

CALL FOR TENDER ACTED **Sudan**

Instructions to Bidders

Date: 13.10.2026

Tender N°: T/23Multi/Multi/CLEANING/WN/13.10.2026/002

Through this tender, ACTED is requesting a company to provide detailed written offers for the following works:

WORKS SPECIFICATIONS:

Description:	Cleaning (Materials/Tools)
Category:	Supplies
Product stage:	Supplying and delivering all the items based on specifications
Quantity/unit:	1 LOT

A detailed list of requested works is provided in the attached Offer Form

RESPONSIBILITIES OF THE SUPPLIER

Place of work:	Kosti, Sudan
Incoterm (delivery conditions):	DDP
Maximum date to start works:	7 days after signing the contract
Minimum offer validity period required:	1 Year



The responses to this call for tender shall include the following elements:

1	The present Instructions to Bidders (PRO-05) signed & stamped by the Bidder (Mandatory)
2	An original Offer Form (PRO-06) dated, filled, signed & stamped by the Bidder (all prices in USD) (Mandatory)
3	The Bidder's official registration documents (Mandatory)
4	A copy of the Bidder's legal representative ID or passport (Mandatory)
5	The Supplier Questionnaire Form (PRO-06.1) dated, filled, signed & stamped by the Bidder (Mandatory)
6	ACTED Ethical Declaration (PRO-06.2) dated, filled, signed & stamped by the Bidder (Mandatory)
7	ACTED's General Conditions for Purchase signed & stamped by the Bidder (Mandatory)
8	Any other compulsory item specified in the Bidder's Checklist (PRO-06.3)
9	The Bidder's Checklist (PRO-06.3) dated, filled, signed & stamped by the Bidder
10	Samples are not required with the offer but will be requested by ACTED at a later stage

It is important to note that **all documents must be filled, dated, signed & stamped** by the Bidders to be considered eligible. ACTED only accepts bids that have been filled in English.

GENERAL CONDITIONS:

1. ACTED is not obliged to award this tender to any bidder and reserves the right to cancel the procurement process at any stage without incurring any liability of any kind. In the event of cancellation, ACTED may notify bidders directly and/or publish a cancellation notice on the relevant publication website. Submission of an offer in response to this Call for Tender does not constitute any commitment by ACTED to award a contract to the bidder.
2. The closing date for this tender is **27.10.2026 at 03:00 PM Sudan Time**. Offers may be submitted either:
In hard copy (sealed envelope): ACTED Representative Office: White Nile Kosti or ACTED Khartoum Sudan or by email: sudan.tender@acted.org Offers submitted to any other ACTED office or email address will not be considered.
3. For hard-copy submissions, the offer must be submitted to the ACTED Logistics Department in a **sealed envelope** clearly marked: **"Not to be opened before 27.10.2026 at 03:00 PM"** and indicating the following Tender Reference Number: **T/23Multi/Multi/CLEANING/WN/13.10.2026/002**



4. Electronic submissions may only be made by email to sudan.tender@acted.org. Electronic stamps and signatures are accepted for offers submitted electronically. **Late offers will not be considered; for hard-copy submissions, unsealed envelopes will not be considered either.**
5. Bidders may request clarification regarding any of the tender documents no later than **25.10.2026, two (2) days prior to the tender closing date**. All clarification requests must be submitted by email to: sudan.tender@acted.org
6. To ensure that funds are used exclusively for humanitarian purposes and in accordance with applicable donor compliance requirements, all offers are subject to the condition that contractors do not appear on applicable anti-terrorism or sanctions lists, in accordance with ACTED's anti-terrorism policy. ACTED reserves the right to conduct anti-terrorism and sanctions checks on the contractor and, where applicable, its board members, staff, volunteers, consultants, financial service providers, and subcontractors.
7. **ACTED adopts a zero-tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and set up a Transparency unit (supervised by the Director of Audit & Transparency) that can be reached through a dedicated phone number and e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practice (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please contact the following phone number +33 6 07 22 46 28 and/or send an e-mail to transparency@acted.org.**

SPECIAL CONDITIONS:

8. Lots

- This tender consists of **one (1) lot: Cleaning Materials/Tools, as detailed in the Offer Form.**
- Offers covering only part of the lot **will not be considered.**

9. Invoicing and Payment

- Payment will be made based on the approved order and upon satisfactory delivery of the requested items, in accordance with ACTED's applicable policies and procedures.
- Subject to receipt and approval of the required supporting documents and invoice, payment is expected to be processed within **one (1) month** in accordance with ACTED policies.



BIDDERS' SELECTION METHOD

10. Evaluation and Selection Method: Bids will be evaluated through the following sequential process, in line with the Evaluation table (Selection Criteria) below:

- **Policy Compliance:** Bidders must pass all applicable ACTED policy and donor compliance requirements.
- **Financial Ranking:** Compliant bidders will be ranked from the cheapest to the highest total price. The cheapest bidder will be assessed first against the criteria below.
- **Technical Evaluation:** The lowest-priced bidder will be assessed against the following criteria, in this order:
 1. **Experience:** similar past contracts, number of past contracts, past performance with ACTED, years in business and references from other NGOs/private companies;
 2. **Reliability:** Customer services (repair, refund, exchange) and warranty;
 3. **Quality samples of all requested items:** provided on request, evaluated PASS/FAIL against ACTED specifications and scored out of 30.
Note: The lowest-priced bidder will be requested to provide samples of all requested items for verification against ACTED specifications. If any required sample fails, the next-ranked bidder will be assessed.
 4. **Availability – available stock and delivery deadline:** If the bidder fails any criterion, the next-ranked bidder will be assessed using the same method.
- **Bonus – Social and Environmental Impact:** Up to 10 bonus points may be awarded for demonstrated social or environmental benefits (e.g. reduced carbon footprint), which must be significant, measurable and verifiable.
- **Contract Award:** The contract will be recommended to the lowest-priced bidder who passes all criteria in the Evaluation table (Selection Criteria) below, subject to ACTED's internal approval procedures.

ACTED reserves the right to verify all supporting documents and information submitted by bidders.



11. Evaluation table (Selection Criteria)

				Scoring scale : goods and equipment					
#	Criteria		Maximum Score	0 (0 if info not provided)	1	2	3	4	5
1			Ranking from the cheapest	The bidders are ranked from the cheapest price to the highest price. The first in price will undergo criteria 1 (experience). If they pass, they will undergo criteria 2 (reliability), and so on. As soon as they fail one of the criteria, the second in price will undergo the same methodology.					
1	Experience	Similar past contracts	1	The supplier has provided no past contract similar to the contract to award	The supplier has provided at least one past contract similar to the contract to award	N/A			
		Amount of past contracts	1	No similar past contract provided has an amount equal or above the contract amount to be awarded	The amount of a similar past contract provided is equal or above the contract amount to be awarded	N/A			
		Positive past experience with ACTED	1	The supplier proved weaknesses in executing past contracts awarded by ACTED as per supplier database	The supplier has a positive record as per ACTED supplier database	N/A			
		Number of years in business	1	The supplier has been working in this business for less than 5 years	The supplier has been working in this business for 5 years or more than 5 years	N/A			
		Positive reference check with other NGOs / private companies	1	The supplier has a negative record as per contacted NGOs / private companies (please list these NGOs/other companies in the "comment" column of the TC and record the emails received)	The supplier has a positive record as per contacted NGOs / private companies (please list these NGOs/other companies in the "comment" column of the TC and record the emails received)	N/A			



2	Reliability	Customer services (repair, return and exchange)	3	The supplier proposes none of the following services : - Repair - Refund - Exchange	The supplier proposes one of the following services : - Repair - Refund - Exchange	The supplier proposes two of the following services : - Repair - Refund - Exchange	The supplier proposes all of the following services: - Repair - Refund - Exchange	N/A	
		Warranty	2	The supplier offers 0 year of warranty on provided items	The supplier offers 1 year of warranty on provided items	The supplier offers 2 years or more of warranty on provided items	N/A		
3	Quality		30	Quality is evaluated by a PASS/FAIL method for each required element using the following formula: (number of "PASS" of evaluated bidder/total number of points) *30					
4	Availability	Available stock	5	Less than 50% of the required items are available in the supplier's stock	Between 50% (included) and 60% of the required items are available in the supplier's stock	Between 60% (included) and 70% of the required items are available in the supplier's stock	Between 70% (included) and 80% of the required items are available in the supplier's stock	Between 80% (included) and 90% of the required items are available in the supplier's stock	90% or more of the required items are available in the supplier's stock
		Delivery deadline	5	Over 10 working days more than requested deadline	Over 8 working days more than requested deadline	Over 6 working days more than requested deadline	Over 4 working days more than requested deadline	Over 3 working days more than requested deadline	Delivery deadline equal or below the required deadline



BONUS	Social and environmental impact	10	N/A	To be argued upon carbon footprint or other environmental benefits Must remain significant enough, measurable & verifiable (based on impact on CO2 or other environmental relevant data)
--------------	--	-----------	-----	--

12. ACTED's General Conditions for Purchase are attached to this tender for the information of Bidders. When sending their offers to the present call for tender, Bidders acknowledge their agreement with these terms & conditions. This document must be signed and stamped by the bidder.

Company Name:

Authorized Representative Name:

Signature:

Stamp:

