

REQUEST FOR PROPOSAL FOR THE PROVISION OF PRINTING & PHOTOCOPYING SERVICES

GENERAL INFORMATION AND NOTICE

International Livestock Research Institute (ILRI) with headquarters in Nairobi, Kenya P.O Box 30709-00100 Uthiru, Old Naivasha Road and co-hosted by the Government of Ethiopia in Addis Ababa is seeking a competent company (hereinafter referred to as the Provider) to provide Printing & Photocopying Services through a leasing agreement.

This document is a formal Request for Proposal (RFP) for the provision of the Printing & Photocopying Services detailed below in the section of this RFP entitled "Requirements".

- All the information contained in this RFP and the Bid response will be kept strictly confidential by both the Provider and ILRI.
- The offer shall remain valid through **31st July 2022**.
- In issuing this RFP there is no obligation for ILRI to select and procure all or some of the services offered.
- Any statement and cost proposal made by the Provider will form the basis of any contract that may be entered into between ILRI and the Provider.
- ILRI shall not be liable for or required to pay any costs, expenses, or losses that may be incurred by the Provider in the preparation of their Proposal response.
- All required information will be submitted on the documents specified in this RFP.

- ILRI does not bind itself to accept the lowest bid of any Proposal and reserves the right to accept a portion of any Proposal.
- The Provider is to submit a fully qualifying bid.
- ILRI reserves the right to conduct unannounced site visits to the Provider premises.
- ILRI may contact or arrange site visits to the referees stated in this proposal.

DEADLINE FOR SUBMISSION OF PROPOSALS

All proposal submissions must be received by 4.00 pm on **15th June 2022** to be deemed "received on time".

TRANSMISSION OF PROPOSALS

The tender documents should be submitted by email to IlriPrintingTender@cgiar.org. This is a closed tender email that will only be accessed by the tender committee after the submission deadline stated above.

NB: No hard copies will be accepted.

The detailed format of the proposal is provided below following the "Requirements" section. The proposal is made up of two different sections:

1. Technical Proposal
2. Financial Proposal

REQUIREMENTS

ILRI is seeking to enter into a three-year contract with a Printing & Photocopying Services provider on a leasing arrangement.

The provider will supply (and install where appropriate) all equipment, software, and consumables. The Provider will submit a maintenance and support agreement to maintain the equipment and minimize downtime in case of failure. The equipment will be collected by the Provider at the end of the contract period.

Printing & Photocopying Services

ILRI currently creates over **1,200,000 images per year**, with about 40% of this being in colour. This is distributed over 38 printers of varying capacities. Based on our observations and plans for the next 3 years, ILRI will require the following:

- ◇ 4 (four) high volume High-quality multifunction digital printers –10,000 to 30,000 images on average per month
- ◇ 10 (ten) mid-volume multifunction digital printers –4,000 to 10,000 images on average per month
- ◇ 27 (twenty-seven) low volume multifunction digital printers – 1,000 to 4,000 images on average per month
- ◇ Control equipment that will be used to release printed documents and identify the user of copier facilities by use of a confidential password and selecting the cost centre to be charged.
- ◇ The equipment should have the ability to read the user credentials from a proximity card. The cards currently in use are HID iCLASS (3002BGGNN ; 300 iCLASS SE Credential, 16k Bits (2k Bytes) with 16 Application Areas, Programmed with Security Identity Object (SIO))
- ◇ Devices to protect the equipment from power surges and damage from power outages and brown-outs
- ◇ Print Accounting Software linked to the Active Directory that will capture the cost center for every image that is made (print or copy); sets the cost for each variation of image (paper size, media, etc) and is capable of providing management reports through a web interface. A redundant solution is required such that if one print accounting server goes down, the other picks up automatically.
- ◇ Provision of consumables on time so that disruption to services is minimized
- ◇ A maintenance and support agreement that ensures that spare parts and spare equipment are stocked by the Provider for immediate use when required and that technical expertise is available on-site to resolve problems as soon as they are reported
- ◇ An onsite technician for daily operational and technical support is required.

- ◇ A Service Level Agreement (SLA) that establishes agreed performance indicators and establishes agreed penalty clauses for nonconformity with the agreed levels
 - a. Proper induction procedures with frequent surveys to ensure user satisfaction levels are as expected.
 - b. Regular maintenance – indicate expectations.

NB: ILRI will be responsible for the supply of printing papers.

Reports

The Provider will provide a software application that will enable the provision of management reports to ILRI including:

- ◇ Printing and photocopying usage by machine, by cost centre, and by user for a specified period
- ◇ Web-based user query functionality for managers to review their cost profiles

Invoicing

The Provider will provide a monthly invoice detailing:

- ◇ The number of images made per staff/user during the period.
- ◇ Rebates as a result of non-conformity with SLA

Contract monitoring

The Provider and ILRI will meet regularly to discuss any issues arising in the course of the contract:

- ◇ A review of the contract will take place quarterly to identify any improvements or changes needed to improve the effectiveness of the contract
- ◇ An annual review of the contract will be scheduled to continuously identify ways to improve the effectiveness of the contract including a review of the price per image based on the volume over the previous 12 months
- ◇ The Provider will explain any discrepancy between the equipment image counter and the software image counts
- ◇ The Provider will highlight any unusual patterns of copying or printing

The proposal should contain 3 sections

Section 1 – Company Profile

1.1. Corporate details

1.1.1. When was the company established and what is your experience in the copier/printing sector.

1.1.2. State clearly if your company is under the following categories:

- Joint Venture
- Partnership
- Local representation (Kenya) – Give details of the principal company

Provide details and evidence of these agreements including Name, Physical Address, email, and telephone contacts.

1.1.3. Provide copies of the following documents –

	Documents required	Check <input type="checkbox"/> - if attached to the proposal
1.	Certificate of incorporation	
2.	Copy of PIN certificate	
3.	Valid Tax compliance certificate	
4.	Duly signed CRB 12	
5.	Audited account for the last three years	
6.	Proof of payment of the tender fee (attach original receipt)	
7.	Copies of 3 purchase/service orders or agreements of your highest value, showing relevant experience from at least three reputable organisations, under a similar lease arrangement.	

1.1.4. Directors and Partners

Provide the names, nationalities, and addresses of all the Directors and/or Partners (executive and non-executive) of your company:

Name	Nationality	Complete Address	Executive (Yes/No)

--

1.1.5. Other companies

List other firms, holding firms, or other organisations, and their addresses, holding a major interest in your company

Company Name	Location (Country)	Status (interest)

1.1.6. Account Management

List the names of the persons that will be assigned to supervise the ILRI account by your company, explaining the roles clearly.

Name	Position/Role

1.1.7. Bank Reference

List the bank (s) in which your company has an account

Name of Bank	Location	Branch

1.2. Business References –

List 4 major clients for whom you have provided similar services in the last three financial years that you would recommend for Site Reference - must be relevant to printing, photocopying & scanning services.

a) Non-Profit/Donor Funded Organizations:

Name of Firm a.n.	Location/Physical Address	Contact Person	Business Ksh.

b) Commercial Organisations:

Name of Firm Ksh. a.n	Location/Physical Address/Tel.	Contact Person	Business

--

1.3. Sub-Contractors -

Will any of the services composing this entire proposal be given to sub-contractors by your firm?

If yes, to whom? What portion and why?

1.4. Business Principles

1.4.1. Conflict of Interest: ILRI insists on honesty, integrity, and fairness in all aspects of the business relationship with your company. Direct or indirect offer, payment, soliciting, and acceptance of bribes in any form are unacceptable practices.

Please confirm your agreement to the above. Y / N

1.4.2. To avoid conflicts of interest between their private financial activities and their part in the conduct of company business, ILRI employees or members of their immediate family or relatives should not acquire a financial interest in any company or organization with which ILRI has a commercial relationship.

Is a member of your immediate family or relative an ILRI employee? Y / N

If yes, please provide details.

1.5. Declaration requirement to be completed in Appendix C attached.

1.6. Continuous improvement and Performance Measurements

The supplier will be required to participate positively in the client's performance measurement systems, which will include the following:

- a) Ensuring the most efficient service delivery turnaround time
- b) Maintenance of quality standards of all items supplied by random checks
- c) The provider is expected to inform clients of new products or innovations to create market awareness and trends.
- d) Contract compliance.

1.7. Credit Facilities

Payment terms for Invoices in the name of ILRI shall be 30 days upon receipt of the invoice

- a) Indicate terms and conditions of delivery of goods i.e. free delivery
- b) Indicate the extended warranty period for items where applicable.

1.8. What are your standard procedures for handling customer queries?

1.9. Please provide a Customer Care, Policy, and Standard Manual if available.

Section 2 – Technical Proposal

<p>1. Provide the product specifications (including product brochures) that you are proposing to meet ILRI's minimum requirements for the configurations of equipment and software specified in Appendix A. Include a letter of authorisation from the manufacturer of the brand that you propose to supply.</p>
<p>2. List the technical staff that will be available to support the ILRI contract.</p> <ol style="list-style-type: none"> 1. For each, state the role that they will play and provide a resume detailing their technical skills and experience.
<p>3. Provide a list and the stock level of consumables that will be kept at all times by the Vendor.</p> <ol style="list-style-type: none"> 1. Describe the mechanisms that will be put in place to ensure the timely replacement of consumables so that downtime of equipment is minimised. 2. Indicate how paper levels will be maintained in printers to avoid “out-of-paper” events
<p>4. Provide a maintenance and support document detailing the mechanisms that will be put in place to provide timely support on the equipment and software applications included in the contract.</p> <ol style="list-style-type: none"> 1. State if a technician will be located on-site or on-call. 2. Explain the help desk process and escalation procedures. 3. List the spare parts and equipment that will be kept in stock to ensure a fast response to repair or replace faulty equipment. 4. State the maximum acceptable downtime for any piece of equipment.
<p>5. Provide a Service level agreement document that sets out the expected performance levels and the indicators.</p> <ol style="list-style-type: none"> 1. State how the indicators will be measured and monitored to ensure the expected level of service is attained. 2. Indicators should include print quality. 3. The document will include details of compensation that will be provided if the performance levels are not maintained. 4. Describe the review process that will be put in place. 5. The review will assess performance and will allow for changes to equipment.
<p>6. Provide a detailed plan for implementation of the requirements including expected start and end date, actions that need to take place, resources that</p>

will be required, and specific actions that will be taken to ensure a smooth roll-over from our existing to the new equipment including user training.

Section 3 - Financial proposal

3.a. General Financial Information

- | |
|--|
| <p>1. Provide comprehensive and audited company financial statements for the last 3 years (for a member of a group of companies the subsidiary statements will suffice; a company less than 3-years old should provide all statements to date). As a minimum, the statements should include the balance sheet, the income, profit and loss statement, and a cash flow statement.</p> |
| <p>2. Indicate the financial arrangements (financing plan) you will need to put in place to implement this contract.</p> |
| <p>3. What financial compensation will there be to ILRI if the performance indicators in the SLA are not attained or for late delivery on the implementation plan?</p> |

3.b. - Leasing arrangement

- | |
|---|
| <p>Description of the arrangement: In the leasing arrangement the Provider will supply (and install where appropriate) all equipment, software, and consumables, except paper.</p> <ol style="list-style-type: none"> 1. The Provider will provide a maintenance and support agreement to maintain the equipment and minimize downtime in case of failure. 2. The equipment will be collected by the Provider at the end of the contract period. 3. The arrangement will take the form of a 3-year contract based on a minimum usage of 800,000 images per year. 4. The Provider should propose a billing model that bundles the hardware, support, and consumables costs and allows ILRI to charge back to internal customers on a per-page basis. |
| <p>Provide the pricing structure that you propose to implement this arrangement. Quote for the following three options:</p> <ol style="list-style-type: none"> a. Option 1: All printers are colour and have staple finishers. b. Option 2: All printers are colour with staple finishers on only 8 printers. c. Option 3: Only 18 printers (the 4 high-volume, 10 mid-volume & 4 low-volume) are colour while the rest are B/W, with staple finishers on only 8 printers. <p>The printer & finisher counts for these options are summarized in the table below:</p> |

	Option 1	Option 2	Option 3
High-Volume Colour	4	4	4
High-Volume B/W	0	0	0
Mid-Volume Colour	10	10	10
Mid-Volume B/W	0	0	0
Low-Volume Colour	27	27	4
Low-Volume B/W	0	0	23
Staple Finishers	41	8	8

Appendix A – Equipment Configuration Requirements

Summary of Equipment Required for ILRI

Configuration Type	Description of Equipment	No. of Equipment
1	High Volume MFP	4
2	Mid Volume MFP	10
3	Low Volume MFP	27
TOTAL		41
4	Print accounting Software	1

Configuration 1 – High volume Multifunction Printer

No. Required = 4;

This will be the high-volume Multifunction Printer configuration required by ILRI. To be installed where volume is expected to be over 10,000 pages per month

Description of required features	Expected Minimum specification	Vendor equipment specification	Vendor Comments
Copier functionality	Yes		
Scanner functionality	Yes		
Printer functionality	Yes with network interface 100/1000-TX		
Duplex copying and Printing	Yes		
A3 Printer	Yes		
Automatic document feeder	Yes		
Supported Environments	All versions of Windows, Linux, and Mac		
Floor Standing	Yes		
Page Counter terminal	Yes		
Proximity Card Reader	Yes		
The expected life of consumable items in No. of pages.	Toner Kit Fixer roller Drum Kit Etc.		
Additional features worth noting			

Configuration 2 – Mid volume Multifunction Printer

No. Required = 10;

This will be the mid-volume Multifunction Printer configuration required by ILRI. To be installed where volume is expected to be between 4,000 and 10,000 pages per month

Description of required features	Expected Minimum specification	Vendor equipment specification	Vendor Comments
Copier functionality	Yes		
Scanner functionality	Yes		
Printer functionality	Yes with network interface 100/1000-TX		
Duplex copying and Printing	Yes		
A3 Printer	Yes		
Automatic document feeder	Yes		
Supported Environments	All versions of Windows, Linux, and Mac		
Floor Standing	Yes		
Page Counter terminal	Yes		
Proximity Card Reader	Yes		
The expected life of consumable items in No. of pages.	Toner Kit Fixer roller Drum Kit etc		
Additional features worth noting			

Configuration 3 – Low volume Multifunction Printer

No. Required = 27;

This will be the **low-volume** Multifunction Printer configuration required by ILRI. To be installed where volume is expected to be between 1,000 to 4,000 pages per month

Description of required features	Expected Minimum specification	Vendor equipment specification	Vendor Comments

Copier functionality	Yes		
Scanner Functionality	Yes		
Printer functionality	Yes with network interface 100/1000-TX		
Duplex copying and Printing	Yes		
A3 Printer	Yes (except 1 unit)		
Automatic document feeder	Yes		
Supported Environments	All versions of Windows, Linux, and Mac		
Floor Standing	Yes (except 2 units)		
Page Counter terminal	Yes		
Proximity Card Reader	Yes		
The expected life of consumable items in No. of pages.	Toner Kit Fixer roller Drum Kit etc		
Additional features worth noting			

Configuration 4 – Software

No. Required = 1

Software to log, manage and report on the accounting and usage of the equipment.

Description of required features	Expected Minimum specification	Vendor equipment specification	Vendor Comments
----------------------------------	--------------------------------	--------------------------------	-----------------

Accounting and reporting software	Appropriate reporting of both print/copy and paper usage allowing for chargebacks between units. Allowing users to view their usage and budget holders to view their department's usage.		
Backup	A backup copy needs to be quickly activated on a different server in case of server failure		
Client billing	For logging use from computers		
Additional features worth noting			

Appendix B – Declaration

I declare to the best of my knowledge that the answers submitted in this prequalification questionnaire (and any supporting documentation) are correct. I understand that any misrepresentation will render my organization ineligible to participate in any future business activities with ILRI.

FORMS COMPLETED BY

Name:

Position (Job Title):

Date:

Telephone Number(s):

Email address:

Signature:

Stamp/Seal:

FORMS WITNESSED BY

Name:

Position (Job Title):

Date:

Email address:

Signature:

Stamp/Seal:

TENDER EVALUATION CRITERIA

The proposal received will be evaluated against the criteria below:

SECTION 1 - COMPANY PROFILE/		
(Yes/No - no scores attached)		
	Documents required	Check - if attached to proposal (Y/N)
a	Certificate of incorporation	
b	Copy of VAT Registration Certificate/exemption	
c	Valid Tax compliance certificates	
d	Copy of Pin certificate	
e	Copies of relevant Purchase/Service orders or agreements (3 copies of your highest value)	
f	Copy of tender payment receipt	
g	Copy of Current Trade Licence	
h	Duly signed CR 12	
SECTION 2 - TECHNICAL PROPOSAL		MAX SCORE: 50
1	Product specifications (including product brochures) that you are proposing to meet ILRI's minimum requirements for the configurations of equipment and software specified in Appendix A.(10 mks) Include a letter of authorisation from the manufacturer of the brand that you propose to supply (5mks)	15
3	Provide a maintenance and support document detailing the mechanisms that will be put in place to provide timely support on the equipment and software applications included in the contract. 1. Explain the help desk process and escalation procedures (5 mks) 2. Explain how you'll ensure timely replenishment of depleted consumables and required spare parts. (5mks) 3. List of spare parts and equipment that will be kept in stock to ensure fast response to repair or replace faulty equipment. (5mks)	15
4	Provide a Service level agreement document that sets out the expected performance levels and the indicators. 1. State the maximum acceptable downtime for any piece of equipment. 2. State how the indicators can be measured and monitored to ensure the expected level of service is attained. 3. Details of compensation that will be provided if the performance levels are not maintained. 4. Describe the review process that will be put in place.	10

5	Provide a detailed plan for an implementation of the requirements including expected start and end date, actions that need to take place, resources that will be required, and specific actions that will be taken to ensure a smooth roll-over from our existing to the new equipment including user training.	10
SECTION 3 - FINANCIAL PROPOSAL		Max Score: 40 (Per option)

- Option 1**
- Option 2**
- Option 3**

SECTION 4 - Site Visit	MAX SCORE: 10
-------------------------------	----------------------

	Visit Score
Site 1	
Site 2	
Site 3	
Site 4	
Total	

Site Visit Criteria

Efficiency of machines
Customer feedback
Reliability of service
Quality of service - timeliness of support staff and spares
Performance of vendor in accounting and billing