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# REQUEST FOR TENDER (RFT)

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*Trócaire invites tenders for the supply and after sales support of client devices to all of its offices. Renderers' must demonstrate that they have the resources and expertise to supply the goods and services required.*

**Tender Release Date: 20.01.2026**

**Deadline for tender submission: 17.02.2026 @ 23h59 GMT**

## 1. Introduction

Tenders are invited from suppliers who wish to be considered for selection as the supplier of below services and/or goods Trócaire.

This tender document deals with:

- Section 2 : Confidentiality
- Section 3 : Profile of Trócaire
- Section 4 : Scope of the work
- Section 5 : Content and format of Tenders
- Section 6 : General Terms and Conditions
- Section 7 : Conflict of Interest
- Section 8 : Contract Period
- Section 9 : Intellectual Property
- Section 10 : Termination of Contract
- Section 11 : Evaluation of Tenders
- Section 12 : Submission of Tenders

## 2. Confidentiality

Trócaire will treat the content of all tenders as strictly confidential, and information provided in the tenders will be used solely for the purpose of deciding on the award of a contract as described in this document.

## 3. Profile of Trócaire

Trócaire is an International NGO. We work with local partners in the world's most at-risk communities and with people in Ireland to tackle the underlying causes of poverty and injustice and respond to the crises they create. Together we bring about positive and lasting change for a just world. Trócaire works in up to 17 countries across Africa, Asia, Latin America and the Middle East. With the support of the generous people of Ireland, we work towards five goals:

- Promote Access to Justice;
- Achieve Climate & Environmental Justice;
- Ensure Women & Girls' Protection, Voice & Influence;
- Save Lives and Protect Human Dignity
- Mobilise the Public on the island of Ireland to achieve Global Justice.

More information about Trócaire can be found on <http://www.trocaire.org/>. Current countries of operation can be found [here](#) but the list of possible supply destinations can differ and is detailed in paragraph 4 below.

#### 4. Scope of goods and services required

Trócaire is seeking to award one or multiple framework agreements for the supply of various client devices over a multi-annual period of 3 to 5 years. Below detailed devices are to be included in the scope of the agreement but the specifications might evolve and the scope might be slightly expanded over the time of the agreement depending the needs of Trócaire.

##### 4.1 Device requirements

4.1.1 Laptops & Accessories for below specifications (core devices included in the FWA):

a) **Option 1: Standard-mid-range devices** (representing 80% or more of all devices ordered)

Description	Minimum Required Specification
Processor	Ultra 5 125U
Ram	16GB
Hard Drive	128GB SSD min
Screen Size	Up to 14"
Backlit Keyboards	Yes
Battery Life	7 Hours min
TPM Chip	Yes
No of USB ports	2 min
Weight	Ultra-book
Display output (eg USB-C, HDMI)	Manufacture dependent
DVD drive	No
Laptop Bag	Yes
Warranty	5-year Global Warranty

b) **Option 2: High-end-flexi devices**

Description	Minimum Required Specification
Processor	Ultra 5 125U
Ram	16GB
Hard Drive	128GB SSD min
Screen Size	Up to 14"
Backlit Keyboards	Yes
Screen	<b>Touch screen</b>
Screen	<b>360-degree screens</b>
Battery Life	7 Hours min
TPM Chip	Yes
No of USB ports	2 min
Weight	Ultra-book
Display output (eg USB-C, HDMI)	Manufacture dependent
DVD drive	No
Laptop Bag	Yes
Warranty	5-year Global Warranty

c) **Accessories including**

- Laptop bags: backpack style, sturdy for field travel.
- Accessories such as portable webcams, wireless keyboards, wireless mouse.
- Options for securing laptops.

- Accessibility options from EDI perspective.

4.1.2 **Tablets** (with and without 5G connectivity) for the below specifications:

Description	Minimum Required Specification
Preferred Manufacturer	Samsung or equivalent
Operating System	Android v14 upgradable
Ram	4 GB minimum
Storage	64 GB

4.1.3 **Mobile Phones** for the below specifications:

Description	Minimum Required Specification
Preferred Manufacturer	Samsung
Operating System	Android v14 upgradable
Ram	6 GB and 8 GB options
Internal Storage	128 GB

## 4.2 Online ordering system

A solution must be proposed to include an online portal / digital shopfront through which Trócaire's country offices can directly purchase pre-approved devices without having to do this via Trócaire HQ. Such a portal will aim at facilitating decentralised ordering while ensuring compliance with organisational device requirements and procurement policy.

## 4.3 Delivery requirements

Trócaire are seeking to work with suppliers who can supply/distribute equipment to our head office in Ireland as well as directly to our overseas country offices. Therefore, suppliers are required to describe in detail how they will practically organize the supply to each of the below countries and what support will be required from those country offices.

Please indicate to which of the below countries devices you can supply and also in which of those countries can similar devices be procured directly from a local distributor.

Country and Place	Capacity to supply directly (Y/N) + Detail any specifics and/or experience.	Available for local purchase (Y/N) + Detail any specifics and/or experience.
<u>Europe</u>		
Ireland - Maynooth		
Northern Ireland - Belfast		
<u>Middle East</u>		
Lebanon - Beirut		
<u>Africa</u>		
DRC – Bunia (Ituri Province)		

Ethiopia – Addis Ababa		
Kenya - Nairobi		
Malawi - Lilongwe		
Rwanda - Kigali		
Sierra Leone - Freetown		
Somalia - Mogadishu		
South Sudan - Juba		
Zimbabwe - Harare		
<b><u>Central America</u></b>		
Guatemala - Guatemala City		
Honduras - Tegucigalpa		
<b><u>Asia</u></b>		
Myanmar - Yangon		
Thailand – Bangkok		

#### **4.4 Warranty and support**

- Please quote for 5-year global warranty on all devices and also make any proposal for extended warranty.
- Detail in which of the above-listed countries we can get local repairs and parts to avoid purchased devices having to be carried back to/from HQ Ireland.
- Detail how aftersales support will practically work for all offices (Irish and global offices)

#### **4.5 Microsoft InTune**

Trócaire requires all devices to be enrolled with Microsoft Intune.

#### **4.6 Imaging and Deployment**

Please provide details of imaging services and deployment services offered and associated costs.

### **5. Content and Format of Tenders**

To facilitate the tender evaluation, we ask all tenderers to submit a detailed tender response as per below structure. This structure is not limited and can be expanded with additional documentation.

#### **5.1 Administrative Details**

- Company profile including company history, company structure and current top three clients.
- A copy of a current and valid Tax Clearance Certificate.
- Details on previous relevant experience and references including the INGO sector.
- Details on available human and technical resources.
- Relevant quality assurance documentation.
- Environmental sustainability practices.
- Acceptance or comments on Trócaire's General Terms and Conditions for Procurement and Supplier Code of Conduct.

### **5.2 Technical Details**

- A detailed description of all equipment offered as per requirements in section 4.1.
- A detailed description of the suggested online ordering portal as per requirements in section 4.2.
- A detailed description of all supply locations offered and suggested incoterms as per table in section 4.3.
- A detailed description of warranty and after sales support services offered as per requirements in section 4.4.
- A detailed description of suggested In Tune enrolling as per section 4.5.
- A detailed description of imaging and deployment services as per section 4.6.
- Include any details of subcontracting (if the case) and how this will be managed.
- Include suggested SLAs and KPIs.
- Completion of a DPIS Supplier questionnaire as per Appendix A.

### **5.3 Pricing Details**

- Details of proposed pricing for year 1 of the agreement and how pricing will evolve over the duration of the entire agreement.
- Details of VAT and other relevant taxes.

## **6. General Terms and Conditions of this RFT**

- Trócaire does not bind itself to accept the lowest priced tender.
- Trócaire does not guarantee exclusivity and reserves the right to engage other companies for the same services (if required) during the term of the contract.
- Trócaire shall be free to
  - To accept the whole, or part only, of any tender.
  - To accept none of the proposals tendered.
  - To republish this Request for Tenders.
- In the event of not accepting any of the tender submissions received on foot of this RFT, Trócaire shall be free to make such arrangements as it considers necessary in relation to the provision of the goods/services.
- Trócaire will not be liable for any costs or expenses incurred in the preparation of a tender.
- The Contract shall be considered as a contract made in Ireland according to Irish law and subject to the exclusive jurisdiction of the Irish courts.
- The Standard Procurement Terms and Conditions to which Trócaire expects all of its supplier to respect can be found here <https://www.trocaire.org/wp-content/uploads/2025/03/Trocaire-General-Terms-Conditions-for-Procurement-V4-April-2023.pdf>
- The Suppliers Code of Conduct to which Trócaire expects all of its suppliers to respect can be found here <https://www.trocaire.org/wp-content/uploads/2023/05/Trocaire-Supplier-Code-of-Conduct-V3-April-2023-EN.pdf>.

## **7. Conflicts of interest**

Any conflicts interest involving an applicant must be fully disclosed to Trócaire. Failure to disclose a conflict may disqualify an applicant or invalidate an award of the contract. Applicants are required to declare any current or past work which might reasonably be considered to represent a conflict of interest. It will be for Trócaire to decide if a material conflict of interest exists and applicants in doubt in this regard should seek the advice of Trócaire.

## 8. Contract Type and Period

This contract shall be a multi-annual framework agreement for a period of 3 up to 5 years depending on performance. This framework shall be non-exclusive and other frameworks can be agreed with different suppliers for various countries.

## 9. Intellectual Property

Any concept, guidelines or other material developed during the contract will be considered the property of Trócaire and may be used by Trócaire at any time.

## 10. Termination of Contract

10.1 Trócaire reserves the right to terminate the contract at any stage on payment of reasonable and agreed costs accrued to the date of termination. The contract may be terminated by either party on giving appropriate written notice.

10.2 If at any stage during the contract, the goods / services delivered by the tenderer is found to be unsatisfactory, the contract may be terminated by Trócaire. In the event of such a termination, the tenderer will only be entitled to receive payment in relation to the acceptable goods / services rendered at that time.

## 11. Evaluation of Tenders

11.1 All suppliers should at least meet following **minimum criteria (pass/fail)**:

- Proposed devices must meet the minimum specifications as set in paragraph 4.1.
- Annual turnover of minimum €500,000.
- At least 5 years demonstrated experience in supplying required devices and services.
- References from at least 2 clients within the past 3 years.
- Acceptance of Trócaire's General Terms & Conditions of Procurement and Trócaire's Supplier Code of Conduct

11.2 The successful tenderer will be the one who, in the opinion of Trócaire, submits the most economically advantageous proposal applying the following **award criteria (percentage scoring)**:

	<b>Award Criteria</b>	<b>Score %</b>
1	Technical Compliance: The extent to which the proposed devices meet or exceed the technical specifications outlined in this RFT. This includes quality, performance, durability, and compatibility.	30%
2	Cost Effectiveness: Competitive pricing, including itemised costs for required devices, software, warranties, delivery, and additional services. Bulk-order discounts or any other cost-saving measures should also be itemized for clarity.	30%
3	Online ordering system: Effective system to allow country offices to order online via a portal.	10%
4	Delivery: The ability to deliver the devices directly to Trócaire's country offices.	10%

5	Warranty and Aftersales Support: Quality and duration of warranty coverage, as well as the availability of technical support and service level agreements for repairs/replacements.	10%
6	Previous experience in supplying INGOs globally (above the required minimum 5 years experience)	5%
7	Sustainability and Environmental Considerations: Proposals demonstrating a commitment to environmentally friendly practices, such as energy-efficient devices and recycling programs, may receive higher scores.	5%

11.3 During the evaluation period clarification may be sought in writing from tenderers. Responses to requests for clarification may not materially change any elements of the tenders submitted.

11.4 No unsolicited communications from tenderers will be accepted or entertained during the evaluation period.

11.5 A shortlist of those who have tendered may be drawn up and a certain number of those who have tendered may be invited to make a final presentation/demo of their tender.

## 12. Submission of Tenders

Your proposal marked "**RFT Trócaire – Client Devices – Jan 2026**" should be submitted via [www.etenders.gov.ie](http://www.etenders.gov.ie) and will be acknowledged after the deadline.

The deadline for the receipt of tenders is **17/02/2026 @ 23h59 GMT**.

Any clarification queries relating to this request for tender should be directed via [www.etenders.gov.ie](http://www.etenders.gov.ie) before **6/02/2026 COB** and will not be accepted afterwards.

Tenderers should ensure that they register as a supplier on the [www.etenders.gov.ie](http://www.etenders.gov.ie) portal before being able to receive updates and submit a proposal. Any technical issues relating to registration or submission of Tenders on the [www.etenders.gov.ie](http://www.etenders.gov.ie) website should be directed to the Helpdesk: [irish-eproc-helpdesk@eurodyn.com](mailto:irish-eproc-helpdesk@eurodyn.com). Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation in their tender before the tender deadline. Tenderers should consider the fact that upload speeds vary.

For any queries related to submission which cannot be solved via the helpdesk, please email [filipt.degrieck@trocaire.org](mailto:filipt.degrieck@trocaire.org) before the deadline.

## 13. Appendices

- Appendix A - DPIS Supplier Questionnaire.