

REQUEST FOR QUOTATIONS (2020-JSSP-RFQ-0015)

January 22, 2020

RFQ Number: 2020-JSSP-RFQ-0015, Onsite Maintenance and Repair of Copiers, Printers, and Scanners-Kabul

Date of Issue: January 22, 2020

Deadline for Offers: February 4, 2020 (4:00 p.m. local Kabul time)

Description: Quarterly maintenance and on call repair of copiers, printers, and scanners located in JSSP offices in Kabul.

For: Afghanistan Justice Sector Support Program (JSSP)

Funded by: U. S. Bureau of International Narcotics and Law Enforcement Affairs (INL)
Contract No. GS00Q14OADU138, Order No. SAQMMA17F1220, OY 2

Implemented by: Tetra Tech DPK

Point of Contact: bids@jsspaf.com

******* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS *******

Tetra Tech is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit.

Tetra Tech does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both the Department of State (DOS) and the Office of the Inspector General.

Employees and agents of Tetra Tech are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to DOS and the Office of the Inspector General. In addition, Tetra Tech will inform DOS and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Tetra Tech or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Tetra Tech's prohibitions against fraud, bribery and kickbacks.

Please contact ard.jsspethics@tetratech.com with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Tetra Tech's US office.

1. Introduction

INL's Justice Sector Support Program implemented by Tetra Tech DPK utilizes international and Afghan advisors to train and build capacity for Afghan officials within the Ministry of Justice, Attorney General's Office, Supreme Court, Ministry of Women's Affairs, and other justice sector organizations.

Tetra Tech DPK is seeking quotations from eligible service providers to conduct onsite quarterly maintenance and on call repair of copiers, printers, and scanners located in JSSP offices in Kabul, Afghanistan.

2. Submission Deadlines and Instructions

Quotations must be emailed to bids@jsspaf.com. The subject line of the quotation email must be as follows: 2020-JSSP-RFQ-0015, Onsite Maintenance and Repair of Copiers, Printers, and Scanners- Kabul.

Quotations must be received no later than 4:00 p.m. Kabul local time on February 4, 2020.

Please reference the RFQ number in any response to this RFQ. Quotations received after the specified time and date will be considered late and will be considered only at the discretion of Tetra Tech.

3. Questions

Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 2:00 p.m. local Kabul time on January 28, 2020 by email to bids@jsspaf.com.

Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that Tetra Tech believes may be of interest to other respondents will be circulated to all RFQ respondents who have indicated an interest in submitting quotations.

4. Specifications

Attachment 1 contains the Scope of Work for the required services. Attachment 2 contains the technical specifications of the required services and the list of equipment requiring services.

5. Quotations

Quotations shall be submitted in the format found in Attachment 2 and must be priced on a fixed-price, all-inclusive basis, including tax and all other costs. Pricing must be presented in US dollars.

Quotations must remain valid for not less than sixty (60) calendar days after the RFQ deadline.

Respondents are requested to submit a copy of their organization's valid business license with their quotation.

6. Evaluation and Award

The award will be made to a responsible offeror whose quotation follows the RFQ instructions, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications, and is determined via a trade-off analysis to be the best value based on the application of the evaluation criteria listed below. The relative importance of each individual criterion is indicated by the number of points below:

The evaluation factors listed below will be used to evaluate all quotations. The technical evaluation factors, when combined, are approximately equal to cost or price.

- a. Technical:
 1. Factor 1: **20 Points** – Experience of technical personnel. Please provide CVs showing qualifications of technicians expected to perform work under this award.
- b. Past Performance: **30 Points** - At least 3 years’ experience providing printer, copier, and scanner maintenance to local and international organizations. List past performance in the format found in Attachment 3.
- c. Price: **50 Points** - The Vendor shall submit firm fixed prices for all line items listed in Attachment 2.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, a quotation may be deemed “non-responsive” and thereby disqualified from consideration. Tetra Tech reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Tetra Tech reserves the right to conduct any of the following:

- Tetra Tech may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, Tetra Tech may issue a partial award or split the award among various offerors, if in the best interest of the JSSP.
- Tetra Tech may cancel this RFQ at any time.

7. Terms and Conditions

This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Tetra Tech or JSSP to make an award or pay for costs incurred by potential service providers in the preparation and submission of a quotation.

This solicitation is subject to Tetra Tech’s standard terms and conditions. Any resultant award will be governed by these terms and conditions.

8. Quotation Checklist

To assist respondents in the preparation of quotations, the following checklist summarizes the documentation required to submit a quotation in response to this RFQ:

- Official quotation, including specifications of offered goods/services (see Attachment 2 for an example)
- Copy of the company’s valid business license
- CVs of technical personnel
- Attachment 3, Past Performance Form (accurately completed)

Attachment 1: Scope of Work

1. Scope

Service provider shall provide all labor, tools, equipment, test equipment, material and parts, quality control, transportation and incidentals necessary to perform as needed on-site preventive maintenance and on call repairs in accordance with industry and manufacturer standards on the equipment listed in Attachment 2.

2. Location

The majority of the equipment requiring services is located at the JSSP main office located at the following address:

Justice Sector Support Program
The Baron
Near Kabul Airport, Hawa Shenasi Road
Khawaja Rawash
Kabul, Afghanistan

Other equipment is located at JSSP sub offices located in government offices in Kabul.

3. Frequency of Ordering

The equipment requires preventive maintenance services quarterly. The JSSP Logistics Department will work with the service provider to schedule maintenance of all equipment during each 3 month quarter.

4. Preventive Maintenance

Preventive maintenance shall be performed in accordance with the manufacturer's standards.

Preventive maintenance includes the following activities:

- Written inspection and evaluation of the equipment
- Cleaning the inside and outside of the machine using vacuum cleaners and chemical cleaning solutions specifically designated for cleaning the equipment. This includes removing natural dust, paper dust and fragments, toner dust, and mechanical dust.
- Lubrication of all parts requiring lubrication
- Adjustments as required
- Toner and all consumables check
- Required software updates
- Complete operational check to include all printer/copier/scanner functions

5. On Call Repair/Part Replacement

The service provider shall respond to on call requests for service or repair within 4 hours of receiving the call during established business hours. The service provider is responsible for diagnosing the malfunction or fault, recommending a course of action, and providing the labor to correct the malfunction or fault. These services are included in the firm fixed unit price for preventive maintenance services and cover all equipment listed in the Lot.

In case of a malfunction or discovery of a fault requiring repair, the service provider shall inspect and evaluate every component in the equipment necessary to locate the cause of a malfunction to determine if it is more cost efficient to

repair or replace the equipment. All repairs or part replacements shall be approved by the JSSP Deputy Chief of Team-Operations or her/his designated representative prior to commencing work.

Services for preventive maintenance does not include the cost of replacement parts or repair parts that may be required to repair damaged or nonfunctional equipment. If any one part or material cost exceeds \$100 USD, the service provider shall provide Tetra Tech with three price quotes for approval prior to ordering or installing the part or material.

Separate invoices shall be submitted for repair or replacement parts in accordance with the procedures outlined above.

The service provider shall use only original, manufacturer recommended replacement parts, Original Equipment Manufacturer (OEM).

The service provider shall turn over all damaged/replaced parts to the JSSP IT Supervisor for disposal by JSSP.

The service provider may remove equipment from JSSP offices if repairs are unable to be made on site with the approval of JSSP. The Vendor will be responsible for all transportation charges, and any loss, theft, or damage of the equipment while in his custody.

6. Reporting and Verification

When servicing, cleaning and repairing the equipment, the service provider shall provide specific written details pertaining to each piece of equipment to include, date of service, manufacturer, model, location, serial number, any diagnostic codes and general condition of the equipment. The JSSP IT Supervisor must verify the services or repairs performed on each piece of equipment.

Attachment 2: Specifications and Technical Requirements

The table below contains the technical requirements of the requested goods/services. Offerors are requested to provide quotations by completing this Attachment 2 and submitting a signed/stamped version to bids@jsspaf.com. Offerors may also submit quotations containing the information below on their company's official letterhead or official quotation format.

For each technical specification listed below, offerors must describe the extent to which each specification is met. If there is a difference between the required specification and the offered specification, please indicate and describe the difference. If there is no difference, write or enter "same".

Offerors will quote a firm fixed price to conduct preventive maintenance services in accordance with Attachment 1 on all equipment listed in each lot below.

Lot 1. Equipment located at The Baron

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJetM477Fdn	2	3	Quarterly Maintenance Service		
2	ID Card Printer	Zebra	ZXP Series 3	1				
3	Printer	HP	Laser Pro400 M401dn	3				
4	Printer	HP	LaserJet Pro 400	3				
5	Printer	HP	LaserJet 2055dn	2				
6	Printer	HP	8500-A	1				
7	Printer	HP	Laser Jet P4015N	1				
8	Printer	HP	LaserJet P2035N	2				
9	Printer	HP	MFP M476DN	2				
10	Printer	HP	LaserJet 500 Color MFP	1				
11	Printer	HP	LaserJet 600 M602	1				
12	Printer, All in One	HP	Color LaserJet Enterprise MFP M681dh	3				
13	Printer	HP	Officejet Pro 8610	1				
14	Printer	HP	Office Jet 4500	1				
15	Copier	Canon	Image Runner 2520	1				
16	Copier	Canon	Image Runner 2202	2				
17	Scanner	ScanSnap	S1500	22				

Lot 2. Equipment located at the US Embassy

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJetM477Fdn	3	3	Quarterly Maintenance Service		

Lot 3. Equipment located at the Ministry of Women's Affairs

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJetP2035n	1	3	Quarterly Maintenance Service		
2	Printer	HP	Office Jet 4500	2				
3	Printer	HP	LaserJet 1320	2				
4	Printer	HP	HP LaserJet Pro 400	2				
6	Printer	HP	HP Inkjet 8600	1				
7	Copier	Canon	Image Runner 2202n	1				
8	Scanner	ScanSnap	S1500	2				
9	Scanner	HP	Scanjet5590	1				

Lot 4. Equipment located at the Attorney General's Office

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJet Pro M1536ndf	1	3	Quarterly Maintenance Service		
2	Printer	HP	MFP M476DN	1				
3	Printer	HP	LaserJet P3015	1				
4	Printer	HP	P2055Dn	1				
5	Copier	Canon	Image Runner 2202n	1				
6	Scanner	ScanSnap	S1500	2				

Lot 5. Equipment located at the Ministry of Justice

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJetP2035n	1	3	Quarterly Maintenance Service		
2	Printer	HP	Office Jet 4500	2				
3	Printer	HP	LaserJet 1320	2				
4	Printer	HP	HP LaserJet P2055dn	1				
5	Printer	HP	HP 8500A	1				
6	Copier	Canon	Image Runner 2202n	1				
7	Scanner	ScanSnap	S1500	2				

Lot 6. Equipment located at Pul-e-Charkhi Prison

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	Pro 400	1	3	Quarterly Maintenance Service		
2	Copier	Canon	Image Runner 2420	1				
3	Scanner	HP	Scanjet5590	3				

Lot 7. Equipment located at The Supreme Court

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJet 600 M602dn	1	3	Quarterly Maintenance Service		
2	Printer	HP	CP4025	1				
3	Scanner	ScanSnap	S1500	1				

Lot 8. Equipment located at Ministry of Interior Affairs

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Printer	HP	LaserJet Pro M1536dnf	1	3	Quarterly Maintenance Service		

Lot 9. Equipment located at Counternarcotics Justice Center

No.	Description	Make	Model	Quantity in Lot	Qty	Unit	Unit Price (USD)	Total Price (USD)
1	Scanner	ScanSnap	S1500	1	3	Quarterly Maintenance Service		

This quotation is valid for _____ days.

Company Name: _____

Address: _____

Phone No.: _____

Email: _____

Name of Legal Representative: _____

Signature: _____

Company Stamp: _____

Attachment 3: Past Performance Form

Please list past or current awards relevant to this solicitation.

PAST PERFORMANCE FORM

Description of Services/Goods Provided	Client Name/Telephone Number	Client Address	Start Date	End Date