REQUEST FOR QUOTATION

A. RFQ No. and Date: RFQ 002/2019, July 16, 2019
   Subject: Printing supplies and maintenance service for USAID Vietnam

B. Issuing Office/Section: Executive Office
   USAID/Vietnam
   6th Fl, Tungshing Building
   2 Ngo Quyen Street
   Hanoi, Vietnam

C. Closing date for receipt of quotation: August 2, 2019 (5:00pm Bangkok/Hanoi time)

D. Type of Award: Fixed Price – Purchase Order

E. Basis for Award: Soliciting competition, evaluation of quotations or offers, award and documentation (FAR Part 13.106)

Description of Requirements

The United States Government, represented by the U.S. Agency for International Development (USAID), invites qualified companies/individuals to submit quotations for the services specified below. This is to support the operation of USAID/Vietnam offices in Hanoi and Ho Chi Minh City.

USAID will accept submission of quotations only via email for this procurement by the time specified above with the relevant information. Email submissions shall be sent to the contacts listed in Article V. Late submissions may be considered at USAID's sole discretion. The award of a contract hereunder is subject to the availability of funds. Issuance of this RFP does not constitute an award or commitment on the part of the U.S. Government, nor does it commit the U.S. Government to pay for costs incurred in the preparation and submission of a quotation.

Please be advised that all interested parties are required to be registered in Dun and Bradstreet and are subject to SAM registration before an award can be made. Information on obtaining the Data Universal Numbering System (DUNS), can be found at this website: http://fedgov.dnb.com/webform. Offerors are also required to register their business on the U.S. Government’s System for Award Management (SAM) at www.sam.gov. Information on this process for foreign vendors is available here: (http://photos.state.gov/libraries/thailand/591452/gso/duns_ncage_instructions.pdf). Prospective offerors are encouraged to register in SAM prior to the submittal of quotations.

Any questions regarding this Request for Quotation (RFQ) should be sent to the contacts listed in Article IV. Issuance of this RFQ does not constitute an award or commitment on the part of the U.S. Government, nor does it commit the U.S. Government to pay for costs incurred in the preparation and submission of a quotation.

I. Printing supplies and maintenance service request:
   - USAID Vietnam has 15 multi-function networked printers in Hanoi (at 6th and 15th Floor, Tungshing Building, 2 Ngo Quyen, Hoan Kiem District) and 01 multi-function networked
printer in Ho Chi Minh City (at 8th Floor, Diamond Plaza, 34 Le Duan, District 1). Vendor is requested to provide printing supplies and maintenance service for these 16 printers. Detailed printer models are as the followings:

<table>
<thead>
<tr>
<th>Printer Model</th>
<th>Quantity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP M775z</td>
<td>7</td>
<td>Hanoi</td>
</tr>
<tr>
<td>HP M553dn</td>
<td>8</td>
<td>Hanoi</td>
</tr>
<tr>
<td>HP M775z</td>
<td>1</td>
<td>Ho Chi Minh City</td>
</tr>
</tbody>
</table>

- **Service period**: 12 months (estimated from December 2019) and automatically expired at the end of the contracted period.
- Vendor will provide necessary ink cartridges, drum cartridges, and other required hardware parts and services to maintain full and effective operation of the serviced printers on daily basis during the entire serviced period. The cost for these printing supplies should be included and implied in the quotation for each printing page as per Price Schedule template in Article II.
- Vendor will provide quarterly maintenance service for the 16 serviced printers mentioned above to ensure their normal operation; and quarterly maintenance service for additional 10 HP printers.
- In case hard drive (disk), RAM (memory) and any data-storage part of the printers need to be replaced, all of them will be retained and belong to USAID Vietnam office.
- Vendor commits to fix any normal printing issues within 02 working hours and major hardware issues within 01 business day after receiving notification. All repair expenses for any damages that caused by normal and proper uses will be responsible by the vendor.
- The vendor’s technicians must work closely with USAID technical staff to ensure the safety condition of the printers.
- Vendor agrees to provide service to support local admin to fully control all security aspects of the devices and to upgrade firmware to fix any security issues; allow the printers to supports high level of encryption security setting while not sending any data out of USAID network in any cases; allow to manage user permission via AD authentication and smart-card reader.
- Printing paper is not required in the scope of this service package; do not add printing paper cost in pricing plans.
- Reference printing usage to estimate volume of contract:

<table>
<thead>
<tr>
<th>Print type</th>
<th>Total # of page</th>
<th># of month</th>
<th>page/month</th>
<th>Estimated consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>258,545</td>
<td>37</td>
<td>6,988</td>
<td>11,646</td>
</tr>
<tr>
<td>Color</td>
<td>183,285</td>
<td>37</td>
<td>4,954</td>
<td>8,256</td>
</tr>
<tr>
<td>Total</td>
<td>441,830</td>
<td>11,941</td>
<td>19,902</td>
<td></td>
</tr>
</tbody>
</table>

- Payment will be made based on actual quantity of printed pages for each print type. Payment will be made monthly for HP M775z model (high workload) and quarterly for HP M553dn model (lower workload).
- In case vendor does not provide service in Ho Chi Minh City, please state that clearly in the offer.

**II. Bidding dossier:**
- Quotation (written in English): list detailed prices (including VAT tax, if applicable) in Vietnam Dong (VND), estimated delivery/installation time, quality commitment, fulfillment of the...
minimum technical requirement, all other expenses that may incur (such as dispatch cost, labor cost for installation, exchange rate insurance, etc.), and any provisions that USAID needs to be aware of.

- **Price schedule template:**

<table>
<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>Unit (converted to A4 size)</th>
<th>Unit price (including VAT)</th>
<th>Estimated volume</th>
<th>Total price in 12 months (including VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Full color (Print, Copy)</td>
<td>page</td>
<td>VND xx</td>
<td>8,000 pages per month</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Mono (Black and white print, copy)</td>
<td>page</td>
<td>VND xx</td>
<td>12,000 pages per month</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Quarterly maintenance service</td>
<td>printer</td>
<td>VND xx</td>
<td>26 printers per quarter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Any other cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Company profile (in English): brief introduction document about bidder’s company, services, and current customers;
- Copy of Business Registration certificate;
- Bidder must sign/stamp on this RFQ and attach it to their bidding dossier for acknowledgement of its content.
- **Bidding dossier should be in ".pdf" format and sent to the contacts listed in Article V of this request for quotation.**

**III. Selection Criteria:**

A) Detailed Price Quote (70%)

B) Solution and Past Performance (30%)

All interested parties must submit a detailed price quotation along with documentation that demonstrates previous successful performance of similar service/product described in this request; this could include letters of recommendations, appreciation or other evidence of vendor capability from previous customers.

The USAID Contracting Officer will select the successful contractor using a Best Value approach, considering price factors and past performance. The Contracting Officer, at the Government’s discretion, may enter into negotiations with one or more offeror to discuss improvements in the proposal and cost deduction. Upon successful negotiation with the vendor, a purchase order will be issued, and a lump sum payment made upon acceptance of all deliverables and within 30 days of receipt of invoice.

**IV. Purchase Order Clauses:**

Purchase Order issued for the selected offer(s) shall incorporate one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):
● Federal Acquisition Regulation (FAR) at http://www.acquisition.gov/far/
● USAID Acquisition and Assistance Policy Directives (AAPDS) and Contract Information Bulletins (CIBS) at https://www.usaid.gov/work-usaid/aapds-cibs/
● USAID Acquisition and Assistance Policy Directive (AAPD 16-02) Revised on Clauses and special contract requirements for facilities access, security, and information technology (IT) at https://www.usaid.gov/work-usaid/aapds-cibs/aapd-16-02-revised/

V. Contacts:
All questions, comments, and bidding dossiers must be electronically sent to USAID Vietnam office via the following emails: vietnam-hanoi-usaid-proc@usaid.gov and lunguyen@usaid.gov (please send to both emails).