.
	3. Supplier will supply, at Supplier’s sole expense, all equipment, materials and/or supplies necessary to delivery the goods and/or perform the services under this Agreement.
	4. WVI reserves the right to reject any goods which are defective in material or workmanship, and may, in addition to any other legal remedies, return such goods to Supplier at Supplier’s expense or otherwise dispose of such goods in a commercially reasonable manner. Supplier will, at no additional cost, promptly conform the goods to WVI's reasonable satisfaction.

**2. Time Schedule**

* 1. Supplier will deliver the goods on *[insert a date]* at Supplier’s expense, to WVI’s operations in [*insert country*], at the following delivery address: *[insert delivery address]* Supplier will begin providing services on *[insert a date]*, and will *[“complete all services by” OR “continue providing services through”* *[insert date],* unless this Agreement has been terminated sooner in accordance with its provisions*.*

2.2 Shipment will be via *[land transport, using a duly licensed and reputable international trucking company.]*

2.3 Supplier will provide appropriate notification to WVI prior to shipment to enable WVI, or a third party inspection company of WVI’s choice, to inspect the goods prior to shipment.

2.4 Supplier will retain title to, and risk of loss for, the goods until they are delivered to WVI in [*insert country*].

* 1. Time is of the essence in performing this Agreement, and Supplier will ensure that the goods are delivered and the services are performed no later than as set forth above. If Supplier is late in meeting the designated time schedule, WVI reserves the right to deduct a penalty of 10% from Supplier’s fee for such goods/and or services.

**3. Payment and Expenses**

* 1. WVI shall pay Supplier for the goods at the following rates: *[insert itemized or lump sum fees $\_\_\_\_\_]*, which shall include any freight costs. WVI shall pay Supplier for the services hereunder at the rate of *[“ \_\_\_\_ per hour” OR “\_\_\_\_ per day” OR “a lump sum of \_\_\_\_”, whatever has been agreed]*. The total payment for the goods and/or services under this Agreement shall not exceed *[$\_\_\_\_\_]*. All payment shall be made in [*insert currency*].
	2. In addition, WVI shall reimburse Supplier for reasonable travel (economy air fare only) and other expenses incurred by Supplier in the performance of services hereunder, provided that such expenses have been pre-approved by WVI and are supported by receipts or other appropriate documentation.
	3. Supplier shall submit a detailed invoice to WVI *[indicate frequency, e.g., “upon completion of this Agreement,” OR “once per month”, etc.]*, specifying the goods delivered and the services completed (including number of hours or days, if appropriate) and any related expenses incurred by Supplier during the period reported.
	4. WVI will pay Supplier approved fees and expenses accordance with this Agreement within thirty (30) days after receipt of invoice. No advances will be given to Supplier.

3.5 Supplier warrants and represents that the discount or prices with respect to the good and services provided pursuant to the Agreement are comparable to or better than the discount or prices offered prior to and as of the effective date, by Supplier to any of its customers with respect to similar good and services.

**4. Taxes**

* 1. Supplier is an independent contractor. The execution of this Agreement does not create any other relationship between the parties.
	2. Supplier has sole responsibility for the payment of all applicable taxes (e.g., income, payroll, unemployment) relating to Supplier and Supplier’s employees arising from payments received under this Agreement.
	3. Supplier has sole responsibility for payment of sales, export and import duties and taxes, whether in the country of export or the country of import or any transit country, and ensuring that all necessary licenses or customs clearances are obtained.

**5. Insurance/Injuries**

* 1. Supplier has sole responsibility and liability under this Agreement for the goods up to the point of delivery to WVI and for any bodily injuries to Supplier or Supplier’s employees, including responsibility to provide WVI with certificate of appropriate Workers Compensation insurance. Supplier hereby warrants to WVI that Supplier is in compliance with any applicable workers compensation insurance law. Supplier will provide either a certificate of worker’s compensation insurance or proof of being legally exempt from maintaining worker’s compensation insurance. Such evidence is required prior to starting work and prior to receiving any compensation.
	2. Supplier has sole responsibility to obtain any other desired insurance coverage (general liability, medical, travel, life, etc.) for Supplier and Supplier’s employees in performing this Agreement. WVI reserves the right to request Supplier to provide proof of insurance coverage.
	3. Neither Supplier nor Supplier’s employees, workers, or subcontractors shall be deemed employees of WVI for any purposes, nor shall they be eligible to participate in any WVI employee benefit or insurance programs.

**6. Security and Evacuation**

* 1. Supplier may be delivering goods and/or providing services hereunder in a country with existing or potential political or social unrest. Supplier agrees to assume all risks, including damage to person and property, resulting from any such unrest. Supplier is solely responsible for the safety of Supplier’s property and employees, and for obtaining any desired insurance protections with respect to Supplier’s work in such countries.
	2. Should Supplier be delivering goods and/or providing services in a country where WVI has operations, Supplier will coordinate with WVI on security issues. WVI may include Supplier in the security and evacuation planning and procedures that WVI conducts for its own staff, but Supplier is responsible for assessing the adequacy of such plans and procedures to Supplier’s own satisfaction, and making alternative arrangements if judged necessary by Supplier.

**7. Confidentiality**

* 1. Supplier agrees to not discuss his/her provision of goods and/or performance of services under this Agreement with any third party without written consent from WVI.
	2. Supplier agrees to hold in confidence for the benefit of WVI any and all confidential information which may be disclosed to Supplier or to which Supplier may have access, as a result of this Agreement, including the results of Supplier’s services hereunder.

**8. No Assignment or Subcontracting**

Supplier shall not assign his/her rights or obligations under this Agreement, in whole or in part, nor enter into any subcontract to perform any portion of this Agreement, without the written consent of WVI.

**9. Rights to Works and Inventions**

9.1 Supplier agrees that all materials, reports, information, documentation, inventions, discoveries, developments, innovations or other work product generated by Supplier in the course and scope of its performance under this Agreement are the property of WVI, whether it be as individual items or as a combination of components, and Supplier hereby assigns all rights, title and interest in and to such items to WVI. All of the foregoing will be deemed to be work made for hire and made in the course of services rendered and shall belong exclusively to WVI, with WVI having the sole right to obtain, hold and renew, in its own name and for its own benefit, patents, copyrights, registrations and other appropriate protection.

* 1. Supplier agrees that all inventions, discoveries, developments and innovations conceived by the Supplier prior to the term and service start date of this Agreement and utilized by Supplier under this Agreement are hereby licensed to WVI for use in its operations globally and for an infinite duration. This license is nonexclusive and may be assigned, without the Supplier’s prior written approval, by WVI to its wholly owned subsidiaries or to an office that is part of the World Vision Partnership.

**10. Representations by Supplier**

 Supplier hereby represents and warrants to WVI that:

* 1. Supplier is in compliance with all applicable laws regarding business permits and licenses that may be required to carry out its obligations under this Agreement;
	2. Supplier is not a party to any agreement restricting Supplier’s ability to enter into this Agreement, and Supplier’s performance of this Agreement does not require the consent of any person or entity;
	3. Supplier warrants that all services under this Agreement will be performed in a competent, professional, workmanlike manner and conform to industry standards for quality.
	4. Supplier warrants that all goods furnished hereunder shall be free from defects in workmanship and material.
	5. Supplier’s employees will adhere to the attached World Vision Child Protection Behavior Protocols in respect to any interaction with children while performing under this Agreement.
	6. Supplier has full rights to use and to transfer to WORLD VISION any intellectual property utilized in performing under this Agreement.
	7. WVI’s use of the goods and performance of services in accordance with the terms of this Agreement, does not and will not violate, infringe or misappropriate any intellectual property rights or the laws or regulations of any governmental or judicial authority.

**11. Termination**

* 1. WVI may terminate this Agreement at any time upon ten (10) days written notice should the anticipated funding for this project from its donor(s) be eliminated, or for any other reason. In the event of such a termination, Supplier will be paid approved fees and expenses for goods provided and/or services performed in accordance with this Agreement up to the date of termination.
	2. This Agreement may be terminated immediately by either Party in the event of a breach of the provisions herein by the other Party. The non-breaching party shall retain its rights as to any legal remedies or damages that are provided under the governing law.
	3. This Agreement may be terminated by either Party in the event of any intervening “force majeure” (natural disaster, war, etc.) recognized under the governing law. In the event of such a termination, Supplier will be paid approved fees and expenses for the goods provided and/or services performed in accordance with this Agreement up to the date of termination.

**12. Indemnification**

Supplier agrees to indemnify and hold harmless WVI and any of its affiliates or subsidiaries, and all of the officers, agents, and employees of WVI and such entities from any and all claims, liabilities, loss, or damages arising out of Supplier’s performance of this Agreement.

**13. WVI affiliates**

Supplier agrees that the goods and/or services purchased under this Agreement may be distributed and/or used by any of WVI’s affiliates and offices within the World Vision Partnership (“WV Offices”), including any microfinance institutions, and further agrees that the WV Offices may purchase separately under the terms of this Agreement. If the WV Offices purchase separately, they will assume the obligations and liabilities of WVI under this Agreement for their respective purchases.

**13. Governing Law, Settlement of Disputes**

* 1. This Agreement shall be governed by the substantive law of the State of California*,*
	2. Unless otherwise agreed by the parties hereto, any controversy or claim arising out of or relating to this Agreement, which remains unresolved after negotiation shall be settled by binding arbitration before the American Arbitration Association, according to its rules. The arbitration shall be conducted in Los Angeles County in the State of California and shall be conducted in the English language. Judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

**14. Entire Agreement, Amendments**

* 1. This Agreement supersedes any and all other agreements, oral or written, between WV and Supplier with respect to the subject matter hereof, and no agreement, statement, or promise relating to the subject matter of this Agreement other than that which is contained herein shall be binding upon the parties.
	2. This Agreement may not be amended except by written agreement of the Parties.

IN WITNESS WHEREOF, the Parties hereto have duly executed this Agreement by their authorized representatives below:

**WORLD VISION INTERNATIONAL SUPPLIER**

Signature Signature

Printed Name Printed Name

Address Address

Telephone Number Telephone Number

Fax Number Fax Number

Date Date

#### SCOPE OF WORK

**Attachment A**

1. Types of Personal Computers (Note: more exact and detailed specs and prices will be required in the final stages of negotiations and supplier selection). For example, we will establish specs for desktops and laptops that will give a low, mid, and high range for configurations.
	* Office Desktop

|  |  |
| --- | --- |
| **Item** | **Description** |
| Processor | Intel Core i3 to i7 |
| Memory  | 4-8Gb |
| Hard Drive (like to see range to include Solid State HDs) | 250Gb SATA 5400rpm |
| Graphics Card | Integrated |
| Monitor (optional) | 22” VGA/DVI/DP |
| Webcam (optional) | Integrated |
| Audio | Integrated speakers |
| LAN | 10/100/1000 Ethernet |
| Wireless (optional) | 802.11b/g/n |
| Bluetooth (optional) | Bluetooth 4.0 |
| Ports | USB 3.0 (2), headphone/microphone, VGA/display |
| Keyboard | Standard |
| Optical Drive | DVD R/W |
| Power | 110 to 240 VDC |
| Operating System | Window 8 Pro (**with ability to be downgraded to Win 7 Pro**)  |

* + Tablets
		- Latest models of Apple iPad or Samsung Galaxy
	+ Laptops and Tablet PCs
		- For travel users

|  |  |
| --- | --- |
| **Item** | **Description** |
| Processor  | Intel Core i5 to i7 |
| Memory  | 4 to 8Gb |
| Hard Drive (like to see range up to include Solid State HDs) | 320Gb SATA 5400rpm |
| Video Card | Integrated  |
| Display (minimum) | 1280x768 |
| Webcam | Integrated |
| Audio | Integrated speakers |
| LAN | 10/100/1000 Ethernet |
| Wireless | 802.11b/g/n |
| Bluetooth | Bluetooth 4.0 |
| Ports | USB 3.0 (2), headphone/microphone, VGA/display, SD card reader |
| Input | Backlit keyboard, touchpad |
| Optical Drive | DVD R/W |
| Power | 110 to 240 VDC |
| Operating System | Window 8 Pro (**with ability to be downgraded to Win 7 Pro**)  |
| Rugged Case (optional) | Our laptops might be in rough terrain. |

* + - For office
			1. Power Users

| **Item** | **Description** |
| --- | --- |
| Processor  | Intel Core i5 to i7 |
| Memory  | 4 to 8Gb |
| Hard Drive (like to see range to include Solid State HDs) | 320Gb SATA 5400rpm |
| Video Card | Integrated  |
| Display | 1280x768 |
| Webcam | Integrated |
| Audio | Integrated speakers |
| LAN | 10/100/1000 Ethernet |
| Wireless | 802.11b/g/n |
| Bluetooth | Bluetooth 4.0 |
| Ports | USB 3.0 (2), headphone/microphone, VGA/display, SD card reader |
| Input | Backlit keyboard, touchpad |
| Optical Drive | DVD R/W |
| Power | 110 to 240 VDC |
| Operating System | Window 8 Pro (**with ability to be downgraded to Win 7 Pro**)  |

1. Normal Users

|  |  |
| --- | --- |
| **Item** | **Description** |
| Processor | Intel Core i3 to i5 |
| Memory | 4 to 8 Gb |
| Hard Drive (like to see range to include Solid State HDs) | 200Gb SATA 5400rpm |
| Video Card | Integrated  |
| Display (minimum) | 1280x768 |
| Webcam | Integrated |
| Audio | Integrated speakers |
| LAN | 10/100/1000 Ethernet |
| Wireless | 802.11b/g/n |
| Bluetooth | Bluetooth 4.0 |
| Ports | USB 3.0 (2), headphone/microphone, VGA/display, SD card reader |
| Input | Backlit keyboard, touchpad |
| Optical Drive | DVD R/W |
| Power | 110 to 240 VDC |
| Operating System | Window 8 Pro (**with ability to be downgraded to Win 7 Pro**)  |

1. Hardware security and typical applications
2. Our global security policy will require the hardware to have disk encryption
	* Trusted Platform Module (TPM) microchip v1.2 or higher
	* A minimum of two partitions: a system partition (which contains the files needed to start the computer and must be at least 200 MB) and an operating system partition (which contains Windows. Both partitions must be formatted with the NTFS file system
	* A BIOS that is compatible with TPM
	* USB devices and external hard drives will need to have encryption capability

Biometric Authentication (Integrated fingerprint scanner) for laptops will be optional.

1. Typical Applications in a personal computing device
	1. Windows 7 Pro
	2. Microsoft Internet Explorer 9.0 or above
	3. Chrome – current version
	4. Firefox – current version
	5. Microsoft Office 2010
	6. Lotus Notes R8.5 (or Outlook 2010)
	7. Adobe Acrobat Reader – current version
	8. 7-Zip – current version
	9. McAfee Virus Protection
2. Lower costs through total cost of ownership (TCO)

The initial purchase of a computing device from the supplier is only part of the cost and we are aware of the ongoing costs of using and maintaining the product. We are looking at the total cost of ownership including the following:

* Firmware update
* Maintenance and repair
* Utility (power consumption)
* Usability (e.g. keyboard layout, ergonomics etc.)
* Downtime of transferring information from an old computer to a new computer
* Upgradability and Availability of Upgrades
1. Life cycle (asset) management

Procurement is only the first step of the whole asset life cycle management. The following phases are extremely important especially in the organization of the size of World Vision:

* Deployment
* Maintenance
* Support
* Retirement and Disposal

With a good life cycle management solution, World Vision will be able to

* Forecast future needs better
* Make informed purchasing decisions
* Be proactive when it comes to replenishing resources
* Know the total cost of ownership of the computing device
1. Asset tracking and reporting

As a global company, asset tracking plays an important role. We would like to have a system so that we will be able to

* Have an accuracy of our inventory
* Monitor the licenses
* Report on asset and inventory
	+ standard reports
	+ ability to export reports to Excel, CSV and XML
	+ adhoc reports will be a good optional feature
1. Image support and management

In order to maintain the productivity of our 45000+ staff across the globe, fast Deployment to minimize downtime when a staff is required to change computers is a key success factor. World Vision is thinking of having standard hard drive images for different type of machines and different countries/regions. Hence, once the computer device acquisition is approved, the supplier will be able to ship the device pre-configured and all the World Vision IT staff needs to do is to configure the machine to the local environment of the recipient.

1. Warranty support and service
* We are expecting 3 years parts and labor both domestic and international for warranties; 4 year warranties are even better.
* Cross border shipments strategy – we have experienced lengthy delays and high cost when we have shipments crossing the country borders. Hence, we are looking to the supplier to help us overcome this challenge, e.g. order internationally and ship locally.
1. Solutions to asset disposal (optional)

Each computer will come to its end after a service life of 3 years. Currently, World Vision does not have a global computer asset disposal program. We are open to the supplier’s recommendations in this area.

1. Print Management (optional)

In simple terms, this is the ability of the supplier to monitor the ink and toner cartridges for the printers at the WVI offices where just the right amount of these supplies would be in stock. This would eliminate the need to have large stock piles of ink and toner cartridges at the WVI offices. This would apply to those that the supplier can offer based upon the WVI locations.

1. Offering a centralized ordering process to be more effective and efficient in the way of handling our orders as well as the life cycle of our assets.

As mentioned in the “Image Support and Management”, our vision is to have all the ordering processed centrally and shipped internationally to 100+ countries.