



# International Rescue Committee

## Request for Proposal (RFP) for Global Computer Equipment, Related Hardware, Networking Hardware, Services and Support Provider

July 8<sup>th</sup>, 2024

RFP Calendar	
Issue Request for Proposal	7/8/2024
Suppliers Return Signed Intent to Bid Forms	7/15/2024
Questions from Suppliers Due	7/25/2024
Answers to Suppliers Questions Due	8/1/2024
Bid Submission Due	8/12/2024
Supplier Presentations (as appropriate)	8/26/2024-9/6/2024
Award of Business	Mid-September 2024

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## **I. IRC OVERVIEW**

### **THE INTERNATIONAL RESCUE COMMITTEE**

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

Working in over 40 countries, the IRC is a leader in humanitarian relief - bringing sustained support to regions torn apart by conflict and disaster. In addition, the IRC also helps resettle newly arrived refugees in the US and Europe by providing immediate services.

The IRC advocates on behalf of the displaced by addressing the root causes of conflict and standing up for the world's most vulnerable populations. The IRC's strategy centers on its ambition to continue to improve the scale and effectiveness of IRC programs worldwide with evidence of what works best to impact people's lives in conflict and fragile settings.

## **II. PROJECT BACKGROUND AND DESIRED SERVICES - SCOPE OF SUPPLY/WORK**

The Information Technology team is a unit of the Operations Department at the International Rescue Committee. This team works to provide strategic leadership for internal operational functions with a focus on designing and delivering fit for purpose technology services to the field. This Request for Proposal (RFP) is specifically for global computer equipment (primarily laptops, with some desktops and servers), related hardware (primarily peripherals), networking hardware (primarily for office networks), and related services and support. With an annual spend ranging from \$4M to \$6M dollars for related technology products, including approximately 1,200 annual employee laptop computers, and a rotating organizational fleet of approximately 18,000 employee laptop computers. Additionally, the IRC purchases laptop computers for our clients based on domestic and global programing needs. The IRC is seeking a Global IT Solutions Provider to deliver cost-effective hardware technology products, on a truly global scale. The IRC operates in some of the most challenging environments in the world, requiring special logistics capabilities from its suppliers to deliver solutions where most enterprises never operate. These capabilities should include cost effective delivery, and service and support methods through reliable partners as well as knowledge and experience with the unique challenges of international customs regulations to ensure that shipments are properly compliant and prepared for efficient clearance.

As a 501(c)(3) non-profit organization, IRC is conscientious about ensuring high value for its spending, and as such, is looking for partners that can bring the expertise to recommend “right-size” solutions and competitive discounts. This may include extensive consultation on the merits of different options with the provider's subject matter experts as well as manufacturer representatives to extend creative thinking and aggressive pricing to meet our budget and needs.

The IRC values the establishment of technology partnerships with Providers, and we encourage Providers to demonstrate their commitment to such partnerships by offering discounted rates, pro-bono services, or other gifts in kind that align with the mission of the IRC. Furthermore, we welcome Providers who show a willingness to collaborate closely with the IRC to innovate and adapt technology solutions to meet evolving needs. Providers who exhibit a proactive approach to understanding the unique challenges and goals of the IRC, and who offer tailored solutions beyond the scope of a typical Provider-client relationship, are highly encouraged to showcase these qualities in their proposals.

### **MANUFACTURER & PARTNERSHIP RELATIONSHIPS:**

The IRC is seeking a Global IT Solutions Provider with strong manufacturer relationships demonstrated by providing advanced proper notice and support of line-up changes, support to provide test hardware and software to evaluate fit into the IRC's production environment, and willingness to connect the IRC directly with manufacturers when it is valuable to do so. Based on the hardware currently used at the IRC offices, vendors must have strong relationships with one or more of the following manufactures:

- Lenovo (Laptops, computers)
- Dell (Laptops, Computers)
- HP (Business Quality printing and scanning solutions, Laptops, Computers)
- Apple (Laptops)

- Cisco Meraki (wireless/firewalls)

## PRODUCTS & SERVICES

Providers will be expected to offer competitive open-book pricing, pass on manufacturer's discounts, offer rebate structures on annual spend and volume discounts. Providers shall maintain a standard catalog, consisting of, but not exclusively limited to, computer equipment, related hardware, networking hardware, software, and lifecycle services and support for our various offices and sites. In addition, IRC is looking for provision of project-related purchases for enterprise solutions, and proactive management of software licenses and renewals.

## ONLINE PROCUREMENT PORTAL

The Provider must develop an efficient online procurement portal to allow approved IRC staff to browse for approved products and related additional ad-hoc supplies which may fall outside of a fixed list documented in the Master Agreement. The custom procurement portal should allow IRC administration to view live reporting data including but not limited to asset tag tracking, open orders, closed orders, canceled orders, order initiator and department, order approver, order status, ship to address, IRC budget codes, delivery terms, full catalog of items, item specifications, and pricing. IRC expects a standard discount for all purchases procured under this plan, and full compliance with our procurement policies and processes.

The capability to integrate the procurement portal with IRC's ERP, Microsoft Dynamics 365 (Integra) is a critical component. Bidders are requested to provide details of their Procurement Portal capability and experience in **Section III. PROPOSAL REQUIREMENTS, PROPOSAL PART 3 MISCELLANEOUS**.

## LIFECYCLE SUPPORT SERVICES

The IRC is seeking Providers that can provide not only the IT products within this RFP scope, but also provide IT Asset Management Lifecycle Support Services. At a minimum, the Provider must offer complete asset tagging and standardized IRC computer image deployment solutions that will ensure computers are reaching end users/destinations with close to production status (minimal localized configuration required). Imaging solution option may include direct vendor imaging or automated remote imaging (e.g. MS-Autopilot). The Provider should be ready to work closely with the IRC on regular image creation and testing to ensure up to date image deployment.

The Provider should also ensure that all computers are covered with a 3-year international warranty, keeping in mind the locations where the IRC operates. Providers should also provide optional extended warranty options (see **'2024 IRC Global IT Solutions Provider RFP Market Basket', Tab 4 – Lifecycle Support Services, line item**).

The IRC currently utilizes ServiceNow software, and the expectation will be that Lifecycle Support Services component proposals requested by this RFP will electronically interface with our existing software. Bidders are requested to provide details on their capability and experience with Lifecycle Support Services software interfacing, preferably with ServiceNow, in **Section III. PROPOSAL REQUIREMENTS, PROPOSAL PART 3 MISCELLANEOUS (below)**.

## SHIP-TO AND SUPPORT LOCATIONS:

The IRC is seeking Providers with no-cost domestic shipping (Continental U.S.), the capability to ship products to the country (see **A. below**) points of entry, and or Delivered Duty Paid (DDP) and Delivered at Place (DAP). The ability to clear shipments through customs is considered a necessary requirement, however, the IRC International Program teams have the capacity and local knowledge to manage import clearance, payment of taxes, and/or import duties, where needed.

Provider will have technical support with contacts for service faults by telephone, email, messaging, and/or online portal, with direct escalation to senior engineers when required, and an account manager/focal person should be specified. The provider should have a physical presence or via partner, in-country, and availability of technical and warranty support, inventory and spare parts for rapid shipment also in-country where possible. Replacement products

will be shipped to IRC until warranty issues are resolved.

- A. IRC Countries (representative only as the countries within which the IRC operates are subject to change): Afghanistan, Armenia, Bangladesh, Bulgaria, Burkina Faso, Burundi, Cameroon, CAR, Chad, Czechia, Colombia, Cote d'Ivoire, DRC, Ecuador, El Salvador, Ethiopia, Germany, Greece, Guatemala, Haiti, Honduras, Hungary, Iraq, Italy, Jordan, Kenya, Lebanon, Liberia, Libya, Malaysia, Mali, Mexico, Moldova, Myanmar, Niger, Nigeria, Pakistan, Peru, Philippines, Poland, Romania, Senegal, Serbia, Sierra Leone, Slovakia, Somalia, South Korea, South Sudan, Sudan, Sweden, Switzerland, Syria, Tanzania, Thailand, Türkiye, Uganda, Ukraine, United States, United Kingdom, Venezuela, and Yemen.

#### **DEDICATED ACCOUNT REPRESENTATIVE TEAM:**

Additionally, as needs arise for new projects, including cloud solutions, datacenter technology refresh, emerging enterprise projects and global technology management solutions, the IT department will need dedicated account representation that is responsive, knowledgeable, and ready to engage subject matter experts to discuss IRC requirements. By partnering to architect solutions, the IRC can ensure that the products selected are mapped to real requirements and vetted appropriately to work within IRC's operating environment to deliver the desired outcome.

#### **CUSTOMER ONBOARDING APPROACH**

The Global IT Solutions Provider to the International Rescue Committee is requested within this RFP to provide multiple services and supply options globally, including the execution of challenging logistics and timelines, which may drive costs related to customer (the IRC) onboarding. Given these facts, the IRC is requesting that the provider proposals include their customer onboarding approach and experience. Bidders are requested to provide details of their approach and any customer specific responsibilities in **Section III. PROPOSAL REQUIREMENTS, PROPOSAL PART 3 MISCELLANEOUS (below)**.

### **III. PROPOSAL REQUIREMENTS**

#### **RFP QUESTIONS**

All questions should be submitted to the contacts indicated in section below in writing (via email) citing the bid section and paragraph number. Bidders should ensure all requirements are understood prior to submission of a bid. Only questions received during the Question-and-Answer period (as outlined in the RFP Calendar (page 1)) will be addressed. No telephone questions will be answered. Answers to all questions shall be shared with all bidders, such that the identities of the questioners are protected. **All questions must be submitted by July 25<sup>th</sup>.**

#### **CONTACT FOR BID INQUIRIES**

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

**Megan Arias**, [Megan.Arias@rescue.org](mailto:Megan.Arias@rescue.org), **Ronald Hunt**, [Ronald.Hunt@rescue.org](mailto:Ronald.Hunt@rescue.org), and **GSC-RFPSubmissions@rescue.org**. Only questions received during the Question-and-Answer period (as outlined in the RFP Calendar (page 1)) will be addressed. No telephone questions will be answered. Answers to all questions shall be shared with all bidders, such that the identities of the questioners are protected.

**Per the instructions below, Bidders will provide a concise three-part submission consisting of the following:**

**PART 1** – Company background, approach, service details, and experience in a concise Word, PowerPoint, or PDF document.

**PART 2** – Financial Proposal utilizing IRC provided template to bid by product, by category, for shipping and logistics, and Lifecycle Support Services.

**PART 3** – Miscellaneous documents including IRC requested documentation, and concise responses to IRC questions in Word, PowerPoint, or PDF.

## **PROPOSAL PART 1 - COMPANY BACKGROUND, APPROACH, SERVICE DETAILS, AND EXPERIENCE**

- A. **Company Background:** Standard formats are acceptable for the remainder of the proposal provided the following information is included:
- a) Name, address, telephone number and email address for principal contact.
  - b) A brief outline of your organization, including:
    - a. Full legal name, jurisdiction of organization or incorporation and address of the company
    - b. Full legal name and country of citizenry of company's President and/or Chief Executive Officer and all other officers and senior managers of the company
    - c. Year business was established
    - d. Name and professional qualifications of personnel who would provide the services.
    - e. Names, addresses, phone numbers and email addresses of at least three (3) clients of similar industry and scope of operations that IRC could contact as references.
    - f. Examples of past projects that demonstrate deep technical subject matter expertise and ability to support proposed services on a similar magnitude.
    - g. Resources available to collaborate closely with the IRC to innovate and adapt technology solutions.
    - h. Detail of Manufacturer and Partnership relationships.
    - i. Workshop/Training of technology platform capability for IRC IT Leads.
    - j. Provide evidence of diverse supplier certification if applicable
- B. **Services Proposed:** Provide a narrative of the services that you will be providing, your approach, any challenges or obstacles to meeting our requirements, and any other considerations that we should understand in the evaluation of your proposal.
- C. **Rate Sheet:** If your company has a standard rate sheet, please include a copy.

## **PROPOSAL PART 2 - FINANCIAL PROPOSAL**

- A. All pricing is required to be in United States Dollars (\$) (USD).
- B. Bidders must complete all tabs on the '**2024 IRC Global IT Solutions Provider RFP Market Basket**' as detailed below in a), b), c) and d).

### **a) TAB 1 – PRODUCT BID SHEET**

A list of IRC's historical high-volume product purchases can be found on **Tab 1 – Product Bid Sheet**. All bidders are encouraged to bid on the products listed in the 'Identical Product Purchase' columns (where available) and/or to bid in the 'Alternate Product' columns with similar recommended items meeting form, fit, and function of the identical products listed. Leasing options should be presented where options are available.

### **b) TAB 2 - CATEGORY DISCOUNTS**

All bidders are requested to submit 'discount off of MSRP' pricing for those Categories which they supply, which may be one or more Categories on **Tab 2 – Category Discounts**.

Additionally, there are lines where bidders can enter categories not listed in the tab.

c) **TAB 3 – SHIPPING & LOGISTICS**

Specific shipping and logistics questions by country and capability should be answered by the bidder on **Tab 3 – Shipping & Logistics**.

d) **TAB 4 – LIFECYCLE SUPPORT SERVICES**

In Tab 4 – Lifecycle Support Services, we are requesting cafeteria pricing for Lifecycle Support Services components, which are highlighted in **Table 1** below in GREEN. We are also requesting optional proposals for components which are highlighted in YELLOW on **Table 1** - Lifecycle Support Services. Lifecycle Support Services components highlighted in RED on **Table 1** are out of scope for this RFP.

**Table 1 - Lifecycle Support Services**

Planning & Procurement	Personal Development	Product Selection Assistance			Roadmap Planning
	Order Placement & Tracking		Deployment Scheduling		Product Stocking
Configuration	Image creation	Asset Tagging	Kitting	App Preloading	Asset Database Recording
	Image validation	Image loading	Network/AD Enrollment		
Deployment	Logistics & Shipping	Setup	User Orientation		User Signoff
	Unpacking	Software Configuration/Installation			Autopilot Enrollment
Management & Operations	Help Desk	Software Patching and Updating			Operational Analytics
	Application Management			Security Monitoring	
Hardware Maintenance	Warranty Repair	Warranty tracking		Time and Materials non-Warranty	
	Parts/Spares Stocking		Depot Repair Logistics		Accidental Damage Coverage
End of Life Services	Asset Recovery	Environmentally Friendly Asset Disposal			
	Secure Data Wipe			Decommissioning	

Requested	Optional	Out of Scope
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### PROPOSAL PART 3 MISCELLANEOUS

A. Please Provide the Following Documents When Submitting a Proposal:

- 1) Executed IRC Way Document
- 2) Intent to Bid
- 3) P42 Vendor Information Form
- 4) Sec 889 & 1260H Vendor Questionnaire
- 5) ServiceNow interface capability and experience - (Bidder to provide separate document noting details of capability and experience)
- 6) Procurement Portal capability and experience to integrate procurement portal with ERP system (Microsoft Dynamics 365) - (Bidder to provide separate document noting details of capability and experience)
- 7) Customer onboarding approach - (Bidders are requested to provide details of their approach and any customer specific responsibilities)

### PROPOSAL SUBMITTAL INSTRUCTIONS

Bidder shall submit electronic proposals addressed to Megan Arias, [Megan.Arias@rescue.org](mailto:Megan.Arias@rescue.org) , Ronald Hunt, [Ronald.Hunt@rescue.org](mailto:Ronald.Hunt@rescue.org) , and [GSC-RFPSubmissions@rescue.org](mailto:GSC-RFPSubmissions@rescue.org) through email by **August 12<sup>th</sup>, 2024 11:59PM (Eastern Time)**. Proposals submitted after the deadline may not be accepted. The IRC may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the IRC and Bidders, as documented in the RFP, will be applicable to the new deadline.

### PROPOSAL HONOR REQUIREMENT

All Proposals should be honored by the Provider for a period of 120 days

## IV. EVALUATION OF PROPOSALS

Proposals will be scored based on the evaluation criteria listed in **Table 2** below. Each evaluation criteria will be assigned a certain number of points based on the importance to the procurement review committee. Proposals should address each evaluation criteria.

*Table 2 Follows*



**Table 2**

EVALUATION CRITERIA	DESCRIPTION	WEIGHT (%)
<b>Equipment Supply, Delivery, &amp; Warranty</b>	<ul style="list-style-type: none"> <li>• Provider offers global shipping and logistics capabilities with ability to manage the shipping and delivery of products to every country in which the IRC operates including customs clearance and (DDP / DAP)</li> <li>• Offers free domestic shipping (Continental US) regardless of order size</li> <li>• Maintains inventory stock and spare parts to support rapid shipment</li> <li>• Provides global computer warranty and service support</li> <li>• Proven experience that demonstrates deep technical subject matter expertise for presales discussions</li> <li>• Provider provides direct access to customer support via phone/IM/email/portal, and direct escalation to senior engineers</li> <li>• Provider offers comprehensive technology platform training workshop for IRC IT Leads</li> </ul>	<b>25%</b>
<b>Flexibility and Ease of Doing Business</b>	<ul style="list-style-type: none"> <li>• Provider provides evidence of past project experience that demonstrates deep technical subject matter expertise and support of a similar magnitude</li> <li>• Provider proposes to collaborate closely with the IRC to innovate and adapt technology solutions to meet evolving needs</li> <li>• Custom online procurement portal that contains live reporting data and allows for IRC staff to browse additional ad hoc supplies</li> <li>• Provides a dedicated account representative team, with global logistics expertise</li> <li>• Ability to integrate procurement portal with ERP system (Microsoft Dynamics 365)</li> </ul>	<b>20%</b>
<b>Additional Lifecycle Support Services</b>	<ul style="list-style-type: none"> <li>• In scope Lifecycle Support Services including Planning &amp; Procurement; Configuration; Deployment; Management &amp; Operations; Hardware Maintenance; and End of Life Services</li> <li>• Computer model transition support</li> <li>• Availability of demonstration units and trial software for proof-of-concept development.</li> </ul>	<b>15%</b>
<b>Price</b>	<ul style="list-style-type: none"> <li>• Strong relationships with list of manufacturers detailed in Section II of the RFP. Strength of manufacturer relationships will be evaluated on Provider's experience and proposal to provide advanced notice on line-up changes, supply of test models, and ability to connect IRC staff directly to manufacturers when it is valuable to do so</li> <li>• Offers competitive open-book pricing, passes on manufacturer's discounts and offers rebate structures on annual spend</li> <li>• Offers volume discounts</li> <li>• Provider demonstrates commitment to a technology partnership by offering discounted rates, pro-bono services, or other gifts in kind to support the mission of the IRC</li> </ul>	<b>30%</b>
<b>IRC Small &amp; Disadvantaged Business</b>	<ul style="list-style-type: none"> <li>• Supplier is a certified diverse supplier (see Section V., IRC SMALL &amp; DISADVANTAGED BUSINESS GUIDELINE).</li> </ul>	<b>10%</b>
<b>Total</b>		<b>100%</b>

- Award will be made based on "best value", as determined by the evaluation process.
- IRC reserves the right to award multiple contracts.
- Final selection is at IRC's sole discretion.
- Procurement reserves the right to alter the dates of the timetable.
- Procurement does not bind itself to accept the lowest, or any proposal.
- No minimum amount of work is guaranteed.
- Proposals submitted in response to this solicitation must comply with the instructions and procedures

- contained herein.
- Shortlisted suppliers will be required to complete a vendor security risk assessment
- Proposals submitted in response to this solicitation must comply with the instructions and procedures contained herein.

## V. OTHER TERMS AND CONDITIONS

### SECTION 889 REQUIREMENTS

Sections 889 & 1260H of the United States National Defense Authorization Act places restrictions on IRC's use of technology produced by certain companies, Video surveillance and telecommunications equipment or services and Video surveillance and telecommunications equipment or services produced or provided by an entity that the United States Secretary of Defense determines is owned by, controlled by or connected to the government of the People's Republic of China. The Provider must indicate their level of compliance with these regulations by signing and returning the '**Sec 889 & 1260H Vendor Questionnaire 2024**' document which is included in the RFP Package.

### IRC SMALL & DISADVANTAGED BUSINESS GUIDELINE

It is the policy of IRC to encourage the greatest possible participation of disadvantaged businesses as bidders in compliance with New York State laws and USAID donor requirements. IRC has established goals for each of the following disadvantaged business categories:

- Small Business (SB)
- Small Disadvantaged (SDB) including Alaska Native Corporations and Indian Tribes,
- Women-owned and Economically Disadvantaged Women-Owned (WOSB)
- Historically Underutilized Business Zone (HUBZone),
- Veteran Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned (SDVOSB) Small Businesses and "Other than Small Business"

For purposes of this bid response, bidders should indicate their eligibility for any of the above-listed categories. If chosen as a finalist, you will be required to provide your registration number as well as additional information.

**NOTE: Not having disadvantaged business status will not disqualify you from participating in this tender**

### WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

### RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the IRC. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

### AWARD BASIS

At the option of the IRC, finalists for the Provider designation may be selected for a final round of negotiations;

however, applicants are encouraged to present their best offers with their initial submission. IRC reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which IRC, acting in the sole and exclusive exercise of its discretion, deems to be in IRC's best interest.

## **CONTRACTUAL DEVELOPMENT**

Once an applicant is approved as the Provider, the successful respondent will enter into a contract with the IRC. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP or developed subsequently during the selection process.

## **CONTRACT TERMS**

Firms that are selected as the Provider are eligible to enter into a service contract. The IRC may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

## **EQUAL OPPORTUNITY**

The IRC emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

## **LIMITATIONS**

The IRC reserves the right to reject any and all Proposals and to waive any informality in the solicitation process.

## **COMPLIANCE TO THE IRC WAY**

The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1rnpxg3vczbqxjtboyel>. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does "not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances." IRC's procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC's operations. IRC requests that a supplier informs IRC upon becoming aware that the integrity of IRC's business has been compromised during the RFP process, and Reports such events through IRC's confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll-free (866) 654-6461 in the U.S., or collect (503) 352-8177 outside the U.S.

## **BIDDER NON-COLLUSION STATEMENT**

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where: Members of the same family submit separate bids for the same tender. Separate companies owned by the same person submit separate bids for the same tender. Employees of a bidding company submitting separate bids through companies they own for the same tender. Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender. It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.