

REQUEST FOR QUOTATION
PROVISION OF MAINTENANCE SERVICES FOR PRINTERS, COPIERS, & SCANNERS
RFQ NO. N_67-2023/AFG/RFQ

Date: **March 15, 2023**

Dear Sir / Madam,

You are kindly requested to submit your quotation for Provision of Maintenance Services for Printers, Copiers, & Scanners described in Annex B.

IDLO is looking to establish a Framework Agreement with able and qualified Supplier. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be affected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity. All terms and conditions including the prices will remain unchanged during the period of the Framework Agreement(s). The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms, and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties. A Work Order will be issued when IDLO intends to make a commitment against Framework Agreements. The Work Order will provide information on the exact items, its quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

We also request that your Quotation is submitted using the format specifically detailed in Annex C.

Quotations 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.

Quotation shall be evaluated based on lowest priced Quotation meeting requirements as per the criteria set in Annex A, point q.

In the event of a discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity), 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 Quotation will be rejected.

The Bidders shall not vary their prices for any reason after the deadline of the tender and while the Quotation is still valid. At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of Goods, 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.

IDLO is not bound to accept any Quotation, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Quotation, 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 RFQ.

By submitting a Quotation in response to this information, Bidders are confirming acceptance of 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.

This Request for Quotation (RFQ) is comprised of:

Instruction to Bidders	Annex A
Term of Reference	Annex B
Supplier's Quotation	Annex C
IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex D

For any questions/clarifications related to this RFQ please contact IDLO on tenders@idlo.int and mention **Clarifications RFQ NO. N_67-2023/AFG/RFQ** in the subject section of your email no later than 48 hours prior to the deadline for submission.

Deadline for Submission of Quotation:

On or before Date: March 27, 2023

Time: 15:00 Hours Rome local time. (18:30 Hours Kabul local time)

Thank you and we look forward to receiving your Quotation.

Sincerely yours,
International Development Law Organization | IDLO
IDLO Afghanistan Country Office

Annex A
Instructions to Bidders

a. Description of requested. Services	See Annex B
b. Deadline for Quotation	The Quote shall be addressed to IDLO on or before Date: March 27, 2023 Time: 15:00 Hours Rome local time. (18:30 Hours Kabul local time)
c. General Terms and Conditions	Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for the Procurement of services and adherence to the Supplier Code of Conduct.
d. Payment Terms	IDLO will conduct the payment within 30 days after satisfactory receipt of all goods/services and upon submission of the invoice by the Supplier.
e. Conditions for Release of Payment	IDLO Acceptance of services/goods Form based on full compliance with RFQ requirements.
f. Validity of Quotation starting from the Deadline of the Tender	90 days In exceptional circumstances, IDLO may request the Bidder to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Bidder shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
g. Quotations Submission	All quotations shall be submitted through the following e-mail address: tenders@idlo.int
h. Partial Quotations	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted [provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]
i. Place of Delivery	The Baron Kabul, near KIAA/RS Abbey Gate, Hawa Shanasi Road, Khawaja Rawash, Kabul, Afghanistan
j. Delivery Terms	Incoterms DDP (Delivery Duty Paid). Services will be provided within (3) calendar days after receipt of Work Order under framework Agreement from IDLO to [The Baron Kabul, near KIAA/RS Abbey Gate, Hawa Shanasi Road, Khawaja Rawash, IDLO country office Kabul, Afghanistan].
k. Customs clearance, if needed, shall be done by:	<input type="checkbox"/> IDLO <input type="checkbox"/> Supplier <input checked="" type="checkbox"/> N/A

l. Currency of Quotation	Quotations shall be nominated exclusively in US Dollars . <i>Note: (Local Suppliers must comply with any applicable laws regarding doing business in other currencies)</i>
m. Preliminary Documents to be Submitted	<input checked="" type="checkbox"/> Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B; <input checked="" type="checkbox"/> Latest Business Registration Certificate; <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; <input checked="" type="checkbox"/> Previous Experience: Provide copy of contracts or reference letters with IGOs, NGOs, or Embassies in the past 5 years. In addition, provide contact details (Name, position, email address, and contact number) for minimum of three referees. <input checked="" type="checkbox"/> Others: Copy of valid passport and NIC for business license holder(s).
n. Special Packing Requirement or Temperature Control	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes, Goods must be packed properly to avoid any damage or defect during the delivery to the destination.
o. After-sales services required, if applicable	<input type="checkbox"/> Warranty on Parts and Labour for minimum period of time mentioned by manufacturer of the goods <input checked="" type="checkbox"/> Technical Support <input checked="" type="checkbox"/> Provision of Service Unit when pulled out for maintenance/ repair <input checked="" type="checkbox"/> Others
p. Evaluation of Quote	Evaluation will be done according to the following order of priorities: <ol style="list-style-type: none"> 1. Full submission of Preliminary Documents (as per Annex A, point n.) 2. Technical responsiveness 3. Delivery Date 4. Price
q. Contract Award	Contract Award shall be granted according to: <ol style="list-style-type: none"> a) Full submission of Price Schedule (Annex C) signed and stamped; b) Lowest priced, most technically acceptable/compliant offer;
r. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to 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.

<p>s. Liquidated Damages</p>	<p><input checked="" type="checkbox"/> 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.</p> <p>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.</p> <p><input checked="" type="checkbox"/> Yes - For late delivery of Goods, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions.</p> <p>Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.</p>
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ANNEX B TERMS OF REFERENCE

Provision of Maintenance Services for Printers, Copiers, & Scanners

1. BACKGROUND:

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.

2. OBJECTIVE:

IDLO is looking to establish one or several Framework Agreement(s) with able and qualified Suppliers for provision of timely, efficient, and reliable preventive and corrective maintenance as well as original spare parts required in case of the replacement at the most competitive cost available in the market for all the printers, copiers, and scanners currently operating in IDLO country office in Kabul Afghanistan.

A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be affected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity. All terms and conditions including the prices will remain unchanged during the period of the Framework Agreement(s).

After entering into a Framework Agreement, IDLO shall place order on a "need basis".

The confirmed award shall be in the form of a duly authorized Work Order. The Work Order is IDLO's commitment against Framework Agreements. The Work Order will provide information on the exact items, its quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms, and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties.

3. GENERAL DESCRIPTIONS:

IDLO shall:

- a) On a timely basis, make available to the Service Provider any related information needed to implement the service smoothly and successfully.
- b) Ensure that there is adequate power Supply during maintenance activities to avoid any delay in the time schedule to be mutually agreed upon.

4. CONTRACTOR'S RESPONSIBILITIES:

Contractor shall:

- a. Provide the services set forth in the TOR i.e., chooses the most suitable processes, methods, and equipment to perform its services.
- b. Undertake to perform the services with the highest standards of professional, ethical competence and integrity.
- c. Be responsible to provide the full list of spare parts of all IDLO devices (printers, Copiers & scanners) for each item listed under clause 5 (SCOPE AND EXTENT OF WORK) with its technical specifications and unit prices which will be required in case of defective parts replacement for the purpose of devices maintenance ensuring that they are in good working conditions. **The proposed list of spare parts required for the repairing/replacement of the devices must be submitted using the table 2 under the price schedule section B of this RFQ.**
- d. The printers' parts replaced by the vendor should function properly within their life cycle, if any part replaced stops functioning within their life cycle, it is the vendor responsibility to replace the part at no additional cost, unless it is user fault.
- e. Be responsible for any damages done to equipment as a result of the service provider's negligence.
- f. Notify IDLO in writing within a month in advance in case it's unable to respect a contractual stipulation indicating the reasons.
- g. Provide the required personnel, kits, tools, and materials to ensure the proper preventive and corrective maintenance of printers.

5. SCOPE AND EXTENT OF WORK:

IDLO is using several electronic ICT equipment that include printers, photocopiers, and scanners. Below is the list of printers/multifunctional printers currently owned by IDLO country office to be maintained and serviced.

No.	Printer Model	Quantity	Status
1	Ricoh MP C2004ex	2	Operational
2	Ricoh MP 4054	1	Operational
3	Ricoh MP 2501	1	Operational
4	HP Color LaserJet MFP M477fdw	1	Operational
5	HP Color LaserJet M452dn	1	Operational
6	HP Officejet Pro 8710	1	Operational

7	HP Officejet Pro 8610	1	Operational
8	HP LaserJet M402dn	2	Operational
9	HP Color LaserJet Pro M454dw	2	Operational
10	HP Scanjet Enterprise Flow N9120 fn2	1	Operational

The contractor is required to provide preventive and corrective maintenance services for all the printers, photocopiers and scanners listed above plus any additional newly installed similar devices during the Framework agreement validity period. The Preventive maintenance services will be required on a quarterly basis and Corrective maintenance on needs basis at a minimum downtime whenever the vendor is informed via email followed by a phone call.

The preventive maintenance will include but not be limited to the following: the preventive maintenance using proper printer & photocopier cleaning kits, tools and any relevant toolkits that will enhance a proper execution ensuring that equipment are in good working conditions.

a) Preventive Maintenance Services/activities

- Perform complete industry standard diagnostic test set.
- Clean the Fusing unit of printers, photocopiers, and scanners of the office.
- Resolve all error conditions indicated by diagnostics testing or visual inspections and continue to perform testing until an error-free condition exists.
- Verify correct equipment (printer, scanner, & photocopiers) systems operations.
- Conduct regular deep check and test of the state of the equipment.
- Dust Cleaning and greasing of the devices' parts listed but not limited to the following:
 - Drum unit
 - Developer unit
 - Transfer belt unit
 - Feeding unit
 - ARDF
 - All sensors
 - All Rollers
 - Transfer roller
 - Fuser unit
 - All gelas
- Avail technicians on call always when need arises at the country office.

Note: Regular Preventive Maintenance shall be performed on a quarterly basis (i.e. within the 1st week of the month at the start of each quarter) and shall cover physical check-up and external cleaning as mentioned under clause a above.

b) Remedial/Corrective Maintenance Services/Activities

The curative maintenance consists of a punctual intervention to restore a device in good working condition when anomalies or problems arise such as power supply problems, system start up, error codes. Etc.

- Replacement of damaged spare parts of printers, photocopiers, and scanners.
- Defective Units/parts shall be replaced with the same quality and specification.
- Repairing and adjusting paper trays; removing all piece of paper and other accessories and dusts that are causes of
- constant paper jam; and adjusting heating time of the machine; and undertaking system integrity checks.
- All replaced equipment/units/parts diagnosed to be unserviceable shall be returned to the ICT.

Notes:

The contractor should respond to the corrective service requests within 24 hours and to the emergency call-outs – within 3 hours (during the business hours).

The contractor is to provide the replacement of defective parts to the printers and multifunction printers when required to restore the device to its original operations capacity.

6. DELIVERABLE:

- Fully installed and properly functioning printers, photocopiers, and scanners within the IDLO country office, Afghanistan.
- Good working condition of hardware and equipment maintained.
- Quarterly comprehensive report submitted to the ICT Unit for better decision making on conditions of a hardware devices indicated in this ToR.

7. Monitoring and Reporting

Contractor is responsible to provide a site service report depicting the process and methods used to perform the maintenance, this report should include the following main sections.

- a) Description of preventive or corrective maintenance performed on the device.
- b) ADF/Flatbed and scanner functionality.
- c) Quality of print, scan, and copy.
- d) Items that might need to be replaced after a while (days or months).
- e) Items that must be replaced or fixed immediately.

The report should be signed by both the visiting technician and the IDLO focal point.

1 PERSONNEL/QUALIFICATION:

- 2 Legally registered organization, business company with requisite experience and background.
- 3 Minimum 5 years of experience in providing printer, copiers, and scanner support services.

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- 4 Excellent skills in the planning and execution of preventive and corrective maintenance.
 - 5 Excellent knowledge of ICT equipment configurations, troubleshooting, maintenance services and repairs.
 - 6 Experience in maintaining printers, photocopiers/scanners machines.

The company must have professional technical personnel with the following qualifications:

- 7 University Degree or diploma in information technology, Computer Sciences, Engineering, or any other related fields.
- 8 Hands-on experience in troubleshooting, hardware, and software maintenance.
- 9 Experience: The vender must provide their technical team expert knowledge and experience of the similar services provided for the RICOH and HP products to the international organizations and UN agencies in past 5 years.
- 10 The vendor is to provide organization(s) name, position, official email address for reference check.

11 SUPERVISION AND PERFORMANCE EVALUATION:

The services will be supervised by the IDLO country office, ICT unit.

**ANNEX C
SUPPLIER'S QUOTATION**

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

We, the undersigned, 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 hereby offer to provide the services listed below in conformity with the Term of Reference (ToR) and requirements of IDLO as per **RFQ NO. N_67-2023/AFG/RFQ**

Company Name	
Company Full Address	
Date	
Signature	
Stamp	
Contact Person	
Telephone number	
Email address	

Table 1: Price Schedule (Section A) for Preventive & Corrective Maintenance Services

SN	Model of printers	Quantity of Printers	UoM	Preventive Maintenance Services cost per unit (USD) currency	Total Cost for 1 Quarter	Corrective Maintenance Services cost per Visit (USD) currency
1	RICOH MP C2004ex	2	Maintenance / Service			
2	Ricoh MP 4054	1	Maintenance / Service			
3	Ricoh MP 2501	1	Maintenance / Service			
4	HP Color LaserJet MFP M477fdw	1	Maintenance / Service			
5	HP Color LaserJet M452dn	1	Maintenance / Service			
6	HP Officejet Pro 8710	1	Maintenance / Service			
7	HP Officejet Pro 8610	1	Maintenance / Service			
8	HP LaserJet M402dn	2	Maintenance / Service			
9	HP Color LaserJet Pro M454dw	2	Maintenance / Service			
10	HP Scanjet Enterprise Flow N9120 fn2	1	Maintenance / Service			
Total Cost of Service USD:						

Table 2: Price Schedule (Section B), Please list all the spare parts which will be required in case of defective parts replacement for each type of IDLO printer and fill its unit price.

S.N	Description of Part	Part Number	Printer Model	RICOH MP C2004ex	Ricoh MP 4054	Ricoh MP 2501	HP Color LaserJet MFP M477fdw	HP Color LaserJet M452dn	HP Officejet Pro 8710	HP Officejet Pro 8610	HP LaserJet M402dn	HP Color LaserJet Pro M454dw	HP Scanjet Enterprise Flow N9120 fn2
				Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													

S.N	Description of Part	Part Number	Printer Model	RICOH MP C2004ex	Ricoh MP 4054	Ricoh MP 2501	HP Color LaserJet MFP M477fdw	HP Color LaserJet M452dn	HP Officejet Pro 8710	HP Officejet Pro 8610	HP LaserJet M402dn	HP Color LaserJet Pro M454dw	HP Scanjet Enterprise Flow N9120 fn2
				Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													

S.N	Description of Part	Part Number	Printer Model	RICOH MP C2004ex	Ricoh MP 4054	Ricoh MP 2501	HP Color LaserJet MFP M477fdw	HP Color LaserJet M452dn	HP Officejet Pro 8710	HP Officejet Pro 8610	HP LaserJet M402dn	HP Color LaserJet Pro M454dw	HP Scanjet Enterprise Flow N9120 fn2
				Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)	Unit Cost (USD)
22													
23													
24													
25													
26													
27													
28													
29													
30													
Sub Total Price: USD													
Grand Total for Section B: USD													



Notes:

- The above listed Spare parts will be purchased only on need basis.
- The offered spare parts must be genuine spare parts.
- IDLO Afghanistan does not warrant that any or all the above requested spare parts will be purchased during the contract period.

Please see below the instructions how to fill the price schedule:

- Please list the spare part for each Model of IDLO printer will be required in case of defective parts replacement.
- Please fill the unit price for each model of printer.

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

Any quote 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_services_august_2020.pdf

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