

INVITATION TO BID (ITB) No. N_272_UGA_20

CONTRACT FOR PROCUREMENT OF MAINTENANCE SERVICES FOR ICT (PRINTERS, PHOTOCOPIERS, SCANNERS) AND ELECTRONICS (PABX SYSTEM) EQUIPMENT REPAIR.

Date: 19th February 2020

Dear Sir/Madam,

You are kindly requested to submit your bid, for provision of maintenance services for ICT (Printers, Photocopiers & scanners) and Electronics (PABX System) equipment repair described in this ITB.

Bidders requesting clarification on provisions stipulated in this ITB shall communicate those in writing to tenders@idlo.int not later than 72 hours prior to the deadline for submission of bids. The requests for clarification should have "Request for clarifications for ITB No. N_272_UGA_20" mentioned in the subject.

By submitting a bid in response to this information, bidders are confirming acceptance of IDLO's General terms and conditions and payment policy of within 30 days after delivery of service on presentation of a complete and correct invoice.

This ITB includes the following documents:

Instructions to bidders

Terms of Reference/Technical Specifications	Annex A
Bid Submission Form	Annex B
Price Schedule	Annex C
IDLO Special Conditions of Contract	Annex D
IDLO General Terms and Conditions for the Procurement of Services	Annex E
Supplier Code of Conduct	Annex F

Bids shall be submitted to the following secure e-mail address: tenders@idlo.int no later than **5th March 2020, 13:00 Kampala, Uganda local time** and should have "Bid for ITB No. N_272_UGA_20" mentioned in the subject line.

Bids shall not exceed 20MB in size.

Instructions to Bidders:

<p>Qualification Requirements</p>	<p>Bidders are required to submit the following documents to ascertain their qualification:</p> <ol style="list-style-type: none"> 1. Certificate of Registration. 2. Trading License for 2020. 3. Proof of minimum two (2) year contract of similar nature with UN Agencies, NGOs/INGOs, Embassies or multinational Corporate Entities indicating contactable references for verification (attach contracts or Purchase orders). 4. Submit copy of certificate of partnership or accreditation letters from manufacturer i.e. (HP). 5. Submit copy of certificate of partnership or accreditation letters from the manufacturer (Kyocera). 6. Provide a clear physical address and contact details of office location (email address and telephone number). 7. Annexes B & C duly filled, signed and stamped. 8. Only bids with a validity period of 90 days will be considered. <p>Failure to submit the required documentation above will lead to disqualification of the vendor from the bidding process.</p>
<p>Determination of Bids Responsiveness</p>	<p>Prior to the detailed evaluation of bids, IDLO shall determine whether each bid</p> <ol style="list-style-type: none"> a) has been properly signed; b) Is substantially responsive to the requirements.
<p>Bid Errors & correction</p>	<p>Bids determined to be substantially responsive shall be checked by the IDLO for any arithmetic errors. Errors shall be corrected by IDLO as follows:</p> <ol style="list-style-type: none"> a) where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern. c) The amount stated in the bid shall be adjusted by IDLO in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. <p>Bidders may revise their bids up to the closing date and time, revised bids should be clearly marked with “revised bid”. No</p>

	changes to bids will be accepted after the bid has closed, this includes any price revision.
Evaluation Criteria	Evaluation of bids will be done according to: <ol style="list-style-type: none"> 1. Full submission of pre-qualification documents 2. Required Annexes duly completed and signed 3. Price
Award of Contract	IDLO shall award the Contract(s) to the Bidder(s) whose offer is determined to be the lowest evaluated bidder(s) substantially responsive to the ITB. IDLO reserves the right to accept or reject any bid and to annul the solicitation process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder or Bidders of the grounds for the IDLO's decision.
Late Bid Submission	Late bids or bids received through another channel than the one mentioned in this ITB will be automatically disqualified.
Partial bids	Partial bids are permitted.
Validity of bids	90 days from deadline for submission of bids.
Currency of bids	Uganda shillings.
Required attachments to the bid	The bid will consist of: <ol style="list-style-type: none"> 1. Annexes B and C duly completed. 2. Documents referred to under Qualification Requirements (if required). 3. Any other supporting documents that bidder considers relevant.

This Invitation to Bid (ITB) is not construed in any way as an offer and/or commitment to contract with any company.

Annex A: Technical Specifications

The International Development Law Organization (IDLO) is an intergovernmental organization that enables governments and empowers people to reform laws and strengthen institutions to realize justice, peace, and sustainable development. IDLO contributes to creating stable and inclusive societies, where every person can live free from fear and want, in dignity and under the rule of law.

The overall objective of procurement in IDLO is the timely acquisition of goods and services in support of IDLO activities in a competitive and transparent manner while ensuring fitness of purpose and the Best Value for Money.

IDLO procurement activities adhere to the principle of fairness, competition and transparency.

This ITB is for **PROVISION OF MAINTENANCE SERVICES FOR ICT (PRINTERS, PHOTOCOPIERS & SCANNER) AND ELECTRONICS (PABX SYSTEM) EQUIPMENT REPAIR** to IDLO Uganda Country Office and the solicitation is expected to result in to service contract(s) with successful service providers.

Background.

International Development law Organization (IDLO) is using a number of electronic equipment that include computers, printers, photocopiers, scanners and other ICT and telecommunication equipment including servers, routers, PABX system that require maintenance service provider to service on a routine basis/ preventative maintenance and repair faults/corrective maintenance at a minimum downtime.

Objective.

The objective is to contract an experienced ICT service provider (firm) to provide preventative/corrective maintenance for all IDLO Uganda ICT equipment's to enhance the level of effectiveness and efficiency in the Community Justice Program (CJP) delivery.

IDLO shall make available to the service provider all information on a timely basis to smoothly implement the service.

Contractor's responsibilities: The contractor shall:

- a) Be responsible for any damages done to the equipment as a result of their negligence.
- b) Perform the service with the highest standards of professional, ethical competence and integrity.
- c) Ensure the safety and security of all computerized data, information files and documents for IDLO.
- d) Maintain documentation of processes, procedures and troubleshooting guides including tracking vendor service requests through to completion.
- e) Perform scheduled site visits to access the status of IDLO printers and the PABX system and fix any arising incidents and provide comprehensive reports for proper planning.

Scope and Extent of Work.

The preventative maintenance will include but not limited to the following; Preventive maintenance using proper printer and photocopier cleaning kits and any relevant toolkits that will enhance a proper execution ensuring that these equipment are in good working condition.

- a) Preventive maintenance services.
- b) Perform standard diagnostic test set.
- c) Clean the fusing unit of printers, photocopiers and scanners of the office.
- d) Resolve all error conditions indicated by diagnostics testing or visual inspections and continue to perform testing until an error free condition exists.
- e) Verify correct ICT equipment (printer, scanner and photocopiers) and telecommunications systems operations (PABX systems).
- f) Conduct regular checks and test of the state of the equipment.
- g) Avail technicians on call at all times when need arises at the IDLO Country office.

Important Note:

- a) Regular preventative maintenance shall be performed on a quarterly basis (i.e. within the 1st week of the month at the start of each quarter) and shall cover physical check-up and external cleaning.
- b) Remedial/corrective maintenance services. This will include punctual intervention to restore a devise in good working condition.
- c) Replace of damaged spare parts of printers, photocopiers, scanners and telephone systems.
- d) Defective units/parts will be replaced with the same quality and specification.
- e) Repairing and adjusting paper trays to remove all pieces of paper and other accessories that are causing constant paper jam and adjusting heating time of the machine.
- f) All replaced equipment/parts diagnosed to be unserviceable shall be returned to the IT/Admin department for proper disposal procedures.
- g) The technician should be conversant with the following equipment.

HP Color Laserjet M277DW MFP Printer	HP Color Laser Printer	1
HP Officejet 7612 Wide format A3 Color MFP	HP Color Printer	1
Kyocera Task alfa 3212i	Multi-functional Printer	1
PABX SYSTEMS	PABX Configuration HEADSET Setup	1

Deliverable:

- a) Fully installed and properly functioning printers, photocopiers, scanners, PABX systems within IDLO Country Office.

- b) Good working condition of hardware and equipment maintained.
- c) Quarterly comprehensive report submitted to the IT manager for better decision making on conditions of hardware devices indicated in the ToR.

Qualification:

- a) A legally registered organization, Business Company with requisite experience and background.
- b) Minimum of 5 years of experience in providing IT support services.
- c) Excellent skills in the planning and execution of preventive and corrective maintenance.
- d) Excellent knowledge of telecommunication equipment configurations and trouble shooting.
- e) Experience in maintaining photocopiers, printers and scanners machines.
- f) The company must have IT personnel with hands on experience in trouble shooting, hardware and software maintenance.

The company must have ICT personnel with the following qualifications.

University Degree or Diploma in Information Technology, Computer Sciences, Engineering and Electronics or other related fields.

Engineers to have hands on experience in troubleshooting, hardware and software maintenance on HP Color LaserJet Printers, Kyocera Business Enterprise printers and PABX with wide range support from different vendors.

- g) Vendor to provide copies of accreditation from the manufacturer authorizing supplier/service provider to service and repair, supply parts, provide maintenance support on a wide range of printers including HP and Kyocera Enterprise printing and PABX systems.

Note.

This solicitation is expected to result in a service contract (S) with successful service providers. The Service contract will be signed for a period of up to 12 months.

IDLO will review the quality of services and deliverables after 12 months of provision of services. Subject to satisfactory performance and agreement by both parties, a 12-month extension may be agreed to at the same rates, terms and conditions. The maximum overall duration of the Service contract will not exceed 24 months. The prices will remain unchanged during the period of Service contract(s).

After entering into a service contract with service provider(s), requests shall be placed on a need basis and a Work Order (WO) shall be issued to confirm the request within 3 working days of the expected delivery of the goods.

At the time of request which shall be made through duly authorized work orders, the exact number/s of items required and corresponding amounts (lifted from the Service contract) shall be indicated. **Requests are made with specific suppliers and may not be transferrable or sub-contracted to other suppliers.**

Annex B: Bid Submission Form

To: IDLO

Dear Sir/Madam,

Having examined the Invitation to Bid (ITB), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver goods in conformity with the said Invitation to Bid as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to perform in accordance with the Purchase Order/Service Contract/Service contract to be entered into with IDLO for the goods enumerated in the price schedule, per the terms of reference in Annex A.

We understand that you are not bound to accept any Bid you may receive.

Date:	
Name, Signature & Position:	
Duly authorized to sign the bid for and on behalf of:	

Other notes:

- Kindly note that the goods quoted shall correspond to the TORs given in Annex A above.
- Prices must be inclusive of all applicable taxes.

Annex C – Price Schedule

Please complete the price schedule below and ensure to quote for the specific items as described.

Bidders **MUST** quote for all items in order to be considered for the award.

NB: Goods and services delivered to IDLO are subject to thorough inspection and verification. Counterfeit/ substandard goods shall not be accepted.

Name of vendor:	
Vendors physical address and contact:	
Provision Of Maintenance Services For ICT (Printers, Photocopiers & Scanner) and electronics (Pabx System) Equipment Repair	

Item Number	Service description	Unit of measure	Quantity	Unit Price (VAT Exclusive)	Unit price (VAT Inclusive)
1	Preventive maintenance services to include the following: conducting regular checks on the performance of the equipment, Perform standard diagnostic tests, clean fusing unit of printers, photocopiers and scanners, resolving all errors detected, physical checkups and external cleaning.	Monthly	1		
2	Preventive maintenance services to include the following: conducting regular checks on the performance of the equipment, Perform standard diagnostic tests, clean fusing unit of printers, photocopiers and scanners, resolving all errors detected, physical checkups and external cleaning.	Quarterly	3		
3	Preventive maintenance services to include the following: conducting regular checks on the performance of the equipment, Perform standard diagnostic tests, clean fusing unit of printers, photocopiers and scanners, resolving all errors detected, physical checkups and external cleaning)	Annually	12		

Annex D - IDLO Special Conditions of Contract

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of Goods. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of Goods.

Place of delivery	IDLO Uganda Office, 7 th Floor Course View Towers Kampala, Uganda.
Delivery date	<p>The Service contract (s) will be signed for a period of up to 12 months. IDLO is not obliged to use the services provided by the Contractor.</p> <p>IDLO will review the quality of services and deliverables after 12 months of provision of services. Subject to satisfactory performance and agreement by both parties the Service contract may be extended for 12 months. The overall duration of the contract will not exceed 24 months.</p> <p>The prices will remain unchanged during the period of contract implementation.</p>
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all goods and upon receipt of the complete and correct invoice by the service provider.

Annex E - IDLO General Terms and Conditions for the Procurement of Services

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for the Procurement of Services.

Annex F - IDLO Supplier Code of Conduct

IDLO recognizes the universal and fundamental values enshrined in international instruments in the areas of human rights, labor, environment and anti-corruption.

IDLO expects its Suppliers to respect fundamental social and human rights, and the equal rights of men and women, take responsibility for minimizing the environmental impact of their activities, endorse ethical business practices and reach the following goals:

1. Supplier Relationships: The provisions of this Code of Conduct set forth the expectations of all suppliers with whom IDLO does business. IDLO expects that these principles apply to suppliers, parent entities and subsidiary or affiliate entities, as well as all others with whom they do business including employees, subcontractors and other third-parties. IDLO expects suppliers to ensure that the rules and standards of this Code of Conduct are communicated to their employees and subcontractors.

2. Promoting the Principles of this Code of Conduct: IDLO expects that its suppliers will establish and maintain appropriate management systems whose scope is related to the content of this Code of Conduct, and that they actively review, monitor and modify their management processes and business operations to ensure they align with the principles set forth in this Code of Conduct. All principles contained in this Code of Conduct are of equal importance independently of their order of appearance.

3. Subcontracting: IDLO expects that its suppliers encourage and work with their own suppliers and subcontractors to ensure that they also strive to meet the principles of this Code of Conduct or equivalent set of principles.

Labor:

4. Freedom of Association and Collective Bargaining: IDLO expects its suppliers to recognize and respect the rights of employees to freely associate, organize and bargain collectively in accordance with the laws of the countries in which they are employed, as well as core international principles on Freedom of Association and collective bargaining. IDLO recognizes the importance of open communication and direct engagement between workers and management and suppliers are to respect the rights of workers to associate freely and communicate openly with management regarding working conditions without fear of harassment, intimidation, penalty, interference or reprisal.

5. Forced Labor: IDLO expects its suppliers to prohibit any use of forced, bonded or indentured labor or involuntary prison labor, and embrace employment practices consistent with international rules on forced labor. All work, including overtime work, will be voluntary and workers should be free to leave upon reasonable notice. Suppliers should also not mandate that workers hand over government-issued identification, passports or work permits as a condition of employment.

6. Child Labor: IDLO expects its suppliers, at a minimum, not to engage in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child. The minimum admission to employment or work shall not be less than the age of completion of compulsory schooling, normally not less than 15 years or 14 where the local law of the country permits, deferring to the greatest age. Additionally, all young workers must be protected from performing any work that is likely to be hazardous or to interfere with the child's education or that may be harmful to the child's health, physical, mental, social, spiritual or moral development. All suppliers should also adhere to legitimate workplace apprenticeship programs and comply with all laws and regulations governing child labor and apprenticeship programs.

7. Discrimination: IDLO does not tolerate any form of discrimination in hiring and employment practices on the ground or race, color, religion, gender, sexual orientation, age, physical ability, health condition, political opinion, nationality, social or ethnic origin, union membership or marital status. IDLO also discourages discrimination regarding access to training, promotion, and rewards.

8. Working Hours: IDLO expects its suppliers to comply with all applicable working hour requirements as established by local law, and should never exceed 60 hours per week, including overtime, except in emergency or unusual situations. Suppliers must ensure that all overtime work is voluntary and compensated at the prevailing overtime rates. Suppliers are encouraged to ensure that workers are provided with one day off in every seven-day week.

9. Compensation: IDLO expects its suppliers to comply, at a minimum, with all wage and hour laws and regulations, including those pertaining to minimum wages, overtime wages, piece rates, other elements of compensation and to provide legally mandated benefits.

Human Rights:

10. Human Rights: IDLO expects its suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.

11. Harassment, Harsh or Inhumane Treatment: IDLO expects its suppliers to create and maintain an environment that treats all employees with dignity and respect and will not use any threats of violence, sexual exploitation or abuse, verbal or psychological harassment or abuse. No harsh or inhumane treatment coercion or corporal punishment of any kind is tolerated, nor is there to be the threat of any such treatment.

12. Health and Safety: IDLO expects its suppliers to follow all relevant legislation, regulations and directives in the country in which they operate to ensure a safe and healthy workplace or any other location where production or work is undertaken. At a minimum, suppliers should strive to implement recognized management systems; reasonable access to potable water and sanitary facilities; fire safety; emergency preparedness and response; industrial hygiene; adequate lighting and ventilation; and occupational injury and illness and machine safeguarding. Suppliers will also ensure these same standards apply to any dormitory or canteen facilities.

13. Mines: IDLO expects its suppliers to strive not to engage in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

Environment:

14. Environmental: IDLO expects its suppliers to comply with existing legislation and regulations regarding the protection of the environment. Suppliers should wherever possible support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices.

15. Chemical and Hazardous Materials: Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

16. Wastewater and Solid Waste: Wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be monitored, controlled and treated as required prior to discharge or disposal.

17. Air Emissions: Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge.

18. Minimize Waste, Maximize Recycling: Waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials.

Drug trafficking and Terrorism:

19. Drug Trafficking: IDLO expects its suppliers to warrant that neither they, nor any of their employees and subcontractors, are engaged in the manufacture, sale, transportation, or distribution of any drug or narcotic

substance deemed to be illegal in either the country of manufacture or delivery of the goods or services to be provided to IDLO.

20. Terrorism: IDLO expects its suppliers to warrant that neither they, nor any of their employees and subcontractors, are engaged directly or indirectly in terrorism, or in the finance or support to terrorists. Further, IDLO expects its suppliers to warrant that neither they nor their staff, nor any other recipients of funds from the supply of goods or services to IDLO, are listed in any sanctions list maintained by the United Nations Security Council; the United States Department of the Treasury, Office of Foreign Assets Control; or the European Union. Should the supplier, its staff, or other recipients of funds from the supply of goods or services to IDLO be included in any of the above-listed sanctions lists, the supplier is expected to notify IDLO immediately.

Bribery & Corruption:

21. Corruption: IDLO expects its suppliers to adhere to the highest standard of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including extortion, fraud, or bribery, at a minimum.

22. Conflict of Interest: IDLO suppliers are expected to disclose to IDLO any situation that may appear as a conflict of interest, and disclose to IDLO if any IDLO official or professional under contract with IDLO may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier.

23. Gifts and Hospitality: IDLO does not accept any type of gift or any offer of hospitality. IDLO will not accept any invitations to sporting or cultural events, offers of holidays or other recreational trips, transportation, or invitations to lunches or dinners. IDLO expects its suppliers not to offer any benefit such as free goods or services or a work position or sales opportunity to IDLO personnel in order to facilitate the supplier's business with IDLO.

24. Monitoring and Evaluation: IDLO may conduct on-site evaluations and inspections of its suppliers' facilities and those of their subcontractors to review their progress towards these principles. It is the expectation of IDLO that suppliers, at a minimum, have established clear goals toward meeting the standards set forth in this Code of Conduct. IDLO may monitor that milestones have been set and management systems have been put in place to ensure that the principles set out in this Code of Conduct have been met and failure to do so may impact the future ability of a supplier to do business with IDLO.