

Request for Quotation Toilet Twinning Fulfilment Services

Date of Request for Quotation	Friday 14th July 2023
Deadline for Submission of Quotation	Friday 28th July 2023 at 5pm UK time
Contact Name	Jordan Overton-Cox & Aaron Fernandes
Contact Email Address	jordan.overton-cox@tearfund.org & aaron.fernandes@tearfund.org
Contact Phone Number	020 3906 3579

Quotes should be submitted by email to the named contacts above before the date and time specified. Quotes submitted after the deadline may be excluded from the evaluation process.

Please note, any contract formed with a supplier will be based on Tearfund's standard terms and conditions. For more information including an overview of our supplier onboarding and order processes, please visit our [Global Suppliers Hub](#).

Specification

Contract Duration	3 years, with a break clause after year 2 of the agreement
Estimated Contract Value	£150,000

Please note, Tearfund cannot guarantee any spend as part of this agreement.

The Supplier must provide Tearfund with an Account Manager who can be contacted during UK office hours (9am - 5pm), Monday to Friday. If the Account Manager is not available due to reasons such as annual leave, the Supplier will be expected to nominate a secondary Account Manager.

The Supplier will be expected to respond to all queries within 2 working days.

The Supplier must be able to provide fulfilment services for Tearfund's Toilet Twinning income stream. More information about Toilet Twinning can be found on [the website here](#).

The anticipated order volumes for the duration of Toilet Twinning fulfilment contact are as follows:

- **For 2023/24** - 11,667 toilets twinned.
- **For 2024/25** - 17,000 toilets twinned
- **For 2025/26** - 18,000 toilets twinned

The majority of orders will be placed by supporters on the Toilet Twinning website. Some orders will also be placed with Tearfund directly (e.g. via supporters who contact Tearfund directly by phone or email). All orders will be collated automatically on a daily basis and transferred to the Supplier via either a secure FTP (File Transfer Protocol) or API.

The Supplier will then be expected to provide same day fulfilment services for individual orders. This will include:

- Receiving and ingesting of data provided by Tearfund and Digital Storm.
- Lasering of compliment slips, A6 postcards, and envelopes.
- Enclosing envelopes with the required resources.
- Posting of envelopes to supporters.
- Processing undeliverables.

The documents issued as part of the Toilet Twinning resource are:

- A5 picture frame and picture depicting the twinned toilet.
- A6 postcard including supporter message.

Tearfund will liaise with the Supplier directly regarding expectations for any bulk orders that are placed. It is important to note, however, that this occurs relatively infrequently.

All UK orders must be mailed out by the most economic service available unless otherwise stated. Any items sent out via Royal Mail should be docketed onto Tearfund's Royal Mail account.

No fulfilment will be required for international orders. These supporters will be provided with a digital certificate automatically by Tearfund and its suppliers.

The Supplier must ensure that packaging materials used are environmentally friendly.

If applicable, new resources will be sent directly to the Supplier from Tearfund's selected printers.

The Supplier will be expected to hold the minimum stock necessary to fulfil 100 orders.

What to include in your quotation

As a minimum, please include the following as part of your quotation.

- Company name.
- Company registration number.
- Contact name, email address, and phone number.
- Confirmation that you can deliver the requirements set out in this Request for Quotation
- Pricing for the provision of these services.
 - Where possible, this should be quoted as price per unit of fulfilment.
 - The price should be provided in GBP£ and include VAT + any other applicable taxes.
 - Please also provide a clear breakdown of **ALL** other costs that Tearfund will be expected to pay as part of the agreement (e.g. onboarding, Account Management, storage, undeliverable, and additional postage fees).
- Response to the following questions:
 1. **EXPERIENCE:** Please provide details of your experience of similar contracts that you have completed for other organisations. This should include value and length of contracts as well as details of what was involved in the contracts. A maximum of 3 contracts should be listed.
 2. **METHODOLOGY:** Please give details of how you will provide an efficient and accurate service from order received to resources posted. This should include reference to any IT systems used. Please also outline how you would onboard Tearfund as a client.
 3. **DATA PROTECTION:** Please provide details on how you would ensure that all data is transferred and kept securely

4. ENVIRONMENTAL IMPACT: Please confirm how you would minimise your environmental impact during this contract, in particular in regard to packaging and recycling of stock.

Please note, the **successful supplier** will also be required to submit the following information **before the contract is awarded** as part of Tearfund's Financial Sanctions and Anti-Terrorism procedure. This will be requested from the successful supplier at a later date.

- Company Registration Certificate
- Company Owner's name.
- Financial Audited Accounts for the 3 most recent financial years.
- References.

Please do not hesitate to contact us if you have any questions. We look forward to receiving your quotation.