

Invitation to Bid (ITB)

Purchase of IT hardware equipment

Helvetas invites interested parties to submit an offer as per the instructions below.

1. Contract description

The overall goal of the hardware tender is for Helvetas to invite qualified suppliers to submit bids for the supply of IT equipment and associated services under a framework supply agreement. The purpose of this call is to engage reputable companies over the next four-year period for the purchase of IT equipment and its peripherals, ensuring competitive pricing, quality, warranty, and after-sales service.

The required goods/services details are elaborated in this document.

2. Timetable

	DATE	TIME - CET
Tender announcement	February 27, 2026	-
Deadline for written enquiries to procurement.ho@helvetas.org	March 15, 2026	17:00
Last date for Helvetas to issue clarifications (clarifications can be found in the same link where the tender dossier was posted on Helvetas website)	March 27, 2026	17:00
Deadline for submitting offers to procurement.ho@helvetas.org account ¹	April 15, 2026	17:00

3. Nature of the contract

Framework Supply Agreement.

4. Negotiations

Helvetas reserves the right to enter into negotiations with all or part of the eligible bidders to amend and/or complete their original offers.

Negotiations may concern the technical, financial, legal, and other aspects of the contract.

5. Eligibility

Participation is open to all legal entities in the EU, UK, US, and Switzerland that are authorized to sell single and multi-brand IT hardware/equipment. Groupings of entities (consortia) may not apply.

6. Costs for preparing offers

No costs incurred by the bidder in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the bidder, including the costs incurred during the negotiating and interviewing process.

7. Sub-contracting

¹ Any application received after this deadline will not be considered.

Sub-contracting to another legal person/entity is not allowed.

8. Provisional commencement date of the contract

01.05.2026

9. Initial period of execution and possible extension of the contract

Goods are to be provided between 01.05.2026 and 01.05.2029

10. Evaluation of offers

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below. The criteria for evaluating goods will be examined in accordance with the requirements set out in the attachments.

The entire evaluation procedure is confidential. The Tender Evaluation Committee (TEC) decisions are collective, and its deliberations are held in face-to-face or virtual sessions. The members of the TEC are bound to secrecy. The evaluation reports and written records are for official use only and may not be communicated to the bidders.

10.1 Eligibility criteria

Only the companies that provide a signed form below will be processed for further evaluation:

- Eligibility Documentation Form (**See ELIGIBILITY DOCUMENTATION part below**)

10.2 Criteria for evaluation of the technical offer – Pass (Y)/Fail (N)

Requirements ²	Documentary evidence
All equipment must be new, unused, and original	The bidder shall provide evidence of OEM authorization for HP, Dell, and Lenovo, either directly or via an authorized distributor or master reseller. <i>Note:</i> <i>OEM authorization must be confirmed prior to contract award.</i>
Warranty - minimum manufacturer warranty of 3 years	The bidder shall confirm that all equipment will be delivered with a minimum three (3) year manufacturer's warranty, valid in the delivery region. Warranty must be OEM-backed and verifiable via OEM systems.
After-Sales Support - availability of authorized service centres	After-sales support shall be provided through OEM-authorized service centres or OEM-approved service partners. The bidder shall demonstrate access to such service networks in Switzerland
Repair timelines between 2 to 6 weeks	A signed statement that the bidder

² Bidders may rely on OEM-authorized subcontractors or logistics partners to meet global delivery and service requirements, provided that full OEM warranty and service backing is confirmed in writing by HP, Dell, and Lenovo.

	commits to providing repair and replacement services in accordance with OEM standard warranty and service timelines, which fall within the following ranges: Repair 2–6 weeks.
Replacement timelines 3 to 8 weeks	A signed statement that the bidder commits to providing repair and replacement services in accordance with OEM standard warranty and service timelines, which fall within the following ranges: Replacement 3–8 weeks.
Delivery and Operational Capacity 1. Respond to call-off RFQs within defined timelines 3 to 5 working days 2. Delivery within defined timelines in Switzerland between 5 to 7 working days	A signed statement by the bidder confirming the requested timelines for each category ³ .

The bidders that pass the Technical evaluation (**YES's** in all technical specifications/items) will be processed for further evaluation.

10.3 Criteria for evaluation of the financial offer

Bidders shall submit financial offers in the form of percentage discounts (%) applicable to the prices when each call-off RFQ is initiated.

Equipment	Discount in %age	Documentary Evidence
Laptops and notebooks	bidder to add the discount here	Copy of the confirmation by HP, Dell, and Lenovo OEM
Desktop computers and workstations	bidder to add the discount here	Copy of the confirmation by HP, Dell, and Lenovo OEM
Monitors, Printers, and Scanners	bidder to add the discount here	Copy of the confirmation by HP, Dell, and Lenovo and other OEM
Other peripherals (Keyboard, Mouse, Headphones, Microphones, Speakers, Storage devices, etc.)	bidder to add the discount here	A signed statement from the bidder providing the % discount on IT peripherals.

Evaluation of the offers will be based on the highest percentage in the financial offer after the bidders have passed the eligibility criteria and scored YES on all technical points.

After evaluating offers, Helvetas reserves the right to enter into negotiations with all or part of the eligible bidders to amend and/or complete their original offers.

Framework Supply Agreement will be awarded to multiple technically compliant and financially responsive bidders.

Helvetas reserves the right to contract only part of the requirements or cancel this tender

³ Timelines may vary based on force majeure, customs clearance requirements, and OEM lead times

procedure should it not be satisfied with the quality of offers.

Call-Off for RFQs Procedure

For each requirement, Helvetas will send out call-off RFQs to all framework suppliers. The award will go to the supplier with the lowest price after applying the agreed discount. If the call-off RFQs include multiple items, Helvetas may make multiple awards to different suppliers, assigning each item to the supplier that offers the lowest price after the agreed discounts are applied.

11. Submission of offers

The offer must be submitted via email in electronic format.

Offer shall contain:

1. **Signed Annex 1 - Eligibility Documentation Form⁴**
2. Technical offer documents as stipulated in **Article 10.2** of this ITB.
3. Financial offer documents as stipulated in **Article 10.3** of this ITB.

The name of the file should have the bidder's name, Reference No: OC-0001-DT, and the text 'Offer' (for example, ***My Company OC-0001-DT offer***).

The offer should be password-protected⁵. The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the password. During the evaluation process the entitled purchasing panel member will call the bidder and ask for the passwords at the spot⁶.

The subject of email should contain only the ITB reference number (*for example OC-0001-DT*).

The body of the email should contain bidder's official name, address and telephone number.

Offers must be submitted in English exclusively to the following email address:

procurement.ho@helvetas.org. Offers submitted after the deadline specified under point 2 of the Timetable of this ITB will not be considered. The counted official receipt time is the time showing on the email received from the bidder to procurement.ho@helvetas.org.

12 Alteration or withdrawal of applications

Candidates may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offer may be altered after this deadline.

Helvetas retains ownership of all offers, which have not been withdrawn. Consequently, bidders do not have the right to have their offers returned to them.

13 Validity of offers

Bidders are bound by their tenders for 90 days after the deadline for submitting offers. In exceptional cases, before the period of validity expires, Helvetas may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

14 Signature of the contract(s)

Within 15 days of receipt of the purchase order/ contract already signed by the Helvetas, the

⁴ Electronic copies of eligibility documentation should be provided only by the winning bidder prior to contract signing.

⁵ Offers received without password will not be considered for evaluation

⁶ If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation

selected bidder shall sign and date the contract. Failure of the selected bidder to comply with this requirement may constitute grounds for annulling the decision to award the contract. In this event, Helvetas may award the tender to another bidder or cancel the tender procedure.

15 Terms of payments

The payment will be made via bank account transfer to the winner of the tender in CHF within a maximum of 30 working days from the date of acceptance of goods or execution of services or works. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

16 Terms of cooperation

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas – Supplier purchase order or Helvetas – Service provider contract. Helvetas has the right to increase or decrease the number of ordered items. Helvetas has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas has the right to re-formulate the Request for Quotation (RFQ), Invitation to Bid (ITB) or Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or non-compliance with contractual obligations, Helvetas has a unilateral right to terminate the contract without incurring any legal obligation.

The Applicant has to be familiar with all instructions, forms and requirements mentioned in the RFQ, ITB or RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant.

Helvetas signs a purchase order/contract with the winning bidder. The contract will come into force upon signature by both parties.

17 Ethics clauses/Corruptive practices

Bidders making false declarations may be subject to financial penalties representing 10% of the total value of the purchase order/contract being awarded. This rate may be increased to 20% in the event of a repeated offence.

Any attempt by a company/organisation to obtain confidential information, enter into unlawful agreements with competitors or influence the PP or the Helvetas during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above.

Companies/organisations must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas reserves the right to suspend or cancel the ITB procedure and/or purchase order/contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Companies/organisations will be rejected or purchase order/contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified or commissions paid to a company/organisation which has every appearance of being a front company/organisation.

Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised.

The Helvetas reserves the right to suspend or cancel the procedure, where the award procedure

proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the purchase order/ contract, the Helvetas may refrain from concluding the purchase order/contract and/or terminate the purchase order/contract.

18 Operational language

All written communications for this tender procedure and purchase order/ contract must be in English.

19 Additional information

The conclusion of the tender and the award of any purchase order/contract are subject to the availability of funds.

Helvetas reserves the right to annul this tender procedure at any time, without any liability on its side.

Annex 1 - ELIGIBILITY DOCUMENTATION FORM

LIST OF REQUIRED DOCUMENTS

Eligibility criteria

Requirements	Documentary evidence
Legal registration	Certificate of incorporation or business registration issued by the relevant authorities, or any other relevant evidence.
Tax compliance	Recent tax clearance certificate OR official statement from tax authorities indicating taxes are paid or under a payment plan, or any other relevant evidence.
Financial Capacity	Audited financials (last 2 years) or bank letter confirming the turnover for the last 2 years . The two-year (2024-2025) turnover should not be less than 1 000 000 CHF (or equivalent with other currencies).
ISO Certifications	Valid certificates: ISO 9001 (Quality Management) for consistent product/service quality, or any other relevant evidence.
No pending legal/financial issues	Signed & dated Affidavit or Declaration of Honor by CEO/legal representative confirming no open case of a dispute, an execution procedure, a reorganization, a bankruptcy, or an insolvency procedure ⁷
Minimum 5 years in operation	At least 3 client references for a similar scope and geography.

STATEMENT

I, the undersigned hereby declare that we have in possession all documents listed above. All documents are valid as requested in the table above and hard copies or electronic copies can be distributed as/when needed.

Signed on behalf of the bidder

Name	
Signature	
Date	

⁷ Helvetas reserves the right to do a background check if needed