

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ RO24-008

Date: 14 March 2024

SECTION 1: REQUEST FOR QUOTATION (RFQ) for the provision of Printer Leasing and Rental Services

International Organisation for Migration (IOM) kindly requests your quotation for the provision of services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Pricing Schedule for Machines and Consumables

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using **Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer**, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by:

Signature: _____

S.O

SECTION 2: RFQ INSTRUCTIONS AND DATA

Deadline for the Submission of Quotation	22 March 2024 at 17:00hrs If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/ .
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering</p> <p><input checked="" type="checkbox"/> Email</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p> <p>Bid submission address: RONairobiProcurement@iom.int</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 15GB ▪ Mandatory subject of email: RFQ RO24-008 Printer leasing and rental services ▪ Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y." ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	IOM shall not 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.
Supplier Code of Conduct	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: Supplier Code of Conduct (ungm.org) .
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN 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.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement .
Eligibility	Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative.
Currency of Quotation	Quotations shall be quoted in USD
Duties and taxes	<p>The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices shall:</p> <p><input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>

Language of quotation and documentation including catalogues, instructions and operating manuals	ENGLISH
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Other Data sheets of the printers
Quotation validity period	Quotations shall remain valid for SIXTY (60) days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>(please specify, i.e. by LOTS only or by line item, etc)</i>
Payment Terms	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input type="checkbox"/> Other Click or tap here to enter text.
Contact Person for correspondence, notifications and clarifications	<p>Focal Person: RO NAIROBI PROCUREMENT E-mail address: RONairobiProcurement@iom.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.</p>
Clarifications	Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated via email by 18 March 2024
Evaluation method	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<ul style="list-style-type: none"> <input type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> Others <i>(for ex, environmental criteria/considerations, etc)</i>
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	Service Agreement
Expected date for contract award.	01 April 2024
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Terms of Reference (TOR) for Printer Leasing and Rental Services

Background

The International Organization for Migration, Regional Office for East, Horn, and Southern Africa based in Nairobi is seeking qualified and experienced vendors to provide printer leasing and rental services. IOM aims to enhance its printing capabilities while ensuring cost-effectiveness and efficient service delivery.

Objectives

The overall objective of the service delivery is to provide managed printing services which includes the provision, installation, and maintenance of printers in IOM Regional Offices situated in Lavington and Gigiri. The specific objectives include:

1. To provide high-quality and reliable printers to meet the organization's printing demands.
2. To ensure a flexible and scalable printing solution that can adapt to changing business requirements.
3. To minimize downtime and ensure the efficient operation of the leased printers.
4. To ensure timely maintenance and support of leased printers.

Contract period

The contract will run for 3 years from 01 April 2024 until 31 March 2026.

Scope of work

The International Organization for Migration, Regional Office for East, Horn, and Southern Africa based in Nairobi is seeking qualified and experienced vendors to provide printer leasing and rental services which includes providing, installing and maintenance of multifunction printers with print, copy and scan functionalities in the 2 office locations.

The service provider is expected to provide the following services:

Managed Printing Services Specification

1. Color and Black and white Print Services
 - Supply, delivery and installation of 5 (1 Telerad and 4 x Regional Office in Lavington) x Color and Black and White Multifunction Devices

Minimum Hardware and Software Specifications

- Heavy duty- B/W MFP (Copy/Print/Scan)
 - ❖ Capable of printing A4 55 pages per minute (minimum) for B/W and 30 pages per minute for A3 (minimum)
 - ❖ Dual Core Processor 800MHz
 - ❖ Min 3GB RAM
 - ❖ Min 200GB Hard disk
 - ❖ Color scanning
 - ❖ Document Processor
 - ❖ Duplex Printing std
 - ❖ 2x500 sheets paper input capacity
 - ❖ 1x100 sheets Bypass tray capacity
 - ❖ USD (2.0) High-Speed x 4Nos. Fast Ethernet 10/100/1000 Base T

- Light duty B/W MFP (Copy/Print/Scan)
 - ❖ Min 40 A4 ppm B/W and 15 A3 ppm
 - ❖ Dual Core Processor 800MHz
 - ❖ Min 2GB RAM
 - ❖ 160GB Hard disk
 - ❖ Color scanning
 - ❖ Document processor
 - ❖ Duplex printing std
 - ❖ 2x500 sheets of paper input capacity
 - ❖ 1x100 sheets bypass tray capacity
 - ❖ USB (2.0) High-Speed x 4Nos
 - ❖ Fast Ethernet 10/100/1000 Base T
- Heavy-duty Color MFP (Copy/Print/Scan)
 - ❖ Min 50 A4 ppm Color
 - ❖ A3 capability
 - ❖ Dual Core processor 800MHz
 - ❖ Min 3GB RAM
 - ❖ 160GB Hard disk
 - ❖ Color Scanning
 - ❖ Document processor
 - ❖ Duplex printing std
 - ❖ 2x500 sheets of paper input capacity
 - ❖ 1x100 sheets bypass tray capacity
 - ❖ USB (2.0 High-Speed x4 Nos
 - ❖ Fast Ethernet 10/100/1000 Base T
- Light duty Colour MFP (Copy/print/scan)
 - ❖ Min 40 A4 ppm colour
 - ❖ Processor 650 MHz
 - ❖ Min 1GB RAM
 - ❖ Color Scanning
 - ❖ Document Processor
 - ❖ Duplex Printing Standard
 - ❖ 1x250 sheets of paper input capacity
 - ❖ 1x50 sheets bypass tray capacity
 - ❖ USB (2.0) High speed x 1 No
 - ❖ Fast Ethernet 10/100/1000 Base T
- 2. Installation includes timely configuration and end-user training.
- 3. Security Management Capability (inclusive of Password protected printing per user)
- 4. Monitoring of the device in terms of Toner levels, Maintenance / Servicing warnings, and usage-real-time
- 5. Offering responsive and timely on-site and remote technical support at all sites.
- 6. Toner supply and delivery, this includes collection and disposal of old toners.
- 7. Warranty Management.
- 8. User training.
- 9. Provide options for cost-effective and environmentally friendly printing solutions.
- 10. The managed printing solution should provide the following capabilities:
 - Security
 - Printing reports

11. The Bidder to provide related consulting services, equipment, maintenance, support, parts, printer consumables and supplies;
 - Bidder to provide their own hardware
 - IOM to pay a maintenance agreement per page charge for printing at an agreed rate (rate must be proposed)
 - Dedicated printer support;
 - Value add to include:
 - ❖ copy centres
 - ❖ optimization
 - ❖ Integration with IOM systems
 - ❖ document security
 - ❖ reduced print volumes
 - ❖ printer performance reporting.
12. Sustainable Criteria
 - Energy efficiency and environmentally friendly features:
 - Please provide the below certifications for the printer:
 - ❖ Energy efficiency: Level1 or equivalent;
 - ❖ Rohs certification or equivalent.
13. Accounting management feature: We need to know who and which unit print and copy how many
14. Optional Environment feature:
Limit print feature: We would like when all the print or copy jobs with the total sheet of pages over a certain number, they will be automatically changed to B&W and not colored printing
15. The service provider should ensure that all parts and machinery are secure and not harmful to the environment and/or IOM Staff members.
16. Service Level: The Contractor shall provide a stand-by machine of medium or equal capacity in case of non-restoration of a technical failure of existing equipment within 24 hours from its reported time. The equipment should be availed in case of prolonged service outage. The Contractor shall define a Service Level Agreement (SLA), an Escalation Matrix for service order logging, emergency service order procedures and details of their proactive service delivery tools for toner run-outs and service outages. Supplier shall provide quick response within two hours whenever there is a fault or breakdown. Supplier shall avail a resident on-site technician that has the capacity to respond, address troubleshoot and resolve basic incidents regarding installed equipment and provide day to day support for the printing and photocopying service.

Vendor Qualifications

The prospective vendors should:

1. Demonstrate proven experience in providing leasing and rental services, especially to UN agencies.
2. Provide details of previous similar engagements of at least 3 similar projects
3. Demonstrate technical expertise in printer technology and maintenance.
4. Financial stability and a transparent pricing structure
5. Positive client references from previous similar engagement
6. Compliance with relevant industry standards and certifications

Proposal Submission

Interested vendors must submit a detailed proposal including:

- Overview of the company and its experience in printer leasing
- Description of printer models available for leasing or rental
- Proposed pricing structure and payment terms
- Maintenance and support services offered.
- References from previous clients

Evaluation Criteria

The proposals will be evaluated based on the below criteria:

Evaluation Criteria	Score
Vendor experience and track record <ul style="list-style-type: none"> • Have qualified personnel to facilitate and provide the service as per the TOR • Have relevant experience in the field work • Have a technician available at all times for call-out 	25
Technical specification and capabilities of the offered printers	30
Cost-effectiveness of the proposed solution	20
Quality of maintenance and support services	15
Compliance with environmental and sustainability standards <ul style="list-style-type: none"> • Energy efficiency: Level1 or equivalent • Rohs certification or equivalent 	5 5
Total Score	100

The proposals will be evaluated based on the above criteria. The minimum technical score is **70 (seventy)** points out of the total 100 points.

Contact Information

All inquiries and submissions should be directed to RO Nairobi Procurement at RONairobiProcurement@iom.int by 18 March 2024 at 17:00hrs.

Kindly note that IOM reserves the right to reject any or all proposals.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

VENDOR INFORMATION SHEET¹

Please attach the latest vendor information sheet to be filled in and signed by the vendor

BIDDER'S DECLARATION OF CONFORMITY²

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.

¹ [Vendor Information Sheet.xlsx](#)

² This form is mandatory to fill in and sign by every vendor who submits quotation

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the "UN Sanctions List") or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at https://www.unhcr.org/Public/CodeOfConduct .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: PRICING SCHEDULE FOR MACHINES AND CONSUMABLES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

MFP MONTHLY RENTAL FEE				
Location	Description	Quality	Monthly rental fee	Total
IOM Regional Office				
	Heavy duty B/W MFP	4		
	Light duty B/W MFP	4		
	Heavy duty color MFP	4		
	Light duty color MFP	4		
	Fulltime residence technician	1		
Telerad Office in Gigiri				
	Heavy duty B/W MFP	1		
	Light duty B/W MFP	1		
	Heavy duty color MFP	1		
	Light duty color MFP	1		
	Fulltime residence technician	1		
Software	Printing Management	1		
TOTAL		17		

MFP CONSUMABLES				
1	Heavy duty B/W MFP	CONSUMABLE	OUT PUT (pages)	UNIT COST
		Drum		
		Toner		
2	Light Duty B/W MFP			
		Drum		
		Toner		
4	Heavy duty color MFP			
		Drum		
		Toner		
5	Light Duty color MFP			
		Drum		
		Toner		

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name: Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.