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**Letter of Invitation**

May 15, 2019

**UNDP/AFG/RFQ/2019/0000003750**

**Subject: Re-Advertised - Provision of Maintenance Services for Printers, Copiers, Scanners, and Replacement of Spare Parts to UNDP Afghanistan on a Long-Term Basis (LTA).**

Dear Bidder

The United Nations Development Programme (UNDP) Afghanistan Country Office hereby invites you to submit a Quotation to this Request for Quotation (RFQ) for the above-referenced subject.

This RFQ includes the following documents:

- Letter of Invitation
- Annex 1 - RFQ Bid Data Sheet
- Annex 2 - Scope of Services
- Annex 3 - Price Schedule
- Annex 4 - General Terms and Conditions
- Annex 5- E-tendering Instructions Manual for Bidders
- Annex 6 - FAQ for Bidders

Your offer, comprising of following documents stated in this RFQ, should be submitted to UNDP Afghanistan in accordance with the Annex 1 (RFQ Data Sheet) through the “**UNDP ATLAS E-tendering system**” (<https://etendering.partneragencies.org>).

The step by step instructions for registration of bidders and proposal submission through the UNDP ATLAS E-tendering system is available in the “**Instructions Manual for the Bidders**”, attached with this RFQ. Should you require any training on the UNDP ATLAS E-tendering system or face with any difficulties when registering your company or submitting your proposal, please send an email to the E-tendering helpdesk at [procurement.af@undp.org](mailto:procurement.af@undp.org) or call [+93728999757](tel:+93728999757) during office hours to request for help. The proposers are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

**No hard copy or email submissions will be accepted by UNDP.**

**Bid submission deadline:** Please refer to E-tendering system.

Kindly go through this invitation letter and other documents attached here to this RFQ. Should you have any questions or require any clarification, please feel free to email your questions/clarifications to the procurement officer at [procurement.af@undp.org](mailto:procurement.af@undp.org). The subject of the email should be **UNDP/AFG/RFQ/2019/0000003750**

Please note that UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See [http://www.undp.org/about/transparencydocs/UNDP\\_Anti\\_Fraud\\_Policy\\_English\\_FINAL\\_june\\_2011.pdf](http://www.undp.org/about/transparencydocs/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf) and [http://www.undp.org/content/undp/en/home/operations/procurement/procurement\\_protest/](http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/) for full description of the policies)

UNDP looks forward to receiving your quotation and thanks you in advance for your interest in UNDP procurement opportunities.

Yours sincerely,

*Head of Procurement Unit*

Annex (1)

Data Sheet

Delivery Terms [INCOTERMS 2010]	N/A
Customs clearance, if needed, shall be done by:	N/A
Exact Address/es of Delivery Location/s (identify all, if multiple)	Kabul- Afghanistan UNOCA Compound Jalalabad Road
UNDP Preferred Freight Forwarder, if any	N/A
Distribution of shipping documents (if using freight forwarder)	N/A
Duration of Project	One Year after signing of contract by both parties
Contract effective date	Date where the contract shall be signed by both parties
Delivery Schedule	<input checked="" type="checkbox"/> Required The bidder shall send their technician on call bases and after end of each quarter of the year for general services purposes as required.
Packing Requirements	N/A
Mode of Transport	<input checked="" type="checkbox"/> LAND
Preferred Currency of Quotation	<input checked="" type="checkbox"/> United States Dollars and/or AFN. For evaluation purposes, the quotation submitted in other currencies will be converted to US\$ using the UN Operational Exchange Rate. <i>The UN Rate of exchange applicable on the last day of bid closure shall apply</i>
Tax on Price Quotation	<input checked="" type="checkbox"/> Must be inclusive of all applicable taxes
After-sales services and warranty	After sale services is required Faulty parts shall be rejected, and the service provider shall remedy replacement genuine spare parts according to the Contract.
Delivery Schedule	The bidder shall arrange the parts within 5-7 Working days to ensure the installation. If the Supplier fails to deliver any or all of the goods or perform any of the services within the time period specified in the Contract deadline the liquidity damage shall be apply.

Deadline for the Submission of Quotation	<p><b>As indicated in the e-Tendering system.</b></p> <p>Date and Time: As specified in the system (note that the time zone indicated in the system in New York Time zone).</p> <p><b>PLEASE NOTE:-</b></p> <p>Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system.</p> <p>Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</p>
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"/> Valid relevant Business License (relevant to ICT) <input checked="" type="checkbox"/> Company Profile <input checked="" type="checkbox"/> Scanned copy of signed and company stamped Scope of Services (Annex-2) <input checked="" type="checkbox"/> Scanned copy of duly filled, signed and company stamped (Annex-III) Price schedule (Part-A & Part-B) <input checked="" type="checkbox"/> Excel version of duly filled Annex -3 <input checked="" type="checkbox"/> Form for submitting supplier's quotation. <input checked="" type="checkbox"/> Copy of one contract for similar requirement with cumulative amount of minimum USD \$10,000 in the last 3 years, including contract description, contract value, clients name and contact details with national or international organizations <input checked="" type="checkbox"/> 3 Detailed CV's of Technicians clearly specifying: <b>Educational background:</b> Minimum High school Certificate (attach) <b>Working Experience:</b> Minimum Two years of relevant working experience in area of printer maintenance or similar nature with national and international organizations
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 90 days 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	Not Allowed
Payment Terms	<input checked="" type="checkbox"/> 100% upon complete delivery of services as outlined in the Scope of Services.
Liquidated Damages	<input checked="" type="checkbox"/> Will not be imposed.

Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements <input checked="" type="checkbox"/> Lowest price offer for cumulative of Section A and Section B of price schedule. <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions <input checked="" type="checkbox"/> Compliance with delivery time <input checked="" type="checkbox"/> Copy of one contract for similar requirement with cumulative amount of minimum USD \$10,000 in the last 3 years, including contract description, contract value, clients name and contact details with national or international organizations;
UNDP will award the LTA to:	<input checked="" type="checkbox"/> The contract to one Bidder Only Based on the results of this solicitation exercise, UNDP intends to enter into non-exclusive Long-term Agreement with one successful Offeror for the provision of indefinite quantity of the specified services in support of UNDP's operations. In the event of UNDP signing a Long-term Agreement, the following shall apply:  a) The agreement shall be signed in the currency of Offer;  b) The agreement shall be valid until for 1 one year effective the date of signature with possibility of extension up to a maximum of 1 (one) additional year, subject to satisfactory performance and continued requirement for task.  c) UNDP does not warrant that any quantity of Goods and/or Services will be purchased during the term of this arrangement  The Contractor shall accord the same terms and conditions to any other organization within the United Nations System that wishes to avail of such terms
Site Visit	N/A
Type of Contract to be Signed	Long-Term Agreement (LTA) Based on actual requirement POs for services shall be issued to the selected LTA holder.
Special conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the services as outlined in the scope of services is not rendered satisfactory
Conditions for Release of Payment	<input checked="" type="checkbox"/> If a contractor was awarded and a contract was issued, payment will be made within 30 days after acceptance of the invoice and actual delivery of goods and services. <input checked="" type="checkbox"/> Written Acceptance of Goods by UNDP ICT team based on full compliance with contract and purchase order

Annexes to this RFQ	<input checked="" type="checkbox"/> Data Sheet (Annex 1) <input checked="" type="checkbox"/> Scope of Services (Annex 2) <input checked="" type="checkbox"/> Price Schedule (Annex 3) Section A and Section B <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 5). Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. <input checked="" type="checkbox"/> E-tendering Instructions Manual for Bidders <input checked="" type="checkbox"/> FAQ for Bidders
Contact Person for Inquiries (Written inquiries only)	<a href="mailto:Procurement.af@undp.org">Procurement.af@undp.org</a> <i>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.</i> <i>The deadline for submission of request for clarification shall be 3 days before to bid closing date</i> Any query and clarification shall be emailed to below email: <b><u><a href="mailto:Procurement.af@undp.org">Procurement.af@undp.org</a></u></b> <b>The subject of the email should be</b> <b>UNDP/AFG/RFQ/2019/0000003750</b>

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. 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.**

## Annex (2)

### Table 1- Scope of Services

#### Scope of Services

1. The contractor shall undertake maintenance work of photocopiers, printers and scanners as per printer list and submit report on maintenance work carried out using the template provided by UNDP ICT Unit.

*The scope of service will cover following:*

- Natural dust cleaning
  - Paper dust cleaning
  - Toner dust cleaning
  - Mechanical dust cleaning
  - Greasing
  - Deep adjustment check
  - OPC Drum and IDV (Image Design Verification) check
  - Toner and all consumables check.
  - Complete operation check, and other services as described under maintenance requirements of each equipment.
  - Provision of original spare parts if necessary
  - Frame ware update (All MFP machines)
  - Repairing old MFP printers as per request (Refer to annex 3 Part A)
  - Repairing, Adjusting paper Trays and finishers
2. The periodic preventive maintenance of all listed machines will be carried out once every three months to ensure that all machines are in good working condition. The list of printers to be serviced shall be provided by UNDP
  3. The contractor shall carry out the maintenance services of those printers which are not covered under the above list
  4. The contractor shall provide on call services within 24 hours of advance notice by UNDP via email or phone call.

During the assignment the firm should provide, deliver and complete the following:

5. Experienced technical staff for maintenance services.
6. Necessary tools to carry out the services.
7. Original spare parts based on requirements.
8. Maintenance log and daily /monthly equipment utilization reports.
9. Possible user satisfaction report.



## **Annex (3)**

### **Price Schedule**

Please Refer to Excel file attached as Annex (3) Section A and Section B.

## Annex (4)

### 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>
Compliance with the Scope of Services			
Validity of Quotation 60 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 and Signature of the Supplier's Authorized Person]*

*[Designation]*

*[Date]*