

**REQUEST FOR QUOTATION**

**Procurement of PBX Phone System and Telephone Extensions for IDLO Office in Honduras  
RFQ HN\_2023-000055**

Date April 17, 2024

Dear Sir / Madam,:

You are kindly requested to submit your quotation for **Procurement of PBX Phone System and Telephone Extensions for IDLO Office in Honduras** described in Annex B.

We also request that your Quotation is submitted using the format specifically detailed in Annex C.

Quotations submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Quotation shall be evaluated based on lowest priced Quotation meeting requirements as per the criteria set in Annex A, point q.

In the event of a discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity), the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Quotation will be rejected.

The Bidders shall not vary their prices for any reason after the deadline of the tender and while the Quotation is still valid. At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of **services**, 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.

IDLO is not bound to accept any Quotation, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Quotation, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO 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.

By submitting a Quotation in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This Request for Quotation (RFQ) is comprised of:

Instruction to Bidders	Annex A
Technical Specifications	Annex B
Supplier's Quotation	Annex C



IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex D
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For any questions/clarifications related to this RFQ please contact IDLO [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarifications RFQ HN\_2023-000055** in the subject section of your email no later than 48 hours prior to the deadline for submission.

Deadline for Submission of Quotation:  
On or before **Date: April 24, 2024**  
**Time: 15:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your Quotation.

Sincerely yours,  
International Development Law Organization | IDLO  
IDLO, Honduras

**Annex A**  
**Instructions to Bidders**

a. Description of requested	See Annex B
b. Deadline for Quotation	The Quote shall be addressed to IDLO on or before <b>Date: April 24, 2024</b> <b>Time: 15:00 hours Rome, Italy local time.</b>
c. General Terms and Conditions	Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for the Procurement of <b>Services</b> and adherence to the Supplier Code of Conduct.
d. Payment Terms	IDLO will conduct the payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
e. Conditions for Release of Payment	IDLO Acceptance of <b>Services</b> Form based on full compliance with RFQ requirements
f. Validity of Quotation starting from the Deadline of the Tender	<b>90 days</b>  In exceptional circumstances, IDLO may request the Bidder to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Bidder shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
g. Quotations Submission	All quotations shall be submitted through the following e-mail address: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a>
h. Partial Quotations	<input checked="" type="checkbox"/> <b>Not permitted</b>
i. Place of Delivery	Services are to be delivered in Tegucigalpa. Honduras
j. Delivery Terms	Goods and services will be delivered within 15 business days after receipt of PO or contract from IDLO to Edificio Solaire, 5to. piso, Boulevard Suyapa, Tegucigalpa. Honduras.
k. Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> <b>Supplier</b>
l. Currency of Quotation	<b>Bids shall be quoted exclusively in Honduran Lempiras.</b> <i>Note: (Local Suppliers must comply with any applicable laws regarding doing business in other currencies)</i>
m. Preliminary Documents to be Submitted	<input checked="" type="checkbox"/> Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B; <input checked="" type="checkbox"/> Latest Business Registration Certificate/ <b>Current Business Operating Permit /Latest Business Registration Certificate</b> ; <input checked="" type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input checked="" type="checkbox"/> <b>National Tributary Register for the Legal Representative (RTN, by its acronym in Spanish), National Tributary Register for the Provider (RTN, by its acronym in Spanish)</b>
n. Special Packing Requirement or Temperature Control	<input checked="" type="checkbox"/> N/A

o. After-sales services required, if applicable	<input checked="" type="checkbox"/> Warranty on Parts and Labour for minimum period of one year <input checked="" type="checkbox"/> Technical Support <input checked="" type="checkbox"/> Provision of Service Unit when pulled out for maintenance/repair
p. Evaluation of Quote	Evaluation will be done according to the following order of priorities: <ol style="list-style-type: none"> <li>1. Full submission of Preliminary Documents (as per Annex A),</li> <li>2. Technical responsiveness</li> <li>3. Delivery Date</li> <li>4. Price</li> </ol>
q. Contract Award	Contract Award shall be granted according to: <ol style="list-style-type: none"> <li>a) Full submission of Price Schedule (Annex C) signed and stamped;</li> <li>b) Lowest priced, most technically acceptable/compliant offer;</li> </ol>
r. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
s. Liquidated Damages	<input checked="" type="checkbox"/> <b>Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</b> <b>If the Contractor falls to perform the requested Services within the time period specified and as stipulated In the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to Its other remedies under the Contract, be entitled to liquidated damages for every day delay In the provision and completion of the Services.</b>  <input checked="" type="checkbox"/> <b>Yes - For late delivery of Goods, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions.</b> <b>Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.</b>

## ANNEX B Technical Specifications

### A. About IDLO

**International Development Law Organization (IDLO):** The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development, and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

### B. Background

IDLO is currently implementing a new project initiative funded by INL, to support The Judiciary in the implementation of its strategic plan to increase judicial transparency, the delivery of justice and the quality of judicial statistics. The Project "Enhancing Judicial Transparency and Promotion of Public Trust (JTPT)" that began in 2021, integrates technical support to six (6) areas of The Judiciary, which includes coordination with the Judicial School for the development of processes to strengthen the technical capacities of public servants on issues related to Methodologies and Trends in the Publication of Judicial Statistics, Open Data, Judicial Transparency for IT specialists, Access to Judicial Information, Public Versions and the strengthening of the Judicial Facilitators Program on community transparency.

### C. Expected Services

This Request for Quotation (RFQ) is for the **Procurement of PBX Phone System and Telephone Extensions for IDLO Office in Honduras** as follows:

Lots	Item Name	Specification	Unit measure	Quantity
Lot 1	Current Telephone Line Assessment	<p>Conducting an in-office diagnosis to identify the existing telephone line and inactive lines from previous providers. This diagnosis involves a comprehensive evaluation of the existing telecommunications infrastructure in the office. During this process, the following activities will be carried out.</p> <ul style="list-style-type: none"><li>Inspection of Existing Telephone Line: The infrastructure of cables and telecommunications equipment will be examined to identify the main telephone line currently in use in the office. This may include reviewing the telephone switchboard, internal wiring, and any other related devices.</li></ul>	Service	1

Lots	Item Name	Specification	Unit measure	Quantity
		<ul style="list-style-type: none"> <li>• Identification of Inactive Lines: A detailed inventory of all installed telephone lines that are currently not in use will be conducted. This may include lines that were installed by previous providers but have been deactivated or are not being utilized.</li> <li>• Functionality Testing: Tests will be conducted to verify the functionality of the identified lines, including making test calls and checking signal quality.</li> <li>• Detailed Report: A comprehensive report documenting the findings of the diagnosis will be provided, including the location and status of the existing telephone line, as well as any inactive lines identified.</li> </ul>		
Lot 2	PBX Phone System <sup>1</sup>	<p>Type of telephone exchange: Office use</p> <ul style="list-style-type: none"> <li>• Call Routing: The ability to connect internal and external calls through phone extensions.</li> <li>• Internal Extensions: Provides internal extension numbers so employees can communicate within the organization.</li> <li>• Call Waiting: Allows users to put calls on hold and switch between active calls.</li> <li>• Call Transfer: The capability to transfer calls to other extensions or external numbers.</li> <li>• Call Forwarding: Permits users to redirect calls to other extensions or numbers, such as their mobile phone.</li> <li>• Voicemail: Provides a voicemail system that allows users to receive and record messages when they cannot answer a call.</li> <li>• Conference Calls: The ability to hold conference calls with multiple participants.</li> <li>• Call Logging: Records and stores information about incoming and outgoing calls for later analysis.</li> <li>• Caller ID: Displays the caller's phone number or name on the phone's screen before answering the call.</li> </ul>	Unit	1

<sup>1</sup>Please be aware that IDLO has a telephone line from Empresa Hondureña de Telecomunicaciones (HONDUTEL) in case it is possible to incorporate this line into the PBX service. Kindly specify if it is necessary to make an office visit to conduct the assessment and prepare a more comprehensive proposal.

Lots	Item Name	Specification	Unit measure	Quantity
		<ul style="list-style-type: none"> <li>• Extension Directory: Provides a directory of extensions and employee names to facilitate dialing.</li> <li>• Call Restriction: Allows managing restrictions on outgoing calls, such as blocking international or long-distance calls.</li> <li>• Music on Hold: Provides music or prerecorded messages to entertain callers while they are on hold.</li> <li>• Integration with Unified Communication Systems: Can be integrated with email systems, instant messaging, and other communication tools.</li> <li>• Security: Offers security features such as user authentication and call encryption.</li> <li>• Scalability: The ability to expand the system to accommodate the organization's growth.</li> </ul> <p>Start Date: May, 2024 End Date: December, 2024</p>		
Lot 3	Telephone Extensions	<p>Phone extensions are needed at different locations within the office</p> <p>Start Date: May, 2024 End Date: December, 2024</p>	Unit	9
Lot 4	Telephone devices	<p>Landline phones</p> <ul style="list-style-type: none"> <li>• Dialing: The phone allows making and receiving phone calls.</li> <li>• Call Reception: It can answer incoming calls and hang up when the call ends.</li> <li>• Speaker and Microphone: Built-in speaker and microphone enable hands-free calling.</li> <li>• Numeric Keypad: Includes a standard numeric keypad for dialing numbers and making selections during calls.</li> <li>• Ringtone: It emits a ringtone or call tone when receiving an incoming call.</li> <li>• Call Waiting Indicator: Can display a visual or auditory signal to indicate a call waiting while on another call.</li> <li>• Mute: Allows muting the microphone during a call.</li> <li>• Call Waiting: The ability to receive a call while on an active call.</li> <li>• Hang-Up Button: To end a call or put a call on hold.</li> </ul>	Unit	9

Lots	Item Name	Specification	Unit measure	Quantity															
		<ul style="list-style-type: none"> <li>Auto Redial: Can automatically dial the last dialed number with a single button press.</li> <li>Adjustable Volume: Allows increasing or decreasing the speaker and handset volume.</li> <li>Redial Function: Permits redialing the last dialed number with a single button press.</li> </ul> <p>8 basic landline phones 1 for front desk</p>																	
<b>Lot 5</b>	Labor cost	Cost of materials and labor for installation	Unit	1															
<b>Lot 6</b>	Maintenance and Support Activities	<ul style="list-style-type: none"> <li>Add extensions on the PBX and troubleshooting.</li> <li>Constant monitoring, issue resolution, periodic updates, and technical support are implemented to ensure seamless completion of all calls.</li> <li>Furthermore, the maintenance of up-to-date hardware and software, along with the provision of technical guidance to users, serves to address any challenges they may encounter in the system's daily usage</li> </ul> <p>Response and Resolution time:</p> <ul style="list-style-type: none"> <li><b>Severity/Priority 1 (HIGH)</b> - Phone services not usable and has a wide business impact to all IDLO users.</li> <li><b>Severity/Priority 2 (MEDIUM)</b> - A problem that involves partial, non-critical loss of use of phone services. There is a medium-to-low impact on IDLO business.</li> <li><b>Severity/Priority 3 (LOW)</b> - A general usage question, reporting of a documentation error, or recommendation for a future enhancement or modification. There is low-to-no impact on the phone services.</li> </ul> <table border="1"> <thead> <tr> <th></th> <th colspan="2">Contractor Support Team</th> </tr> <tr> <th>IDLO Support Services Priority</th> <th>Response time (working hours)</th> <th>Resolution time (*) (working hours)</th> </tr> </thead> <tbody> <tr> <td>Severity 1 (HIGH)</td> <td>2</td> <td>6</td> </tr> <tr> <td>Severity 2 (MEDIUM)</td> <td>4</td> <td>20</td> </tr> <tr> <td>Severity 3 (LOW)</td> <td>8</td> <td>24</td> </tr> </tbody> </table> <p>(*) after the initial working hours of the response time, excluding vacation days and closed periods</p>		Contractor Support Team		IDLO Support Services Priority	Response time (working hours)	Resolution time (*) (working hours)	Severity 1 (HIGH)	2	6	Severity 2 (MEDIUM)	4	20	Severity 3 (LOW)	8	24	Hours/ monthly	20
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## Specifications for After-Sale Service for Goods

Description
<p>Warranty: All telephone lines and the PBX Phone System come with a minimum one year warranty, ensuring that they are free from defects in materials and workmanship. This warranty guarantees that during the specified period, any necessary repairs or replacements due to manufacturing faults will be covered by the supplier at no additional cost to the customer. The warranty provides peace of mind to the buyer, assuring them of the quality and reliability of the product for at least one year from the date of purchase.</p>

### D. Institutional Arrangement

The supplier will work under direct supervision of the Admin and Procurement Associate in the Honduras Country Office.

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**ANNEX C  
SUPPLIER'S QUOTATION**

**(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)**

We, the undersigned, hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice. We hereby offer to supply the items listed below in conformity with the specification and requirements of IDLO as per **RFQ HN\_2023-000055**.

<b>Company Name</b>	
<b>Company Full Address</b>	
<b>Date</b>	
<b>Signature</b>	
<b>Stamp</b>	
<b>Contact Person</b>	
<b>Telephone number</b>	
<b>Email address</b>	

**Table 1: Offer to Supply Goods / Services Compliant with Technical Specifications and Requirements**

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in [Honduran lempira]	Total Amount (Honduran lempira)
1	Existing Telephone Line Diagnosis	Refer to Annex B	Units	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
2	PBX Phone System	Refer to Annex B	Units	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
3	Telephone Extensions	Refer to Annex B	Units	9	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
4	Telephone devices	Refer to Annex B	Units	9	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
5	Labor cost	Refer to Annex B	Units	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
6	Maintenance and Support Services	Refer to Annex B	Hours/monthly	20	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
<b>Total Cost of Goods/services</b>							

Freight		
Insurance		
Customs Clearance		
Other Charges (please specify)		
Taxes/ VAT (___ %) (if applicable)		
Grand Total		

**Table 2: Offer for After-Sale Services and Other Conditions**

Other Information	Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time			
Country/ies Of Origin:			
Warranty and After-Sales Requirements			
a) Minimum one (1) year warranty for telephone devices			

<p><b>Name, position and signature of the Bidder</b></p>  <hr/> <p><i>Duly authorised to sign this Bid</i></p> <p><b>Date:</b></p>	<p><b>Bidder's Stamp</b></p>
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**ANNEX D  
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS  
OR SERVICES  
AND  
IDLO SUPPLIER CODE OF CONDUCT**

Any quote submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>