REQUEST FOR QUOTATION (RFQ)

RFQ-ETRIDESFY27-032

RFQ INFORMATION	DETAILS
Solicitation title	Supply and Delivery of Professional Digital Signage Totems
Issue date	5 November 2026
Deadline for clarification questions	11 November 2026, 3 PM noon Cameroon time (WAT)
Quotation submission deadline	12 November 2026, 5 PM Cameroon time (WAT)
clarification email	Cameroon.Procurement@fhi360.org
Submission email	Cameroon.quotations@fhi360.org
Anticipated delivery period	Within 3 business days of purchase order/contract issuance, subject to confirmation in the quotation

1. Background

FHI 360 is a global nonprofit human development organization dedicated to improving lives through integrated, locally driven solutions. With more than 2,200 staff and experts working in over 60 countries, the organization leverages research, technical expertise, resources, and strategic partnerships to address development challenges and improve health and well-being.

Present in Cameroon since 2019, FHI 360 collaborates with the Government of Cameroon and other stakeholders to strengthen health systems, improve health outcomes, and enhance service delivery through the EpiC (Meeting Targets and Maintaining Epidemic Control) and STRIDES (Strengthening Infectious Disease Detection Systems) projects.

To support implementation of project activities, FHI 360 Cameroon, under the STRIDES Project, invites qualified, legally registered, and experienced suppliers to submit competitive quotations for the supply, delivery, installation, and commissioning of six (6) Professional Digital Signage Totems and six (6) Voltage Regulators for use at designated Points of Entry (PoEs). The digital signage solutions will support communication, awareness raising, and surveillance-related activities aimed at strengthening the effectiveness of Ebola surveillance and other public health interventions at strategic locations.

The selected supplier shall provide equipment that meets the technical specifications outlined in this RFQ, including warranty coverage, after-sales support, installation services, and timely delivery. Vendors will be evaluated based on technical compliance, delivery capacity, warranty provisions, past performance, and overall value for money.

Issuance of this Request for Quotation (RFQ) does not constitute a commitment by FHI 360 Cameroon to award a contract or procure any goods. FHI 360 reserves the right to accept or reject any or all quotations, to negotiate with one or more bidders, and to cancel the solicitation process at any stage without incurring any liability.

2. Scope of supply and technical requirements

FHI 360 Cameroon invites qualified suppliers to submit quotations for the supply, delivery, installation, and commissioning of six (6) Professional Digital Signage Totems and six (6) Voltage Regulators in

accordance with the technical specifications provided in this RFQ. The equipment will support communication, awareness, and surveillance activities at designated Points of Entry (PoEs) under the STRIDES Project.

Suppliers shall quote each line item separately, clearly indicating:

- Manufacturer, brand, and model number
- Unit price and total price
- Quantity offered
- Country of origin
- Warranty period and coverage
- Stock availability
- Delivery lead time
- Installation and commissioning costs (if applicable)
- Any after-sales support services provided

All quotations must be accompanied by detailed technical documentation, including product brochures, datasheets, and warranty information, to enable verification of compliance with the required specifications.
Where suppliers propose an equivalent product, the proposed alternative must be clearly identified and supported by documentation demonstrating that it meets or exceeds all specified technical and functional requirements. FHI 360 reserves the right to determine the acceptability of any proposed alternative.
FHI 360 will evaluate quotations based on technical compliance, warranty provisions, delivery capacity, after-sales support, supplier experience, and overall value for money.

No.	Item	Qty.	Minimum technical requirements	Delivery Location

1	Professional Digital Signage Totem	6	**Display Requirements**
			• Screen size: Minimum 55 inches
			• Panel Technology: Commercial Grade LED/LCD
			• Resolution: Minimum Full HD (1920 × 1080); 4K preferred
			• Brightness:
			  ○ Indoor: Minimum 500 nits
			  ○ Higher brightness preferred
			• Contrast Ratio:
			  ○ Minimum 4,000:1
			• Viewing Angle:
			  ○ Minimum 178° Horizontal / Vertical
			Design & Construction
			• Floor-standing professional totem enclosure
			• Anti-tip stable base
			• Metal body construction
			• Scratch-resistant tempered glass front
			• Professional commercial design suitable for institutional environments
			• Color: Black or Silver
			Orientation
			• Portrait (Vertical 9:16)
			• Auto-rotation capability preferred
			Operating System
			One of the following:
			• Android 11 or higher
			• Windows Embedded
			• Integrated CMS-ready operating system
			Connectivity
			Minimum:	

			• HDMI • USB • Ethernet LAN • Wi-Fi Preferred: • Bluetooth • Remote management capability **Media Support** Must support: • JPEG • PNG • MP4 • AVI • PowerPoint files • PDF files **Performance** • Minimum RAM: 4GB • Minimum Internal Storage: 32GB Preferred: • 64GB or higher **Power Requirements** • 220V-240V • Compatible with Cameroon electrical system **Speakers** • Integrated stereo speakers • Minimum 10W x 2 **Software Requirements** Vendor should indicate whether the equipment includes: • Content Management Software (CMS) • Remote content update capability • Scheduler functionality • Multi-zone display features Preferred: Cloud-based content management platform. **Warranty** Minimum: • 2-year manufacturer warranty Preferred: • 3-year warranty Vendor should clearly describe: • Warranty coverage • Repair turnaround times • Location of service center • Availability of spare parts .	
2	Heavy-Duty Voltage Regulator 220V	6	Each regulator should meet the following requirements: • Capacity: Minimum 1000VA • Input Voltage Range: 140V-260V • Output Voltage: 220V ±10% • Surge Protection • Overload Protection • Automatic Voltage Regulation (AVR) .	

3. Supplier instructions and quotation format

- Submit the quotation by email to cameroon.quotations@fhi360.org before the deadline stated above.
- Use the email subject: "***RFQSTRIDES FY27_032 – "Supply and Delivery of Professional Digital Signage Totems"***

- Prices must be valid for at least 30 calendar days from the submission deadline. State any assumptions, exclusions and proposed payment terms.
- Late submissions may be rejected. The supplier is responsible for ensuring the complete quotation is received before the deadline.
- Questions must be sent in writing to the clarification email to Cameroon.procurement@fhi360.org. Answers or amendments that affect all bidders will be communicated through an appropriate procurement clarification/addendum process.

4. Mandatory submission documents

- Completed and signed quotation on company letterhead, including supplier legal name, address, contact details.
- Valid company registration and applicable tax/fiscal compliance documents required under Cameroon law.
- Warranty of at least 12 months, with details of warranty coverage, service location and response process.
- Confirmed delivery lead time and confirmation of delivery to the FHI 360 Yaoundé Office.
- At least three relevant references or evidence of comparable completed supply contracts.

5. Evaluation and award methodology

FHI 360 will evaluate quotations through a fair, transparent, and documented process to determine the offer that provides the best overall value while meeting the technical, delivery, and commercial requirements of this RFQ.
As an initial step, FHI 360 may review quotations for completeness, responsiveness, and compliance with the mandatory submission requirements. Quotations that fail to meet mandatory eligibility, administrative, or technical requirements may be deemed non-responsive and may not proceed to detailed evaluation.

The evaluation criteria and corresponding weights are outlined below:

criterion	Weight	Basis of assessment
Administrative and eligibility compliance	10%	Submission of all required documentation, including company registration documents, taxpayer identification documents, signed quotation, acceptance of RFQ terms and conditions, and any other
Technical compliance	35%	Degree of compliance with the technical specifications for the Professional Digital Signage Totems and Voltage Regulators, including equipment quality, commercial-grade standards, manufacturer specifications, warranty coverage, installation and commissioning services, after-sales support, and conformity with the stated requirements. Supporting brochures, datasheets, and product literature will be reviewed.
Evaluated total price	40%	Total evaluated cost for the required quantities, including all applicable taxes, transportation, delivery, installation, commissioning, and any other associated charges. Price comparisons will be conducted using a consistent evaluation methodology.
Delivery and logistics	10%	Demonstrated ability to deliver, install, and commission the equipment

capability		within the required timeframe, including evidence of stock availability, delivery schedules, logistics arrangements, and capacity to support implementation requirements
Relevant past performance	5%	Proven experience in supplying similar digital signage or audiovisual equipment, quality of references provided, history of successful contract performance, and demonstrated capacity to provide warranty and after-sales support services.
Total scored criteria	**100%**	

FHI 360 reserves the right to request clarifications, additional documentation, or supporting information from any bidder, provided that such clarifications do not materially alter the substance, technical specifications, or pricing of the quotation submitted.
Any arithmetic errors identified during the evaluation process may be corrected in accordance with FHI 360 procurement policies and procedures. In the event of discrepancies between unit prices and total prices, FHI 360 reserves the right to apply the appropriate correction methodology and seek bidder confirmation where necessary.
Award may be made to the supplier whose quotation is determined to be technically responsive, commercially acceptable, and represents the best value for money to FHI 360. FHI 360 reserves the right to make a full or partial award, award to one or multiple suppliers, negotiate with one or more bidders, or cancel the solicitation process without obligation to award a contract.

5. Delivery, inspection and acceptance

- The successful supplier shall be responsible for the supply, delivery, installation, commissioning**,** and handover of all equipment under this RFQ to the designated location. Delivery shall be coordinated with the designated FHI 360 focal person and completed within the lead time specified in the supplier's quotation and accepted by FHI 360.
- All equipment supplied must:
- Be brand new, genuine, unused, and free from defects or damage.
- Conform fully to the technical specifications and requirements outlined in this RFQ.
- Be supplied with all standard accessories, operating manuals, software licenses (where applicable), warranty certificates, and other documentation necessary for proper installation and operation.
- Include all components required for complete functionality, whether expressly mentioned in the specifications.
- Upon delivery, the equipment will be subject to inspection and verification by FHI 360 to confirm compliance with the purchase order, approved technical specifications, quantities ordered, and overall condition of the goods.
- Acceptance of the equipment shall be dependent upon:
- Successful delivery of the correct quantities and models.
- Verification of compliance with the required technical specifications.
- Successful installation and commissioning of the digital signage totems.
- Functional testing demonstrates that the equipment operates as intended.
- Submission of all required warranty and support documentation.
- FHI 360 reserves the right to reject any equipment that is found to be damaged, defective, counterfeit, used, inconsistent with the quoted specifications, or otherwise non-compliant with the requirements of this RFQ. Any rejected goods shall be repaired or replaced by the supplier at no additional cost to FHI 360 within a mutually agreed timeframe.
- Payment will be made in accordance with FHI 360 payment procedures and shall be contingent upon:
- Satisfactory delivery, installation, and acceptance of the equipment;

- Receipt of a valid invoice;
- Submission of all required supporting documentation, including delivery notes, installation reports, warranty certificates, and any other documents required by FHI 360; and
- Completion of all contractual obligations associated with the procurement.
- The issuance of a delivery note, installation certificate, or receipt of goods shall not constitute final acceptance where defects, non-conformities, or performance issues are subsequently identified during inspection or operational testing. FHI 360 reserves the right to require corrective action or replacement of affected equipment in accordance with the warranty and contract terms.

6. General conditions and reservations

- Issuance of this RFQ does not constitute a commitment by FHI 360 to award a contract or purchase any goods.
- FHI 360 reserves the right, subject to applicable policies and law, to amend or cancel this RFQ, reject any or all quotations, waive minor irregularities where appropriate, request clarifications, verify supplier information, and make no award.
- FHI 360 may conduct due diligence or background checks on prospective suppliers, consistent with its policies.
- Costs incurred in preparing or submitting a quotation are the sole responsibility of the supplier.
- The selected supplier must comply with applicable laws, ethical business practices and FHI 360 supplier requirements, including any applicable safeguarding, anti-fraud, anti-bribery and conflict-of-interest requirements.

7. Address for Submission and Clarification Requests

Interested service providers are required to submit their proposals via email to: Cameroon.quotations@fhi360.org

- **Subject Line: RFQ STRIDE SFY27_032 – *Supply and Delivery of Professional Digital Signage Totems***
- **Submission Deadline: 12 November 2026 at 5 PM Cameroon Time (WAT)**
- Any requests for clarification regarding this RFQ should be submitted in writing to Cameroon.Procurement@fhi360.org
- clarification requests may be shared with all prospective bidders to ensure a fair and transparent procurement process.
- Late submissions may not be considered.