



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: April 20, 2018
	REFERENCE: PRC/ZWE/RFP/1769/18/4/2018 Request for Proposals for the Provision of in-house printing services

Dear Sir / Madam:

We kindly request you to submit your Proposal for [provision of in-house printing, photocopying and scanning services to UNDP](#). Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on <https://etendering.partneragencies.org> on or before the date indicated in the system.

Your Proposal must be expressed in the English Language, and valid for a minimum period of 120 days. Documents uploaded in the system as part of your Proposal must be free from any form of virus or corrupted contents, or the Proposal shall be rejected.

If you have not registered in the system before, you can register now by logging in using
username: event.guest
password: why2change
and follow the registration steps as specified in the system user guide.

If you have already registered before, sign in using the username and password. Use the “forgotten password” button if you do not remember your password. Make sure that your password has at least 8 characters, at least one in capital letters, and contains at least 1 number.

Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

It shall remain your responsibility to ensure that your quotation is submitted on or before the deadline indicated by UNDP in the e-Tendering system. Bids must be submitted in the online e-Tendering system in the following link: <https://etendering.partneragencies.org> using your username and password.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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 Proposal.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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 Service Provider to prevent and avoid 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, cost estimates, and other information used in this RFP.

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tazvidya Chivende
Procurement Associate
20 April 2018

Description of Requirements

Context of the Requirement	Provision of in-house printing, photocopying and scanning services to UNDP
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	Provision of in-house printing, photocopying and scanning services to UNDP as per attached TOR.
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> Well-functioning all-in-one devices for printing/photocopying/scanning able to handle an average of 25 000 copies per month; Summarized and detailed monthly utilization reports.
Person to Supervise the Work/Performance of the Service Provider	ICT Specialist UN Common Services Unit
Frequency of Reporting	Monthly
Progress Reporting Requirements	As and when required
Location of work	Exact Address/es UNDP Arundel Office Park Norfolk Road Mount Pleasant Harare, Zimbabwe
Expected duration of work	An initial Long Term Agreement (LTA) will be issued for a period of one year and may be extended for an additional two years by mutual agreement of the parties and subject to satisfactory performance of the Contractor.
Target start date	14 th June 2018
Travels Expected	<p>It is the Contractor's responsibility to anticipate and plan for necessary travel at their own expense. It is anticipated that the Contractor will need to arrange for frequent travels to UNDP for the following:</p> <ul style="list-style-type: none"> delivering and installing the equipment/devices; delivering and installing consumables on the devices; Attending to faults reported by UNDP; Submitting invoices to UNDP.

Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Office space and facilities for storage of the devices/printers (<i>UNDP will not provide offices for the Contractor's staff as they are expected to operate from the Contractor's premises</i>). <input checked="" type="checkbox"/> Power and Network points for connecting the devices/printers <input checked="" type="checkbox"/> Printing/bond paper
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <i>CVs and copies of certificates for at least three key staff that will be engaged on the Contract meeting the qualifications and experiences indicated in the TORs (Annex 3) should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff.</i>
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes <i>VAT registered firms from Zimbabwe must indicate the VAT component separately after the net price.</i>
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	The Contractor will invoice monthly for services rendered upon which UNDP will effect 100% of the payment within thirty (30) days from the date of meeting the following conditions: <ol style="list-style-type: none"> UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and Receipt of invoice from the Service Provider.

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	ICT Specialist UN Common Services Unit
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p><u>Proposal Evaluation Criteria</u></p> <input checked="" type="checkbox"/> Full compliance of Proposal to the Technical Requirements; <input checked="" type="checkbox"/> Established firm registered for at least 5 years; <input checked="" type="checkbox"/> Experience providing similar services for a period of at least 2 years; <input checked="" type="checkbox"/> Manufacturer's authorized distributor of equipment proposed (Proof to be provided). <input checked="" type="checkbox"/> Qualified personnel who will provide service under the contract. At a minimum: <ul style="list-style-type: none"> • One Account Manager with at least Diploma Level Qualification in Management, ICT or related fields and at least five years similar work experience; • One Systems Administrator with a qualification in ICT, at least 5 years' experience and experience in installing proposed system; • Two Certified Service Staff for equipment proposed with at least 2 years' experience. <input checked="" type="checkbox"/> At least three reference letters from present or past clients to whom similar services were provided within the past three years.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement ¹)
Contract General Terms and Conditions ²	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

¹ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

² Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions for contracts (Annex 4)
Contact Person for Inquiries (Written inquiries only) ³	<p><i>UNDP Procurement</i> Procurement.zw@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>

³ 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable

Item #	Deliverables/Service Description	Estimated Annual Quantity	Price (US\$/page)
1	Printing or Photocopying in Black & White per page	550,000*	
2	Printing or Photocopying in True Color per page	150,000*	

**The quantities are estimates based on past annual usage. UNDP does not warrant that any quantity of Services will be purchased during the term of the resulting Agreement, which shall be for three years and subject to satisfactory performance of the Contractor.*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*



TERMS OF REFERENCE (TOR)

Provision of Printing Services to UNDP

Background

The United Nations Development Programme (UNDP) in Zimbabwe like any other organization is naturally searching for ways to reduce costs and operate more efficiently. One of the challenges is to measurably achieve cost savings by controlling printer-related expenses and improve overall printing functionality for the organization. It is against this background that UNDP Zimbabwe seeks to engage a service provider to provide Managed Print Services (MPS) in line with good business practices which meets accepted international industry standards and practices. UNDP Zimbabwe wishes to contract a highly qualified Service Provider to provide in-house printing and photocopying services in a way that will strive to reduce operating costs, reduce wastages, track the usage, control the workflow and improve productivity and efficiency.

Scope of Work

The Contractor shall provide the following goods/services:

1. Install All-in-One devices for printing/photocopying/scanning. The equipment shall be available in different locations within the Arundel Office Park, i.e. Block 7, Block 9, Block 10 and Block 11. The minimum specifications and quantities are as indicated in Table A below.
2. Supply toners, cartridges, drum units, fixing units, maintenance kits, and all spares for all the installed equipment. **UNDP will provide the printing/bond paper;** however the service provider shall advise UNDP on the quality and standard of paper to be used.
3. Provide necessary training to all staff regarding use of the available printing/scanning and photocopying equipment.
4. Maintain the installed equipment in excellent working condition and provide standby equipment of medium or equal capacity in the case of non-restoration of a technical failure of existing equipment within 24 hours from its reported time. The ownership of all installed equipment remains with the Contractor.
5. Provide monthly counter reading reports which include equipment utilization user wise to UNDP on a monthly basis. These reports should be automatically generated and sent via Email.
6. Install Management software which should include the following features:
 - ✓ Able to be synchronized with Active Directory and pick all the users automatically;
 - ✓ Should be able to read the counters from standalone printers (Desktop printers connected via USB port);

- ✓ Fully automated report generation giving summary, detailed and total activity reports by user, departments;
- ✓ Usage breakdown per individual and summaries;
- ✓ Photocopy Tracking – Secure Photocopying using unique PIN;
- ✓ Allocation of PIN to individuals;
- ✓ Online and accurate counting of printed/copied pages;
- ✓ Remote Account Management;
- ✓ Personal Account Statement;
- ✓ Personalized and standard templates for reports;
- ✓ Secure printing and Follow-me printing options – Users should be able to collect their print outs from whichever equipment they want.

Deliverables/Outputs:

- Well-functioning all-in-one devices for printing/photocopying/scanning able to handle an average of 25 000 copies per month;
- Summarized and detailed monthly utilization reports;

Qualifications of the Successful Contractor

The successful firm must demonstrate the following qualifications and experience:

- The company must have been registered for at least 5 years.
- Provision of similar services for a minimum period of 2 years.
- Manufacturer's authorized distributor of equipment proposed (Proof to be provided).
- The firm should have qualified personnel who will provide service under the contract. At a minimum, the firm should have the following key staff whose CVs and copies of certificates must be submitted together with the proposal for evaluation:
 - One Account Manager with at least Diploma Level Qualification in Management, ICT or related fields and at least five years similar work experience;
 - One Systems Administrator with a qualification in ICT, at least 5 years' experience and experience in installing proposed system;
 - Two Certified Service Staff for equipment proposed with at least 2 years' experience.
- At least three reference letters from present or past clients to whom similar services were provided within the past three years.

Table A: Minimum Specifications for Equipment

High Spec MFP

Up to 30 pages per minute (A4)

Memory: 1.5GB

Hard Drive: 160GB

Minimum Input Capacity: 2000 sheets

Duplex Printing: Standard

Item	High End	High End	Medium	Small	Small
Type	Black & White	Color	Black & White	Black & White	Color
Features	Printer, Scanner, Copier	Printer, Scanner, Copier	Printer, Scanner, Copier	Printer	Printer
Quantity	1	6	7	2	4
Print Speed	30 ppm (A4)	30 ppm (A4)	30 ppm (A4)	30 ppm (A4)	30 ppm (A4)
Hard Drive	160GB	160GB	100GB	100GB	100GB
Memory	1.5GB	1.5GB	1GB	512MB	512MB
Interface	USB, LAN	USB, LAN	USB, LAN	USB, LAN	USB, LAN
Paper Handling	At least 2 000 sheets	At least 2 000 sheets	At least 1 000 sheets	At least 500 Sheets	At least 500 sheets
Duplex Printing	Standard	Standard	Standard	Standard	Standard
Supported Paper Sizes	A6 – A3	A6 – A3	A6-A3	A4	A4
Enhanced security functions	Yes	Yes	Yes	Yes	Yes
Utilities	Remote Monitoring	Remote Monitoring	Remote Monitoring	Remote Monitoring	Remote Monitoring
Scan To	Email, Network Folder	Email, Network Folder	Email, Network Folder	Email, Network Folder	Email, Network Folder
Scan File Types	PDF, TIFF, JPEG	PDF, TIFF, JPEG	PDF, TIFF, JPEG	PDF, TIFF, JPEG	PDF, TIFF, JPEG
Energy Star	Yes	Yes	Yes	Yes	Yes