REQUEST FOR QUOTATION
PROCUREMENT OF WARRANTY EXTENSION HP LAPTOPS
(RETENDER) RFQ NO. HQ-2025-000177

Date: October 9, 2025

Dear Sir / Madam,

You are kindly requested to submit your quotation for **Warranty Extension of HP Laptops** described in Annex B.

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
Technical Specifications	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. HQ-2025-000177** 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: October 21, 2025**
Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your Quotation.

Sincerely yours,
International Development Law Organization | IDLO
Headquarters

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: October 21, 2025** **Time: 15:00 hours Rome, Italy** 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 **Warranty Extension HP Laptops** and adherence to the Supplier Code of Conduct.
d. Payment Terms	IDLO will conduct the payment within 30 days after satisfactory receipt of all services and upon submission of the invoice by the Supplier.
e. Conditions for Release of Payment	IDLO Acceptance of Services 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	☒ Not permitted
i. Place of Delivery	IDLO HQ, Viale Vaticano 106, 00165 Rome, Italy
j. Delivery Terms	Proof of the warranty extension will be provided within **10 days** after receipt of PO. Warranties will be validated online on the official "HP check warranty" website: https://support.hp.com/us-en/check-warranty
k. Customs clearance, if needed, shall be done by:	☒ N/A
l. Currency of Quotation	**EUR**
m. Preliminary Documents to be Submitted	**☒ Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B;** **☒ Latest Business Registration Certificate;** **☒ Latest Tax Clearance;** **☒ HP Official Reseller, Partner or Managed Service Provider Certificate**

n. Special Packing Requirement or Temperature Control	☒ N/ A
o. After-sales services required, if applicable	☒ N/ A
p. Evaluation of Quote	Evaluation will be done according to the following order of priorities: 1. Full submission of Preliminary Documents (as per Annex A, point n.) 2. Technical responsiveness 3. Comprehensiveness of after-sales services, as per Annex A, Point o, if applicable. 4. Delivery Date 5. Price
q. Contract Award	Contract Award shall be granted according to: 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.
s. Bid Protest Mechanism	Bidders that genuinely consider they have been treated unfairly in connection with the IDLO procurement process or that the procurement process has not been conducted in accordance with the principles of fairness, transparency, and equal treatment may submit a formal protest to IDLO. To initiate a protest, suppliers must complete the *IDLO Supplier Bid Protest Form* provided at the following link and submit it via email at bidprotest@idlo.int within ten (10) days after receiving a regret letter or email confirming that they were not successful: https:/ / www.idlo.int/ procurement/ contact-feedback All protests will be handled confidentially and impartially.
t. Liquidated Damages	☒ **Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.** **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.**

ANNEX B
TECHNICAL SPECIFICATIONS

Specifications for Warranty Extension of HP Laptops

No previous warranties extensions (Laptops deployed and used in IDLO HQ, Rome)

LOT	Item Name	Qty	Serial Number	Specifications	*Warranty Status*
01	HP Elitebook 830 G7	1	5CG1013BKH	Requested Extended Warranty End Date: **1/18/2027** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]	**Expired** Warranty End Date: **1/18/2025** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]
		1	5CG1013BK3		
		1	5CG1013BK6		
		1	5CG1013BJS		
		1	5CG1013BKB		
		1	5CG1013BJW		
		1	5CG1013BJQ		
		1	5CG1013BJF		
		1	5CG1013BKC		
		1	5CG1013BK0		
		1	5CG1013BK9		
		1	5CG1013BJL		
		1	5CG1013BJB		
		1	5CG1013BJC		
		1	5CG1013BJG		
		1	5CG1013BJH		
		1	5CG1013BJP		
		1	5CG1013BJX		
		1	5CG1013BJZ		
		1	5CG1013BK2		
		1	5CG1013BK7		
		1	5CG1013BKJ		
		1	5CG1013BK5		
		1	5CG1013BK8		
		1	5CG1013BK1		
		1	5CG1013BK8		
		1	5CG1013BJV		
		1	5CG1013BK4		
02	HP Elitebook 830 G7	1	5CG1013BKF	Requested Extended Warranty End Date: **04/08/2027** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]	**Expired** Warranty End Date: **04/08/2025** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]
		1	5CG1013BJD		
		1	5CG1013BJT		
		1	5CG1013BKG		
		1	5CG1013BJ9		
		1	5CG1013BJN		
		1	5CG1013BJJ		
		1	5CG1013BJY		
		1	5CG1013BKD		
		1	5CG1013BKK		

		1	5CG1013BKF		
03	HP EliteBook 830 G7	1	5CG1013BJM	Requested Extended Warranty End Date: **08/03/2027** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]	**Expired** Warranty End Date: **08/03/2025** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]
		1	5CG1013BJR		
04	HP EliteBook 840 G8	1	5CG13483YF	Requested Extended Warranty End Date: **09/20/2027** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]	**Expired** Warranty End Date: **09/20/2025** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]
		1	5CG13483Y6		
		1	5CG13483YS		
		1	5CG13483Y5		
		1	5CG13483XS		
		1	5CG13483XY		
		1	5CG13483YK		
		1	5CG13483XZ		
		1	5CG13483XG		
		1	5CG13483XH		
		1	5CG13483XL		
		1	5CG13483XX		
		1	5CG13483Y9		
		1	5CG13483XJ		
		1	5CG13483X7		
		1	5CG13483YP		
		1	5CG13483YM		
		1	5CG13483XW		
		1	5CG13483XB		
		1	5CG13483YC		
		1	5CG13483Y1		
		1	5CG13483XN		
		1	5CG13483YD		
		1	5CG13483XC		
		1	5CG13483XK		
		1	5CG13483YL		
		1	5CG13483YN		
		1	5CG13483XQ		
		1	5CG13483YJ		
		1	5CG13483Y3		
		1	5CG13483YH		
		1	5CG13483Y4		
		1	5CG13483XV		
		1	5CG13483X9		
		1	5CG13483X6		
		1	5CG13483Y8		
		1	5CG13483YG		
		1	5CG13483XR		

		1	5CG13483YB		
		1	5CG13483X8		
		1	5CG13483YQ		
		1	5CG13483XD		
		1	5CG13483XP		
		1	5CG13483XT		
		1	5CG13483XF		
		1	5CG13483Y2		
		1	5CG13483XM		
		1	5CG13483Y7		
05	HP EliteBook 840 G8	1	5CG13483YR	Requested Extended Warranty End Date: **07/28/2027** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]	**Active** Warranty End Date: **07/28/2026** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]
06	HP EliteBook 840 G8	1	5CG13483Y0	Requested Extended Warranty End Date: **06/26/2027** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]	**Active** Warranty End Date: **06/26/2026** Care Pack HWM Onsite Next Business Day [mm/dd/yyyy]

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 supply the items listed below in conformity with the specification and requirements of IDLO as per **RFQ NO. HQ-2025-000177**

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

Table 1: Offer to Supply Services Compliant with Technical Specifications and Requirements
Warranties will be validated online on the official "HP check warranty" website: https://support.hp.com/us-en/check-warranty

Lot	Item Name	Description Unit of Measure	Qty	Compliance with Technical Specifications in Annex B	Unit rate In EUR (VAT exempted)	Total amount In EUR (VAT exempted)
01	**HP EliteBook 830 G7** 5CG1013BKH 5CG1013BK3 5CG1013BK6 5CG1013BJS 5CG1013BKB 5CG1013BJW 5CG1013BJQ 5CG1013BJF 5CG1013BKC 5CG1013BK0 5CG1013BK9 5CG1013BJL 5CG1013BJB 5CG1013BJC 5CG1013BJG 5CG1013BJH 5CG1013BJP 5CG1013BJX 5CG1013BJZ 5CG1013BK2 5CG1013BK7 5CG1013BKJ 5CG1013BK5 5CG1013BK8 5CG1013BK1 5CG1013BK8 5CG1013BJV	**Care Pack HWM Onsite NBD** Current Warranty End Date: 1/18/2025 **New Extended Warranty End Date: 1/18/2027**	**1**	☐ Comply ☐ Not Comply Alternative specification offered (please attach)		

Lot	Item Name	Description Unit of Measure	Qty	Compliance with Technical Specifications in Annex B	Unit rate In EUR (VAT exempted)	Total amount In EUR (VAT exempted)
	5CG1013BK4					
02	**HP EliteBook 830 G7** 5CG1013BKF 5CG1013BJD 5CG1013BJT 5CG1013BKG 5CG1013BJ9 5CG1013BJN 5CG1013BJJ 5CG1013BJY 5CG1013BKD 5CG1013BKK 5CG1013BKF	**Care Pack HWM Onsite NBD** Current Warranty End Date: 04/08/2025 **New Extended Warranty End Date: 04/08/2027**	**1**	☐ Comply ☐ Not Comply Alternative specification offered (please attach)		
03	**HP EliteBook 830 G7** 5CG1013BJM 5CG1013BJR	**Care Pack HWM Onsite NBD** Current Warranty End Date: 08/03/2025 **New Extended Warranty End Date: 08/03/2027**	**1**	☐ Comply ☐ Not Comply Alternative specification offered (please attach)		
04	**HP EliteBook 840 G8** 5CG13483YF 5CG13483Y6 5CG13483YS 5CG13483Y5 5CG13483XS 5CG13483XY 5CG13483YK 5CG13483XZ	**Care Pack HWM Onsite NBD** Current Warranty End Date: 09/20/2025 **New Extended Warranty End Date: 09/20/2027**	**1**	☐ Comply ☐ Not Comply Alternative specification offered (please attach)		

Lot	Item Name	Description Unit of Measure	Qty	Compliance with Technical Specifications in Annex B	Unit rate In EUR (VAT exempted)	Total amount In EUR (VAT exempted)
	5CG13483XG 5CG13483XH 5CG13483XL 5CG13483XX 5CG13483Y9 5CG13483XJ 5CG13483X7 5CG13483YP 5CG13483YM 5CG13483XW 5CG13483XB 5CG13483YC 5CG13483Y1 5CG13483XN 5CG13483YD 5CG13483XC 5CG13483XK 5CG13483YL 5CG13483YN 5CG13483XQ 5CG13483YJ 5CG13483Y3 5CG13483YH 5CG13483Y4 5CG13483XV 5CG13483X9 5CG13483X6 5CG13483Y8 5CG13483YG 5CG13483XR 5CG13483YB 5CG13483X8 5CG13483YQ					

Lot	Item Name	Description Unit of Measure	Qty	Compliance with Technical Specifications in Annex B	Unit rate In EUR (VAT exempted)	Total amount In EUR (VAT exempted)
	5CG13483XD 5CG13483XP 5CG13483XT 5CG13483XF 5CG13483Y2 5CG13483XM 5CG13483Y7					
05	**HP EliteBook 840 G8** 5CG13483YR	**Care Pack HWM Onsite NBD** Current Warranty End Date: 07/28/2026 **New Extended Warranty End Date: 07/28/2027**	**1**	☐ Comply ☐ Not Comply Alternative specification offered (please attach)		
06	**HP EliteBook 840 G8** 5CG13483Y0	**Care Pack HWM Onsite NBD** Current Warranty End Date: 06/26/2026 **New Extended Warranty End Date: 06/26/2027**	**1**	☐ Comply ☐ Not Comply Alternative specification offered (please attach)		
Total Cost of Services						
Other Charges (please specify)						
Taxes/ VAT (____ %) (if applicable)						
Grand Total						

Name, position and signature of the Bidder	Bidder's Stamp
Duly authorised to sign this Bid **Date:**	

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_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/idlo-supplier-code-of-conduct.pdf