

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION  
INVITATION TO BID**

**Amendment No. 1**

<b>Reference: ITB No. HQ-2022-063</b>	<b>Date: April 4, 2022</b>
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Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for **Multifunction Printing Services** at IDLO Headquarters located in Rome, Italy. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	<a href="#">Annex A</a>
b.	Preliminary Screening Criteria	<a href="#">Annex B</a>
c.	Terms of Reference (TOR)	<a href="#">Annex C</a>
d.	Bid Submission Form	<a href="#">Annex D</a>
e.	Bidder Information Form	<a href="#">Annex E</a>
f.	Price Schedule	<a href="#">Annex F</a>
g.	IDLO Special Conditions of Contract	<a href="#">Annex G</a>
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	<a href="#">Annex H</a>

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For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarification ITB NO. HQ-2022-063** in the subject section of your email.

Deadline for Submission of Proposals:  
On or before **Date: April 27, 2022**  
**Time: 17:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your Bid.

Sincerely yours,  
International Development Law Organization | IDLO  
IDLO Headquarters

**ANNEX A  
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in EURO. <i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before <b>Date: April 27, 2022</b> <b>Time: 17:00 hours Rome, Italy local time.</b></p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services are expected to be delivered as of 1 June 2022.</p>
7. Customs clearance , if needed, shall be done by:	<p><input type="checkbox"/> IDLO <input type="checkbox"/> Supplier <input checked="" type="checkbox"/> N/A</p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes</p>
9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Bid Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> <li>3. Price Schedule (Annex F)</li> </ol>
10. Contents of solicitation documents	<p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.</p>

<p>11. Clarification of solicitation documents</p>	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention <b>Clarification ITB NO. HQ-2022-063</b> in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
<p>12. Amendments of solicitation documents</p>	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
<p>13. Format, signing sealing, marking and submission of Bids</p>	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> with the Subject: <b>"Submission for ITB No. HQ-2022-063"</b></p>
<p>14. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members</p>

	<p>of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ol> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they</p>

	<p>are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process;</li> <li>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder;</li> <li>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
16. Late Bids	Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.
17. Validity Period of Bids	All Bids will be valid for <b>90 days</b> from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.
18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p> <p>No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.</p>
19. Amendment of the Bid	At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.

	If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.
20. Bidders' conference	<input checked="" type="checkbox"/> <b>N/A</b> <input type="checkbox"/> <del>Yes</del>
20. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	In general terms, Bidders that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.
24. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
26. Due Diligence	IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information

	<p>provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
27. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
28. Evaluation of Bid	<p>All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB</p>
29. Right to Vary Requirements at the time of the Award	<p><input type="checkbox"/> N/A for Framework Agreement  <input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p>
30. Contract Award	<p>Contract Award shall be granted according to:</p> <ul style="list-style-type: none"> <li>a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B);</li> <li>b) Full submission of Bid Submission Form (Annex D) signed and stamped;</li> <li>c) Full submission of Bidder Information Form (Annex E);</li> <li>d) Full submission of Price Schedule (Annex F) signed and stamped;</li> <li>e) Lowest priced, most technically acceptable/compliant offer;</li> </ul>
31. Contract Signature	<p>Within ten (10) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to</p>



	IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.
33. Payment Terms	IDLO will make payment within <b>30 days</b> after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
34. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.  The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.
35. Liquidated Damages	<input type="checkbox"/> <del>N/A</del> <input checked="" type="checkbox"/> <b>Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</b>  <b>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</b>
36. Partial Bid	<input checked="" type="checkbox"/> <b>Not permitted (All or Nothing)</b> <input type="checkbox"/> Permitted

**ANNEX B  
PRELIMINARY SCREENING CRITERIA**

**A. MINIMUM ELIGIBILITY CRITERIA**

Subject	Criteria	Document Submission Requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
<b>Tax Revenue</b>	Vendor is registered with pertinent country's revenue authority.	Valid Tax Compliance Certificate or equivalent certification (e.g. declaration certifying tax payment compliance made pursuant to Presidential Decree 445/2000)
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 22.	Self-Attestation Letter
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter
<b>Bankruptcy</b>	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter
<b>Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>• Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer</li> <li>• Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>• Quality Certificates for the Goods</li> <li>• Statement whether Export/Import Licenses, if applicable</li> <li>• Brochures</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer);</li> <li>• Product Catalogues or Brochures (Product Data Sheets) attesting compliance with Technical Specifications as mentioned under Annex C; OR, provision of link to Manufacturer's website showing the Product Data Sheet;</li> <li>• A print out of <a href="#">the climate justice policy paper – climate action final</a> document to confirm color fidelity of the proposed products.</li> </ul>

## B. QUALIFICATION CRITERIA

QUALIFICATION	Criteria	Document Submission Requirement
<b>Previous Experience</b>	Documented evidence of the Firm's experience in supplying MFP and providing maintenance and support services in the Lazio area for a minimum of three years	Provide evidence and at least 3 recommendation letters
	Minimum 3 contracts of similar value, nature and complexity implemented over the last 3years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	For each contract, provide details of client name, contract dates, contract values, contract focal point name and email, work location. IDLO reserves the right to conduct reference checks with one or more of the listed clients
<b>Financial Standing</b>	Minimum average annual turnover of EUR 100,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>  Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statement (balance sheets, including all related notes, and income statements) for the last 3 years  <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Audited Financial Statements or Bank declarations

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**ANNEX C**  
**TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS**

- A. [About IDLO](#)
- B. [Privileges and Immunities](#)
- C. [Duration of the Contract](#)
- D. [Description of the Services sought under the contract](#)
- E. [Minimum required Specifications](#)
- F. [Mandatory Requirements](#)
- G. [Technical Evaluation Criteria](#)

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## A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

## B. Privileges and Immunities

Please note that IDLO enjoys certain privileges and immunities, such as, for example, exemption from any tax (including VAT) or customs restrictions as well as from Italian jurisdiction.

## C. Duration of the Contract

IDLO will enter into 3 years or a 5 years contract as will be deemed appropriate at the conclusion of this process. The planned Contract starting date is of **1 June 2022**.

Should IDLO opt for a 3 years contract, IDLO reserves the right to autonomously arrange the extension of contracts for up to a total contract duration of 5 years under the same technical-economic conditions, except for an annual ISTAT increase.

## D. Description of the Services sought under the Contract

IDLO is tendering to replace the multifunction printers for its headquarters in Rome and the services connected with the use of the printers.

The Contractor will provide MFPs services for printing, copying, scanning and fax (optional) to IDLO HQ with full on-site support, including spare parts and consumables.

IDLO is seeking to secure N. **8 MFP** as described under the **Minimum required Specifications** to replace the current MFPs equipped with proximity readers (compatible with IDLO badges) and Printing Management Software (one Virtual Print Queue, "Follow me" feature, Secure Printing Release with authentication, with a serverless/cloud-based component for BYOD/mobile printing).

The contract will be executed and monitored by means of a **Service Level Agreement (SLA)**. For further details about the SLA please refer to the **Mandatory Requirements Table** (see page 19). Upon awarding of the contract, the SLA will be completed and signed by both parties and will form an integral part of the contract.

## Installation of new MFPs

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The installation of new MFPs from delivery, unboxing, through assembly, placement, test, configuration of fax (optional) if any, configuration of Pull printing, Mail to scan, authentication through proximity readers with IDLO badges, secure printing via LDAP and other protocols, will be performed by the Contractor free of charge.

#### **Hardware Configurations**

- a) All MFPs provided must be of the same manufacturer and currently in production status on the market, and must meet minimum technical requirements specified here below.
- b) All MFPs provided must be able to print on envelopes, on plain or recycled paper in both A4 and A3 formats and be capable of printing, copying, scanning and handling fax (optional) functions.
- c) The MFP must be supplied with an ADF (Automatic Document Feeder), high-capacity sheet output trays, automatic duplex printing and automatic duplex copying and an output sorter/finisher.
- d) All MFPs provided must be managed by a fleet management Software (for Monitoring, Print Jobs Activity, Users Activity Summary, reports on demand, etc.), provided by the bidder free of charge, which will be installed within IDLO's on-premises infrastructure.
- e) Technical support on Printing and Fleet management Software maintenance, upgrades and updates shall be included for the entire contract duration.
- f) Any connection required by the MFPs to remote servers beyond Organization's firewall must be communicated prior the installation.

## E. Minimum Required Specifications

<b>Multifunction Device</b>	
<b>General</b>	
Image Processing	Digital – Colour and B/W
Duplex	Automatic Front and Back for all functions
Output	Sorter/Finisher
User Interface	≥ 8 inches Touch Screen LCD Color (adjustable angle display) + Buttons
Access Control	Password/Pin, Badge Swipe (LDAP)
Account Control	≥ 200 users. Supports user-number/PIN authentication, login name/password or login name/LDAP password
Remote Management	Web Based Interface for monitoring and diagnostics
Output Speed (print/copy)	≥ 50 ppm
Interfaces	RJ-45 Ethernet (10Base-T/100Base-TX/1000Base-T) Wireless LAN (IEEE 802.11 a/ac/b/g/n) USB 2.0 (host, high-speed)
Supported OS	Windows Server® 2008, Windows Server® 2008 R2, Windows Server® 2012 R2, Windows Server® 2016, Windows Server® 2019, Windows® 7, Windows® 8.1, Windows® 10, Windows® 11 Mac OS 10.10, 10.11, 10.12, 10.13, 10.14, 10.15
Power Consumption Power Supply	Running ~1200 W, Standby ~200 W 220 - 240 V, 50/60 Hz
<b>Paper Handling</b>	
Trays	Automatic Document Feeder (ADF) for all functions 3x High Capacity (≥ 500 sheets) output tray, Bypass Tray, Finisher with Stapler (optional)
Sizes	A5 to A3, inclusive of LETTER with automatic format conversion (i.e. without user intervention) from LETTER to A4, envelope.
Weights	55 - 300 gsm
Types	Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough), mono transparency, labels, letterhead, envelope, heavy envelope
<b>Scanning</b>	
Scanning	B/W, Grayscale and Colour
Resolution	Up to 1200x1200 dpi
Output Types	Compressed Multi-page TIFF, JPEG, Multi-page PDF-A, Searchable PDF, OCR Ready
Delivery	Mandatory: Scan to E-Mail (SMTP), Scan to USB <i>Optional:</i> Scan to FTP repository, Scan to SharePoint Repository, Scan to Exchange Public Folder, Scan to Shared Folder
Protocols	LDAP/SMTP
<b>Printing</b>	
Print Technology	Laser or Inkjet
Type	Secure Print
Resolution	Up to 1200x1200 dpi
Print Protocols	PCL5e - PCL6 - Adobe PS3 - AppleTalk/Ether Talk/Air print - Linux
Driver	Universal
Network Protocols	TCP/IP, IPv4, IPv6, Management: SNMPv2/v3, HTTP/HTTPS
<b>Copying</b>	

Type	Secure Copy
Resolution	600x600 dpi
<b>Fax (Optional)</b>	
Type	Secure Print
<b>Bagde reader</b>	
Type	Proximity card reader Compatible with: HID Compatible, Thin Card, 86x54x0.8(+/-0.04) mm, Frequency: 125 KHz (EM)

### Systems Support

The Contractor will be required to supply the Organization with the latest releases of MFP firmware, print drivers and any other related software updates. These will have to be thoroughly tested with the Organization's ICT technical staff before releasing them to production.

### Reliability

A maximum of six breaks per year will be accepted for each of the MFPs installed.

A break is defined as the loss of access to a business function. If more than 6 MFP's breaks occur in a given calendar year, the support staff will take action towards the replacement of the broken equipment with new equipment, equivalent in all technical characteristics. Equipment removed due to excessive malfunctioning shall not be redeployed in any other different location/unit of the Organization.

### Reporting

The Contractor will provide detailed billing reports on the usage of the MFPs installed with calculation of usage costs, according to the Organizations' requirements (the accounting reports can be also provided through the aforementioned fleet management Software).

As indicated in the SLA, the Contractor will provide monthly reports on faults, repairs and times to repair.

### Environmental Criteria

The production of MFPs and consumables must be according to the ILO international labor standards (EICC declaration or self-declaration). The manufacturer must be ISO 14001 (International Organization for Standardization) certified or produce equivalent certification.

All MFPs must meet at least ENERGY STAR® qualified or equivalent and must have a Power Save mode. All MFPs and consumables must be free of hazardous substances as per European RoHS Directive (2011/65/EU), and the Contractor must demonstrate the capacity to secure the environmentally-friendly and social-responsible re-use, recycling and/or disposal of obsolete MFPs and relative waste. MFPs with limited noise values according to ISO 9296 are to be considered desirable. If applicable, E-toner solutions or toners with low environmental impact should be proposed in the offer.

### Lifecycle Management

If a supplied MFP model should cease production during the contract period of services offered, the Contractor will supply an updated or newer model of the MFP, fully compatible with the existing ones in functionalities, centralized management and user interfaces. The Contractor guarantees the supply of spare parts for at least three years from the time that supplied MFPs productions cease, and will provide all firmware, print drivers and management software updates free of charge.

### F. Mandatory Requirements



These requirements are considered mandatory: failure to comply with any of these criteria will result in exclusion from the tender process. Please provide extensive evidence on how your firm intend to comply with these requirements.

CATEGORY	REQUIREMENT
<i>Support/Service Level Agreement</i>	Channels to submit support requests, receive technical information, order and track consumable items for MFPs, quickly report meter readings: Call centre in Italy, email address, e-Portal (online form)
	Repairs or replacement of faulty components of MFPs within one working day NBD (next business day) upon support ticket opened via call centre, email or e-Portal.
	Replacement of non-repairable faulty MFPs with complete installation, setup and testing of replacing MFPs within 7 (seven) working days upon request.
	Delivery of additional new MFPs within 4 (four) weeks upon request.
	Release to production of additional new MFPs within 2 (two) working days upon arrival at the Organization's premises
	Training to IDLO ICT Technical team to use printers and related Print Management Software
	Print Management Software: <ul style="list-style-type: none"> <li>▪ Severity level (Outage/Critical: downtime affecting all users) - <i>Response</i>: within 2 hours, <i>Resolution</i>: within 4 hours upon support ticket opened via call centre, email or e-Portal</li> <li>▪ Severity level (Urgent/Important: end-users impact initiated and issue addressed) - <i>Response</i>: within 4 hours, <i>Resolution</i>: within one business day upon support ticket opened via call centre, email or e-Portal</li> <li>▪ Software Updates/Patches and upgrades within 4 (four) weeks upon support ticket opened via call centre, email or e-Portal.</li> </ul>
<i>Hardware and configuration</i>	All MFPs provided of the same manufacturer.
	All MFPs provided must be currently in production status on the market.
	All MFPs provided to meet minimum technical requirements specified in the “ <i>Minimum required Specifications</i> ”
	All MFPs provided capable of printing on recycled paper in both A4 and A3 formats.
	All MFPs provided capable of printing, copying, scanning and fax (optional) and supplied with ADF (automatic document feeder), automatic duplex printing and copying and sorter.
	All MFPs provided to have the same features/options : B/W, colour, sorter, staples, and fax (optional)
	All MFPs provided must be managed by a “fleet management system” software (installed on premises) provided by the bidder.
	All MFPs provided supplied with user authentication via Organization-specific technology (Email server user authentication for LDAP, MS Active Directory or MS Azure).
	All MFPs offered fully compatible with Win 10, 11 and Srv 2008/2012/2016/2019, LINUX and MAC OS

CATEGORY	REQUIREMENT
<i>Toner and Consumables</i>	<p>Provision, Supply and onsite Delivery of Toners/Ink/Consumables for MFPs: included, managed and monitored through the “fleet management system” software.</p> <p>Spare amount of Toners/Ink/Consumables provided during the MPFs first installation.</p> <p>Spare amount of Toners/Ink/Consumables available at all times for 50% of the fleet</p> <p>Only genuine printer consumables will be accepted.</p> <p>Both the following alternatives will not be accepted: refurbished, refillable</p> <p>The contractor shall list the consumables not included in the contract and related cost.</p>
<i>Accounting and Reporting Software</i>	<p>Print Management Software for effective MFPs control, secure jobs printing, costs recovery and reporting over the entire fleet (Software licensing and installation included in the rental contract)</p>
<i>Environmental Criteria</i>	<p>Production of MFPs and consumables must be according to the ILO international labour standards (EICC declaration or self-declaration).</p>
	<p>Manufacturer to be ISO 14001 (International Organisation for Standardisation) certified or equivalent certification.</p>
	<p>All MFPs must meet last ENERGY STAR® or equivalent.</p>
	<p>All MFPs offered supplied have a Power Save mode.</p>
	<p>All MFPs offered and consumables must be free of hazardous substances as per European RoHS Directive (2011/65/EU)</p>
	<p>Bidder must demonstrate capacity to secure the environmentally-friendly and social-responsible re-use, recycling and/or disposal of obsolete MFPs and relative waste.</p> <p>The Bidder must supply MFP with limited noise values according to ISO 9296; please indicate presence of this certification and E-toner solutions, or toners with low environmental impact proposed in the offer: please indicate and describe technology in printers offered</p>
<i>Lifecycle Management</i>	<p>Future updated/newer models of MFPs provided fully compatible with existing MFPs in functionalities, centralized management and user interfaces.</p>
	<p>Bidder to guarantee supply of spare parts for at least 3 (three) years from the time that supplied MFPs production ceases.</p>
	<p>Supply of firmware, print drivers and management software updates free of charge.</p>
<i>SLA and Billing Reports</i>	<p>Monthly reporting on faults, repair status and time to repair, as indicated in the SLA.</p>
	<p>Detailed periodic billing reports to attribute printing costs of exceeding copies depending on the Organization's needs.</p>
<i>Logistics</i>	<p>Deliveries of MFPs scheduled according to the Organisation’s working hours and days with min. 72hr advance notice of delivery.</p>
	<p>Packing, unpacking and disposal of packing material and waste are responsibility of the Contractor and free of charge.</p>
	<p>Pick up of all MPFs and related equipment at the end of the rental contract period are responsibility of the Contractor and free of charge.</p>

## G. Technical Evaluation Criteria

To facilitate accuracy and completeness of the offer the Bidders are provided with a table below table which summarizes the evaluation criteria and the weight given to each criteria.

CATEGORY	DESCRIPTION	MAX POINTS
Accounting and reporting software	Print Management Software for effective MFPs control, secure jobs printing, costs recovery and reporting over the entire fleet	20
Toners and consumables	Provision, Supply and onsite Delivery of Toners/Ink/Consumables for MFPs: included, managed and monitored through the "fleet management system" software. Spare amount of Toners/Ink/Consumables provided during the MPFs first installation. Spare amount of Toners, Ink, Consumables available at all times for 50% of the fleet	5
Support	a) Channels to submit support requests, receive technical information, order and track consumable items for MFPs, quickly report meter readings: Call centre, email address, e-Portal (online form) b) Replacement of faulty components ( <i>mandatory within next business day</i> ): please indicate timing offered to replace faulty components c) Replacement of non-repairable faulty MFPs ( <i>mandatory within 5 working days</i> ): please indicate timing offered to replace non repairable faulty MFPs. d) Delivery of additional MFPs ( <i>mandatory within 4 working weeks</i> ): please indicate timing offered to deliver additional MFPs upon request. e) Release to production of new MFPs upon arrival at premises ( <i>mandatory 2 days</i> ): please indicate timing offered to put in production new MFPs. f) Print Management Software (SLA for resolution)	10
Printer colors Fidelity	Reproduce IDLO colors correctly (letterhead, brochure sample), Please refer to Annex B page 11 – <a href="#">Documentation submission requirement</a>	5
Priced bid	Detailed costs of the provided MFPs based on the minimum technical requirements specified in " <a href="#">Minimum required Specifications</a> " (see page 16) and the mandatory requirements	60

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**ANNEX D  
BID SUBMISSION FORM**

**(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Services** for **[INSERT AMOUNT OF MONEY AND CURRENCY]** as may be ascertained in accordance with the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: **Select date**

Signature: \_\_\_\_\_

*Duly authorized to sign this Bid*

**ANNEX E  
BIDDER INFORMATION FORM**

<b>Name of Bidder:</b>	[Insert Name of Bidder]	<b>Date:</b>	Select date
<b>ITB reference:</b>	ITB HQ-2022-063		
<b>Legal name of Bidder</b>	[Complete]		
<b>Legal address</b>	[Complete]		
<b>Year of registration</b>	[Complete]		
<b>Bidder's Authorized Representative Information</b>	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
<b>Are you an IDLO vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, [insert IDLO vendor number]		
<b>Countries of operation</b>	[Complete]		
<b>No. of full-time employees</b>	[Complete]		
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]		
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]		
<b>Contact person that IDLO may contact for requests for clarifications during Bid evaluation</b>	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Please refer to Annex B, Preliminary Screening Documents</li> <li>▪ Please refer to Annex C – Terms of Reference/Technical Specifications</li> <li>▪ If a Joint Venture/Consortium/Association, copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium/Association, or Registration of JV/Consortium/Association, if registered</li> </ul>		

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**ANNEX F  
PRICE SCHEDULE**

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

The format shown in the below table should be used while preparing the price schedule.

**TABLE 1: Offer to Supply Services Compliant with Technical Specifications and Requirements**  
**3 years contract**

	MULTIFUNCTION DEVICE	NOTES
BRAND / MODEL		Brochure to be attached in the proposal submission
MFP UNITS	8	See “Minimum required Specifications”
	Insert rate in Euro	
MFP RENTAL COST/YEAR		<b>3 years contract</b>
SUPPORT AND MAINTENANCE SERVICE (SLA) COST/YEAR		<b>3 years contract</b>
B/W INCLUDED COPIES COST/YEAR		B/W Annual copies: <b>300.000 included</b> (whole MFPs fleet)
COLOR INCLUDED COPIES COST/YEAR		Color Annual copies: <b>100.000 included</b> (whole MFPs fleet)
B/W EXCEEDING COPIES COST		Define CPP (cost per page) or Bundle Copies cost
COLOR EXCEEDING COPIES COST		Define CPP (cost per page) or Bundle Copies cost

PRINT MANAGEMENT SOFTWARE COST/YEAR	LICENSE COST ON-PREMISES AND/OR CLOUD HOSTED SOLUTION <i>Please define the costs involved for the Print Management Software in different scenarios: on-premises (IDLO or Vendor Infrastructure) or cloud based</i>			INSTALLATION AND SPECS REQUIREMENTS CONFIGURATION REQUIREMENTS
BADGE READERS FOR SECURE PRINTING				IDLO badges specs: HID Compatible Thin Card, 86×54×0.8(+/-0.04) mm, Frequency: 125KHz (EM)
FINISHING MODULES (OPTIONAL) COST/YEAR				Booklet, Staple and Hole Punch
CONSUMABLE RECYCLING PROGRAM COST/YEAR				Collect onsite

<b>Total Cost for the Services</b>		
Freight		
Insurance		
Customs Clearance		
Other Charges (please specify)		
Taxes (if applicable)		
<b>Grand Total</b>		



**TABLE 2: Offer to Supply Services Compliant with Technical Specifications and Requirements**

**5 years contract**

	MULTIFUNCTION DEVICE	NOTES
<b>BRAND / MODEL</b>		Brochure to be attached in the proposal submission
<b>MFP UNITS</b>	8	See "Specification Tables for Minimum Desired Configurations"
	Insert rate in Euro	
<b>MFP RENTAL COST/YEAR</b>		<b>5 years contract</b>
<b>SUPPORT AND MAINTENANCE SERVICE (SLA) COST/YEAR</b>		<b>5 years contract</b>
<b>B/W INCLUDED COPIES COST/YEAR</b>		B/W Annual copies: <b>300.000 included</b> (whole MFPs fleet)
<b>COLOR INCLUDED COPIES COST/YEAR</b>		Color Annual copies: <b>100.000 included</b> (whole MFPs fleet)
<b>B/W EXCEEDING COPIES COST</b>		Define CPP (cost per page) or Bundle Copies cost
<b>COLOR EXCEEDING COPIES COST</b>		Define CPP (cost per page) or Bundle Copies cost

PRINT MANAGEMENT SOFTWARE COST/YEAR	LICENSE COST ON-PREMISES AND/OR CLOUD HOSTED SOLUTION <i>Please define the costs involved for the Print Management Software in different scenarios: on-premises (IDLO or Vendor Infrastructure) or cloud based</i>			INSTALLATION AND SPECS REQUIREMENTS CONFIGURATION REQUIREMENTS
BADGE READERS FOR SECURE PRINTING				IDLO badges specs: HID Compatible Thin Card, 86×54×0.8(+/-0.04) mm, Frequency: 125KHz (EM)
FINISHING MODULES (OPTIONAL) COST/YEAR				Booklet, Staple and Hole Punch
CONSUMABLE RECYCLING PROGRAM COST/YEAR				Collect onsite

<b>Total Cost for the Services</b>		
Freight		
Insurance		
Customs Clearance		
Other Charges (please specify)		
Taxes (if applicable)		
<b>Grand Total</b>		

<p data-bbox="203 1107 730 1137"><b>Name, position and signature of the Bidder</b></p>  <hr data-bbox="203 1249 1554 1252"/> <p data-bbox="203 1259 573 1289"><i>Duly authorised to sign this Bid</i></p> <p data-bbox="203 1331 271 1358"><b>Date:</b></p>	<p data-bbox="1715 1107 1899 1137"><b>Bidder's Stamp</b></p>
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**ANNEX G**  
**IDLO SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of **Services**. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of Services.

Place of delivery	<b>IDLO Headquarters, Viale Vaticano 106</b>
Planned delivery date	As of 1 June, 2022
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all the services and upon receipt of the complete and correct invoice by the service provider.

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**ANNEX H**  
**IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES**  
**AND**  
**IDLO SUPPLIER CODE OF CONDUCT**

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>