



REQUEST FOR QUOTATION (RFQ)

	DATE: September 8, 2020
	REFERENCE: RFQ-076-PHL-2020

Dear Sir / Madam:

UNDP would like to enter into a **Long-Term Agreement (LTA) for the provision of Photocopier / multi-function devices on rent and one machine operator to the UN house in Manila** as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **16 September 2020; 5:00 PM Manila Time** via e-tendering website: <https://etendering.partneragencies.org>

Business Unit (BU) Code: PHL10
Event ID Number : 0000007075

Quotations submitted by email must be limited to a maximum of 5MB, virus-free and no more than 3 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:

Exact Address/es of Delivery Location/s (identify all, if multiple)	United Nations Development Programme (UNDP) 15th Floor, North Tower, Rockwell Business Center Sheridan Sheridan Street corner United Street, Brgy. Highway Hills, Mandaluyong City
Preferred Currency of Quotation	<input checked="" type="checkbox"/> Local Currency: Philippine Peso

Value Added Tax on Price Quotation	<input checked="" type="checkbox"/> The proposed rates copy/print per page must be exclusive of VAT and other applicable indirect taxes <i>Please note the UN and its specialized agencies (including UNDP) are exempt from paying taxes on procurement of services and goods.</i> <input checked="" type="checkbox"/> The proposed monthly rate of the machine operator must be exclusive of VAT and other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Technical Support within 24-hours <input checked="" type="checkbox"/> Provision of alternate Unit when existing machine is pulled out for maintenance/ repair
Deadline for the Submission of Quotation	Wednesday, September 16, 2020; 5:00 PM, Manila Time
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; <input checked="" type="checkbox"/> Quality Certificates (ISO, etc.) <input checked="" type="checkbox"/> Latest Business Registration Certificate; <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; <input checked="" type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not a Manufacturer); <input checked="" type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and Supplier is not the manufacturer); <input checked="" type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company of the Product being supplied); <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 120 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	<input checked="" type="checkbox"/> Not Permitted
Payment Terms	<input checked="" type="checkbox"/> Others: Payments will be made within 30-days upon receipt of invoice on a monthly basis. Prior to payment, invoices should be certified correct by UNDP authorized personnel.
Evaluation Criteria [check as many as applicable]	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price after adding the total monthly costs of all photocopier options. <input checked="" type="checkbox"/> Comprehensiveness of technical support after-sales service <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier

Type of Contract to be Signed	<p><input checked="" type="checkbox"/> Long Term Agreement with maximum validity of 36 months.</p> <p>In UNDP, a LTA refers to a written agreement between UNDP and a vendor whereby specific set of goods or services are established at a fixed or prescribed pricing scheme for a defined period of time. Over the said period, UNDP may place repetitive orders in varying range and quantities for the same agreed price. The act of ordering on LTAs are called “call-offs”.</p> <p>By the nature of LTAs, UNDP has no legal obligation to order any minimum or maximum quantity, until a call-off, in the form of a Purchase Order (PO) is issued to the supplier holding the LTA.</p>
Contract General Terms and Conditions	<p><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input checked="" type="checkbox"/> Service Level Agreement (Annex 3)</p> <p>Applicable Terms and Conditions are available at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Conditions for Release of Payment	<p><input checked="" type="checkbox"/> Receipt of sales invoice with breakdown of monthly consumption of the machine and number of days worked by the machine operator.</p>
Annexes to this RFQ	<p><input checked="" type="checkbox"/> Technical Specifications (Annex 1)</p> <p><input checked="" type="checkbox"/> Form for Submitting Supplier’s Quotation (Annex 2)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> <p><input checked="" type="checkbox"/> Service Level Agreement (Annex 3)</p> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</p>
Contact Person for Inquiries (Written inquiries only)	<p><i>Joseph Pangilinan</i> <i>Procurement Associate</i> <i>procurement.ph@undp.org</i></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. 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 indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

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

Thank you and we look forward to receiving your quotation.

Sincerely yours,

ALKA ANEJA
Procurement Team Leader

Technical Specifications

UNDP and other UN agencies in the Philippines are housed at the 14th and 15th Floor of the North Tower of the Rockwell Business Center, Sheridan Street cor United Street, Brgy. Highway Hills, Mandaluyong City.

For this tender, UNDP requires 1 unit of machine per option below. The summary of options are as follows:

Option 1 : lease of brand new machine for straight 36 months. Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches)

Option 2 : lease of second hand machine with finisher and fax line but the machine should not be over 2 year of age. Minimum call-off is 6 months maximum of until expiration of LTA. Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches)

Option 3 : lease of second hand machine but the machine should not be over 2 year of age. Minimum call-off is 6 months maximum of until expiration of LTA. Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches)

Option 4: lease of portable machine on a per day basis. Minimum call-off is one day with no estimated volume.

THIS SECTION IS INTENDED TO PROVIDE DESCRIPTION OF THE REQUIREMENT. THE SUPPLIER SHOULD NOT FILL UP THESE BOXES AND SHOULD USE THE FORM IN THE NEXT PAGE.

Item	Technical Description/Specifications	Compliant	
		Yes	No
OPTION 1 : Main Machine, BRAND NEW			
MFD Machine/s (Additional MFD on demand)	1 - unit Colour Multifunction Printer/Copier/Scanner/Fax (with the option to Enable/Disable Colour printing per user) at least 4 GB Memory (+/- 10% deviation accepted) at least 160 GB HDD (+/- 10% deviation accepted) Minimum 4 Trays Ethernet 1000Base-T/100Base-TX/10Base-T USB 3.0 Display panel Wireless LAN supported		
Print Function	Continuous Print Speed (at least 90 ppm) (+/- 10% deviation accepted)		

Item	Technical Description/Specifications	Compliant	
		Yes	No
	Print resolution Standard 1200 x 2400 dpi, High quality 1200 x 2400 dpi, High resolution 1200 x 2400 dpi PCL5/PCL6 Able to print using USB (PDF, Word, PPT, Excel)		
Copy Function	Continuous Copy Speed Minimum B/W: 90 ppm Colour: 90 ppm Copy resolution Minimum 600 x 600 dpi Full Colour Automatically detect irregular sizes		
Scan Function	Colour Scanner Single Pass scanner Scanning resolution 600 x 600 dpi, 400 x 400 dpi, 300 x 300 dpi, 200 x 200 dpi Scan to USB / PC / E-mail/Network Drive/SharePoint Duplex scan with skip blank pages feature Scan speed minimum of 250 ppm Automatically detect irregular sizes		
Paper Sizes	A3, 11 x17, 12 x 18, A5, Postcard		
Duplex Automatic Document Feeder	Maximum paper size: A3, 11 x 17 Minimum paper size: A5		
Additional Features	User authentication from single machine and shared automatically with other devices User quota limit can be set to avoid over excessive use Users are required to authenticate using either Biometric (Preferred) or IC Card Capable of displaying actual usage of the device Routing or transfer of print job to another device if the chosen device is busy or has an error, eliminating the need to re-submit the print jobs again in another device. Cloud printing technology/print from anywhere features (Compatible to Windows, MacOS, Android and iOS) Configurable to Microsoft 365 applications (e.g. Scan to SharePoint, One Drive, Teams) Compatible to DocuSign Print documents w/o setting a printer driver or network by entering ID and password on the device Mobile device of a visitor or personal mobile device can directly connect to the device via a Wireless LAN Converter to print the documents. Scan delivery and scan operation workflow enabled Device can be connected and utilized multiple cloud services Printer device logs/administration is accessible through web browser even outside the office network Customizable user interface in the display panel (for frequently used basic function)		
Environmental friendliness	Green Technology – use of bio-based plastic/recycled plastic for the different parts and materials Energy Star compliant machine Automatic power saving where device is always set to sleep mode and automatically recovers from sleep mode whenever it detects a user.		

Item	Technical Description/Specifications	Compliant	
		Yes	No
Volume Flexibility	Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches) Duration of lease : 36 months		

Item	Technical Description/Specifications	Compliant	
		Yes	No
OPTION 2 : Supplemental Machine with Finisher and Fax capability			
MFD Machine/s (Additional MFD on demand)	Machine model is not older than 3 years old 1-unit Colour Multifunction Printer/Copier/Scanner/Fax (with the option to Enable/Disable Colour printing per user) at least 4 GB Memory (+/- 10% deviation accepted) at least 160 GB HDD (+/- 10% deviation accepted) Minimum 4 Trays Ethernet 1000Base-T/100Base-TX/10Base-T USB 3.0 Display panel Wireless LAN supported		
Print Function	Continuous Print Speed (at least 70 ppm) (+/- 10% deviation accepted) Print resolution Print resolution Standard 1200 x 2400 dpi, High quality 1200 x 2400 dpi, High resolution 1200 x 2400 dpi PCL5/PCL6 Able to print using USB		
Copy Function	Continuous Copy Speed B/W: 90 ppm Colour: 70ppm Copy resolution minimum 600 x 600 dpi Full Colour Automatically detect irregular sizes		
Scan Function	Colour Scanner Single Pass scanner Scanning resolution 600 x 600 dpi, 400 x 400 dpi, 300 x 300 dpi, 200 x 200 dpi Scan to USB / PC / E-mail/Network Drive/SharePoint Duplex scan with skip blank pages feature Scan speed minimum of 200 ppm		
Fax	1 line to be installed in fax capable machines		
Paper Sizes	A3, 11 x17, 12 x 18, A5, Postcard		
Duplex Automatic Document Feeder	Maximum paper size: A3, 11 x 17 Minimum paper size: A5		
Additional Features	User authentication from single machine and shared automatically with other devices User quota limit can be set to avoid over excessive use Users are required to authenticate using either Pin code or IC Card Capable of displaying actual usage of the device Routing or transfer of print job to another device if the chosen device is busy or has ab error, eliminating the need to re-submit the print jobs again in another device.		

Item	Technical Description/Specifications	Compliant	
		Yes	No
	Cloud printing technology/print from anywhere features (Compatible to Windows, MacOS, Android and iOS) Print documents w/o setting a printer driver or network by entering ID and password on the device Mobile device of a visitor or personal mobile device can directly connect to the device via a Wireless LAN Converter to print the documents. Scan delivery and scan operation workflow enabled Device can be connected and utilized multiple cloud services Printer device logs/administration is accessible through web browser even outside the office network		
Environmental friendliness	Automatic power saving where device is always set to sleep mode and automatically recovers from sleep mode whenever it detects a user.		
Volume Flexibility	Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches) Minimum Rental duration: 6 months supported by a Purchase Order (PO) that may be extended until the duration of the LTA		
Finisher	Stapling multiple page documents Punch hole (2/4-hole punch) capability Single fold and stapling ideal for booklets Trifold and Z Fold sheet capable Supporting various paper types (Including envelope size)		

Item	Technical Description/Specifications	Compliant	
		Yes	No
OPTION 3 : Supplemental Machine			
MFD Machine/s (Additional MFD on demand)	Machine model is not older than 3 years old 1-unit Colour Multifunction Printer/Copier/Scanner/Fax (with the option to Enable/Disable Colour printing per user) at least 4 GB Memory (+/- 10% deviation accepted) at least 160 GB HDD (+/- 10% deviation accepted) Minimum 4 Trays Ethernet 1000Base-T/100Base-TX/10Base-T USB 3.0 Display panel Wireless LAN supported		
Print Function	Continuous Print Speed (minimum of 70 ppm) Print resolution Standard 1200 x 2400 dpi, High quality 1200 x 2400 dpi, High resolution 1200 x 2400 dpi PCL5/PCL6 Able to print using USB		
Copy Function	Continuous Copy Speed minimum B/W: 90 ppm Colour: 70 pm Copy resolution minimum 600 x 600 dpi Full Colour Automatically detect irregular sizes		
Scan Function	Colour Scanner Single Pass scanner		

Item	Technical Description/Specifications	Compliant	
		Yes	No
	Scanning resolution 600 x 600 dpi, 400 x 400 dpi, 300 x 300 dpi, 200 x 200 dpi Scan to USB Duplex scan with skip blank pages feature Scan speed minimum of 250 ppm Automatically detect irregular sizes		
Paper Sizes	A3, 11 x17, 12 x 18, A5, Postcard		
Duplex Automatic Document Feeder	Maximum paper size: A3, 11 x 17 Minimum paper size: A5		
Additional Features	User authentication from single machine and shared automatically with other devices User quota limit can be set to avoid over excessive use Users are required to authenticate using either PIN code or IC Card Capable of displaying actual usage of the device Routing or transfer of print job to another device if the chosen device is busy or has an error, eliminating the need to re-submit the print jobs again in another device. Cloud printing technology/print from anywhere features (Compatible to Windows, MacOS, Android and iOS) Print documents w/o setting a printer driver or network by entering ID and password on the device Mobile device of a visitor or personal mobile device can directly connect to the device via a Wireless LAN Converter to print the documents. Scan delivery and scan operation workflow enabled Device can be connected and utilized multiple cloud services		
Environmental friendliness	Automatic power saving where device is always set to sleep mode and automatically recovers from sleep mode whenever it detects a user.		
Volume Flexibility	Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches) Minimum Rental duration: 6 months supported by a Purchase Order (PO) that may be extended until the duration of the LTA		

Item	Technical Description/Specifications	Compliant	
		Yes	No
OPTION 4 : Portable Machine or table-top MFD			
MFD Machine/s (Additional MFD on demand)	Machine model is not older than 3 years old 1-unit Colour Multifunction Printer/Copier/Scanner/Fax Minimum 512 MB (+/- 10% deviation accepted) Minimum of 2GB (+/- 10% deviation accepted) Bypass and Standard Tray Ethernet 1000Base-T/100Base-TX/10Base-T USB 3.0 Wireless LAN supported Print Technology: Laser		

Item	Technical Description/Specifications	Compliant	
		Yes	No
Print Function	Continuous Print Speed (at least 40 ppm) (+/- 10% deviation accepted) Print resolution minimum of 600 x 600 dpi (+/- 10% deviation accepted) PCL5/PCL6 Able to print using USB Duplex Printing Mobile printing capability		
Copy Function	Continuous Copy Speed minimum B/W: 25 ppm Colour: 25 ppm Copy resolution minimum 600 x 600 dpi Full Colour		
Scan Function	Colour Scanner Single Pass scanner Scanning resolution 600 x 600 dpi, 400 x 400 dpi, 300 x 300 dpi, 200 x 200 dpi Scan to USB / PC Scan speed minimum of 55 ppm Automatically detect irregular sizes		
Paper Sizes	A3, 11 x17, 12 x 18, A5, Postcard		
Volume Flexibility	Minimum Rental duration : daily basis, only when needed. This will be on-call and each call will be triggered by Purchase Order (PO) No minimum print/copy volume per day		

Note:

Provide cost per copy/print (VAT exclusive) per Option using the Annex 2

Provide monthly cost of the Operator's Fee (VAT-Inclusive)

Provide cost of 1 finisher and fax line for option 2: supplemental machine

Item	Technical Description/Specifications	Compliant	
		Yes	No
Machine Operator			
Support (Machine Operator)	<p>On-site Operator with the following responsibilities:</p> <ul style="list-style-type: none">• Provision of maintenance, installation, troubleshooting and technical support assistance• Preparation of monthly print/copy consumption report for billing purposes• Assist UN staff on all print/copy/scan related requirements• Should be present in the office during core hours operation (8AM to 5PM) <p>Facility/ies and Equipment to be provided by UNDP:</p> <ul style="list-style-type: none">• UNDP will be providing a working station with computer for the operator <p>Qualifications of the Operator:</p> <ul style="list-style-type: none">• 3 years relevant experience in printer operation and administration		

	<ul style="list-style-type: none"> • Minimum Secondary Education . • Proficiency in English. <p>The proposed salary and benefits of the proposed machine operator should be in compliance with the existing labor laws of the Philippines</p>		
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Annex 2

FORM FOR SUBMITTING SUPPLIER'S QUOTATION¹

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery²)

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. **RFQ-076-PHL-2020**:

Item No.	Description/Specification of Goods	Monthly fee (for minimum volume)	In excess of 20,000 volume, Unit Cost per print/copy				TOTAL
OP 1	Main Machine, Brand New		Colored				
			A4	8x11.5"	8x13"	A3	
			Black				
			A4	8x11.5	8x13	A3	
	Add : Cost of Operator (The proposed monthly salary and benefits of the proposed machine operator should be in compliance with the existing labor laws of the Philippines)						
	Add: other costs (pls specify)						
	TOTAL COST						

¹ This serves as a guide to the Supplier in preparing the quotation and price schedule.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

Item No.	Description/Specification of Goods	Monthly fee (for minimum volume)	In excess of 20,000 volume, Unit Cost per print/copy				TOTAL
OP 2	Supplemental Machine with Finisher and Fax capability		Colored				
			A4	8x11.5"	8x13"	A3	
			Black				
			A4	8x11.5"	8x13"	A3	
	Other Charges						
	TOTAL COST						

Item No.	Description/Specification of Goods	Monthly fee (for minimum volume)	In excess of 20,000 volume, Unit Cost per print/copy				TOTAL
OP 3	Supplemental Machine		Colored				
			A4	8x11.5"	8x13"	A3	
			Black				
			A4	8x11.5"	8x13"	A3	
	Other Charges						
	TOTAL COST						

Item No.	Description/Specification of Goods	Daily rental fee	Unit Cost per print/copy			TOTAL
OP 4	Portable All-in-One Machine		Colored			
			A4	8x11.5"	8x13"	
			Black			
			A4	8x11.5"	8x13"	
	Add: Cost of Operator (daily fee)					
	Add : Other Charges (pls. specify)					

TABLE 3 : 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>
Minimum Volume for Option 1 Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches) Lease period : 36 months			
Minimum Volume for Option 2 Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches) Lease period : min 6 months)			
Minimum Volume for Option 3 Estimated volume is 20,000 copy/print per month (15,000 copy/print black using 8.5 inches x 11 inches; 5000 copy/print colored using 8.5 inches x 11 inches) Lease period : min 6 months)			
Minimum Volume for Option 4			
Warranty and After-Sales Requirements			
a) Training on Operations and Maintenance			
b) Minimum one (1) year warranty on both parts and labor			
c) Brand new replacement if unit rented is beyond repair			
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions and Service Level Agreement			

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]

Service Level Agreement

This document constitutes Annex C of the current Long-Term Agreement _____ established between UNDP Philippines CO and {Service Provider}, constituting an integral and indivisible part of the LTA. The purpose of this document is to reflect and stipulate the details of the Technical Support Services being contracted with the Service Provider, responding to the requirements established in the UNDP PHL-RFQ-076-PHL-2020, subsequent clarifications and correspondence maintained with the Service Provider.

The Service Provider is the only and overall responsible for the provision of services as indicated in the referred LTA, including compliance to this service level agreement, responsiveness, timeliness and quality of the support to be provided.

The responsibilities of the Supplier involve delivery, training on the use of photocopiers, and Technical Support as follows:

- 1} Emergency service calls during normal business hours (8:00AM – 5:00PM), Monday to Friday, for which the response time from the Service provider will be within two {2} hours from the time of the call.
- 2} Supply of consumable such as toner and drum cartridges , such that there should be zero day when there will be no toner or drum cartridge. The Service Provider shall therefore ensure timely monitoring of the consumption and management of the inventory levels for these items, in order to comply with the zero-down time of the machines.
- 3) Full spare parts replacement, as and when needed. The Service Provider shall therefore ensure timely monitoring of the consumption and management of the inventory levels for these items, in order to comply with the zero-down time of the machines.
- 4} On-call preventive maintenance. The Service Provider shall undertake all necessary preventive measures to ensure continuous operations of the machines, for the duration of the contract.
- 5} Provision of service unit when the machine is under maintenance. When pulling out of the unit from the premises of the client is necessary, the Service Provider shall provide a replacement unit, whether for a temporary purpose or permanently.
- 6} Should Service be needed other than the stated working hours, prior arrangement shall be made two {2} days before the actual requested date and that UNDP agrees to be billed for this.
- 7) Service Provider shall be responsible for the credentials and conduct of all its authorized representatives during the performance of work covered by this Agreement. In addition, the Service Provider shall be responsible for maintaining the orderliness and cleanliness of the machines and the Customer's work area, while performing services to UNDP ,and for limiting the inconvenience that such activity may cause to the UNDP and to the visitors of UNDP.
- 8) The Service Provider shall conduct a one-time training, free of charge, of UNDP's appointed Key Operators on the proper operation, basic maintenance and troubleshooting of the equipment.
- 9) The Service Provider should provide one (1) qualified Key Operators to UNDP for thirty-six (36) months. The satisfactory performance of the said operator shall be the responsibility of the Service Provider, and any deviation from such performance standards as may be reported by UNDP, shall be acted upon immediately by the Service Provider.

The responsibilities of UNDP involve:

- 1) UNDP shall pay the Service Provider a periodic monthly rental in the amount and frequency of which is set out in RFQ-076-PHL-2020 under payment terms. All print or copies made outside of the inclusive volume as described in the LTA, Article 1, Section 2, will be added to the Minimum Monthly Payment invoiced periodically.
- 2) UNDP shall pay all validated charges invoiced under this Agreement within Thirty (30) calendar days from receipt of invoice.
- 3) UNDP should immediately inform the Service Provider's Call Center, either by phone or email, of any equipment defects or malfunctions noted to enable the Service Provider to immediately rectify the problem and prevent future damage to the equipment.
- 4) UNDP shall treat and use the Equipment in a safe, proper and skillful manner and keep the equipment protected from any potential damage.
- 5) All Consumables and Parts ordered by UNDP shall be used on the Equipment only and shall not be sold nor leased to other parties. Further, to ensure that the quality of the Equipment is maintained, UNDP shall use only Consumables and Parts which are supplied by the Service Provider or its appointed parties and not by other parties.