



## REQUEST FOR QUOTATION (RFQ) (Goods and Services)

|                        |                      |
|------------------------|----------------------|
| NAME & ADDRESS OF FIRM | DATE: May 10, 2017   |
|                        | REFERENCE: RFQ119/17 |

Dear Sir / Madam:

UNDP would like to enter into a Long-Term Agreement (LTA) with a company that can Provide Monthly Printer Preventive Maintenance Service; and Supply of Original/Genuine Spare Parts for 4 units HP M880 Printers located in the UN Compound, Erbil, Iraq, formalized through the issuance of a Purchase Order (PO). As a company known to have this capability, we are therefore writing you to invite you to participate in this opportunity.

We kindly request you to submit your quotation, as detailed in Annex 1. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before 1700 hours, May 24, 2017 Baghdad Local Time and via *e-mail or courier* to the address below:

**United Nations Development Programme**  
**RFQ No. 119/17**  
UNDP Iraq  
Not to be opened by Registry  
Attention: Mary Gemme Montebon – Procurement Consultant  
Iraq, Erbil, UNAMI Compound, Airport Road

Or

Via email: [bids.iraq@undp.org](mailto:bids.iraq@undp.org)

Quotations submitted by email must be limited to a maximum of 5MB, virus-free and no more than *[indicate number]* email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s:

|  |  |
|--|--|
| Delivery Terms<br>[INCOTERMS 2010]<br>(Pls. link this to price schedule)   | <input type="checkbox"/> FCA<br><input type="checkbox"/> CPT<br><input type="checkbox"/> CIP<br><input checked="" type="checkbox"/> DAP UNDP Office, UNAMI Compound, Airport Road, Erbil, Iraq for the spare parts<br><input type="checkbox"/> Other   |
| Customs clearance, if needed, shall be done by:<br>NOT APPLICABLE  | <input type="checkbox"/> UNDP<br><input type="checkbox"/> Supplier/Offeror<br><input type="checkbox"/> Freight Forwarder   |
| Exact Address/es of Delivery Location/s (identify all, if multiple)  | UNDP Office Erbil, UNAMI Compound, Airport Road, Erbil City, Iraq.   |
| Latest Expected Response Time (if response time exceeds this, quote may be rejected by UNDP)<br><br>Note: There are different response times for the different services required in this RFQ | <input checked="" type="checkbox"/> 1 day from the issuance of the Purchase Order (PO) for the supply of consumables;<br><input checked="" type="checkbox"/> 3 days from issuance of PO for spare parts;<br><input checked="" type="checkbox"/> maximum 3 hours from receipt of official request for troubleshooting and replacement of parts;<br><input checked="" type="checkbox"/> monthly preventive maintenance service follows a regular schedule as agreed upon<br><input type="checkbox"/> As per Delivery Schedule attached [if delivery will be staggered]<br>Time : During office hours, anytime from Sunday to Thursday<br>Time Zone of Reference : Baghdad local time   |
| Preferred Currency of Quotation  | <input checked="" type="checkbox"/> United States Dollars  |
| Deadline for the Submission of Quotation   | Wednesday, May 24, 2017, 17:00 hours (+03:00 GMT)  |
| All documentations, including catalogs, instructions and operating manuals, shall be in this language  | <input checked="" type="checkbox"/> English  |
| Documents to be submitted  | <input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1;<br><input checked="" type="checkbox"/> Duly Accomplished Form with the company background information as provided in Annex 3;<br><input checked="" type="checkbox"/> Company Profile (brief description/background of the company)<br><input checked="" type="checkbox"/> Written Self-Declaration of not being listed in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Vendor Ineligibility List;<br>Available at:<br><a href="http://www.un.org/sc/committees/1267/pdf/1267_guidelines.pdf">http://www.un.org/sc/committees/1267/pdf/1267_guidelines.pdf</a> |
| Period of Validity of Quotes starting the Submission Date  | <input checked="" type="checkbox"/> 90 days<br>In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.   |
| Partial Quotes   | <input checked="" type="checkbox"/> Not Permitted<br><input type="checkbox"/> Permitted  |

|  |  |
|--|--|
| Payment Terms  | <input checked="" type="checkbox"/> Monthly payments after completion of regular maintenance service; 100% payment upon acceptance of spare parts in good condition  |
| Liquidated Damages<br>NOT APPLICABLE                                   | <input type="checkbox"/> 2 % of contract amount for every 10 days of delay, up to a maximum duration of 30 days. Thereafter, the contract may be terminated.   |
| Evaluation Criteria  | <input checked="" type="checkbox"/> Technical responsiveness/Full compliance to specifications and requirements, and lowest price<br><input type="checkbox"/> Comprehensiveness of after-sales services<br><input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions.<br><input checked="" type="checkbox"/> Authorized HP maintenance service provider (Please submit certification.)<br>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement. |
| UNDP will award to:  | <input checked="" type="checkbox"/> One supplier<br><input type="checkbox"/> One or more Supplier, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Suppliers]</i>   |
| Type of Contract to be Signed  | <input checked="" type="checkbox"/> Purchase Order   |
| Special conditions of Contract<br>N/A                                  | <input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days  |
| Conditions for Release of Payment                                      | <input checked="" type="checkbox"/> Written Acceptance of Goods and Services based on full compliance with the RFQ requirements  |
| Annexes to this RFQ  | <input checked="" type="checkbox"/> Technical Specifications of the items (Annex 1)<br><input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2)<br><input checked="" type="checkbox"/> Offer to Comply with Other Conditions and Related Requirements Form (Table 1)<br><input checked="" type="checkbox"/> Company Background Information Form (Annex 3)<br><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 4).  |
| Contact Person for Inquiries.<br>(Written inquiries only) <sup>1</sup> | <p>Mary Gemme Montebon<br/>Procurement Consultant<br/>mary.gemme.montebon@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>   |

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected.

<sup>1</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.



If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or 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.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP 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.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link: [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your quotation.

Sincerely yours,



Dolores Maitim  
OIC, Procurement Unit  
May 10, 2017

## Annex 1

### Terms of Reference/ Technical Specifications

| No | Description  | Quantity and Location     |
|----|--|---------------------------|
| 1  | <p>Monthly preventive maintenance for HP M880 printers to include, but not limited to, the following services (regular):</p> <ul style="list-style-type: none"><li>• Cleaning of all drums/cartridges</li><li>• Cleaning of transfer kits</li><li>• Cleaning of all rollers/trays</li><li>• Cleaning of scanner glass and paper feeder</li><li>• Calibrations and cleaning pages</li><li>• Software checks (updates)</li><li>• Testing of fuser kits and all spare parts needed for replacement</li><li>• Troubleshooting, as needed (on-call)</li><li>• Replacement of spare parts, as needed (on-call)</li></ul> | 4 units/UNDP Erbil office |
| 2  | Supply of original/genuine spare parts, as required.   | 4 units/UNDP Erbil office |

Annex 2

**FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>2</sup>**

*(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>3</sup>)*

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. IRQ10-119/17:

**TABLE 1 : Offer to Supply Goods Compliant with Technical Specifications and Requirements**

| Item | Description/Specification of Goods   | Quantity and Location     | Latest Response Time | Unit Price |
|------|--|---------------------------|----------------------|------------|
| 1    | <p>Monthly preventive maintenance for HP M880 printers to include the following services: (regular)</p> <ul style="list-style-type: none"> <li>• Cleaning of all drums/cartridges</li> <li>• Cleaning of transfer kits</li> <li>• Cleaning of all rollers/trays</li> <li>• Cleaning of scanner glass and paper feeder</li> <li>• Calibrations and cleaning pages</li> <li>• Software checks (updates)</li> <li>• Testing of fuser kits and all spare parts needed for replacement</li> </ul> <p>Troubleshooting, as needed (on-call; response to any unexpected technical malfunctions of the printer that will require immediate action)</p> <p>Replacement of spare parts, as needed (on-call)</p> | 4 units/UNDP Erbil office |                      |            |
| 2    | Supply of spare parts  |                           |                      |            |

<sup>2</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>3</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**TABLE 2: Offer to Comply with Other Conditions and Related Requirements**

| Other Information pertaining to our Quotation are as follows :  | Your Responses             |                             |   |
|---|----------------------------|-----------------------------|---|
|   | <i>Yes, we will comply</i> | <i>No, we cannot comply</i> | <i>If you cannot comply, pls. indicate counter proposal</i> |
| <input checked="" type="checkbox"/> 3 days from issuance of PO for spare parts;<br><input checked="" type="checkbox"/> maximum 3 hours from receipt of official request for troubleshooting and replacement of parts;<br><input checked="" type="checkbox"/> monthly preventive maintenance service follows a regular schedule as agreed upon |                            |                             |   |
| Validity of Quotation/ 90 Days  |                            |                             |   |
| All Provisions of the UNDP General Terms and Conditions   |                            |                             |   |

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

Name of Supplier's Authorized Person: \_\_\_\_\_

Signature of Supplier's Authorized Person: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

**Annex 3****Reference: IRQ10-RFQ 119/17****COMPANY BACKGROUND INFORMATION**

Each legal entity submitting quotation shall complete the Form:

|   |  |                       |
|---|--|-----------------------|
| 1 | Name of Legal Entity (Offeror):                                      |                       |
| 2 | Nature of Business:  |                       |
| 3 | Legal Address:   |                       |
| 4 | Telephone Number:  |                       |
| 5 | E-mail Address:  |                       |
| 6 | Country of Registration:   | Year of Registration: |
| 7 | Registration Certificate issued by (name of institution):            |                       |
| 8 | Name and Position of the Head of Company/Organization:               |                       |
| 9 | Company's Contact Details (name, title, email and telephone number): |                       |

.....  
Signature.....  
[in the capacity of]Duly authorized to sign the Company Background Information for and on behalf of \_\_\_\_\_  
[Company Name]

Company seal