



**INTERNATIONAL CENTRE OF INSECT PHYSIOLOGY  
AND ECOLOGY (*icipe*)**

**REQUEST FOR PROPOSAL FOR THE PROVISION  
OF  
MULTI-FUNCTION PRINTING SERVICES TO  
*icipe***

Release Date: **24<sup>th</sup> August 2018**

Last date for receipt of bids: **11:00 hrs on 14<sup>th</sup> September 2018**

## 1.0 GENERAL INFORMATION AND NOTICE

International Centre of Insect Physiology and Ecology (*icipe*) located on Mwiki Road, off Thika Super Highway, Kasarani (hereinafter referred to as the Centre) is seeking a competent company (hereinafter referred to as the Provider) to provide **Multi-function Printing Services** through a leasing agreement.

This document is a formal Request for Proposal (RFP) for the provision of the Multi-function Printing Services detailed below in the section of this RFP entitled “Requirements”.

- All the information contained in this RFP and in the Bid response will be kept strictly confidential by both the Provider and *icipe*.
- The offer shall remain valid through for ninety (90) days from the submission date.
- In issuing this RFP, there is no obligation for *icipe* 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 *icipe* and the Provider.
- *icipe* 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.
- *icipe* do not bind themselves 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.
- *icipe* reserve the right to conduct unannounced site visits to the Provider premises.
- *icipe* 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 **11:00 hrs 14<sup>th</sup> September 2018** to be deemed “received on time”.

## **TRANSMISSION OF PROPOSALS**

The proposal must be submitted in one hard original, bound, typed and completely printed, and are to be enclosed in plain sealed envelopes, marked “**Provision of Multi-function Printing Services to *icipe***” and addressed as below. Soft copies shall not be accepted.

### **Procurement Manager**

***C/o icipe Tender Box***

**International Centre of Insect Physiology and Ecology (*icipe*)**

off Thika Super Highway, Kasarani

*icipe* Duduville Campus

P.O. Box 30772, 00100,

**NAIROBI.**

and be deposited in the tender box provided at the *icipe* Carroll Wilson Building, Duduville Campus, Kasarani or before **11:00 hrs on 14<sup>th</sup> September 2018**. The bids will be opened at 11:00 hrs in the Hive Meeting room, in the presence of those submitting.

All enquiries should be addressed to [icipetenders@icipe.org](mailto:icipetenders@icipe.org)

## **PRESENTATION OF PROPOSALS**

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

## 2.0 PROPOSAL REQUIREMENTS

*icipe* is seeking to enter into a three-year contract with a **Multi-function Printing 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 minimise downtime in case of failure. The equipment will be collected by the Provider at the end of the contract period.

### 2.1 Multi-function Printing Services

*icipe* currently creates an average of 70,000 print-outs per month. This is distributed over 7 (seven) multi-function printers of varying capacity at the Duduville Campus in Nairobi and 1 (one) multi-function printer at the *icipe* Thomas Odhiambo Campus in Mbita. More detail on our current usage is provided in Appendix B. Based on our observations and plans for the next 3 years, *icipe* will require the following:

- ◇ 2 high volume High quality colour multi-function digital printer –10,000 to 30,000 images on average per month
- ◇ 4 mid volume multi-function digital printers –4,000 to 10,000 images on average per month
- ◇ 2 low volume multi-function digital printers – 1,000 to 4,000 images on average per month
- ◇ Control equipment that can be used to release printed documents and identify the user of multi-function printer facilities by use of a confidential PIN and select the cost centre to be charged. The facility should have (allow inclusion of) the ability to read the credentials from a swipe card.
- ◇ Devices to protect the equipment from power surges and damage from power outages and brown-outs.
- ◇ Print Accounting Software linked to Microsoft's Active Directory that will capture the cost centre 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 and over email. The software should also provide the ability to

integrate with existing printers on the network. A redundant solution is required such that if one print accounting server goes down, the other picks up automatically.

- ◇ Provision of consumables in a timely manner so that disruption to services is minimised. *icip*e shall maintain an agreed limited stock of consumables on site at its Duduville and Mbita campuses.
- ◇ A maintenance and support agreement that ensures that spare parts and spare equipment is 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.
- ◇ 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.

## **2.2 Reports**

The Provider will provide a software application that will enable provision of management reports to *icip*e including:

- ◇ Printing and photocopying usage by machine, by cost centre and by user for a specified period. These reports should be delivered over email to various users.
- ◇ Web based user query functionality for managers to review their cost profiles.

## **2.3 Invoicing**

The Provider will provide a monthly invoice detailing:

- ◇ Number of images made per machine during the period.
- ◇ Rebates as a result of non-conformity with SLA.

## **2.4 Contract monitoring**

The Provider and *icip*e will meet on a regular basis to discuss any issues arising in the course of the contract:

- ◇ An initial review of the contract will take place after 6 months 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 provide an explanation for 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 will contain 3 sections namely, Company Profile, Technical Proposal and Financial/Price Proposal as shown below.

## SECTION 1: COMPANY PROFILE

### 1. Corporate details

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

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

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

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

1.3. Provide copies of the following documents –

|    | Documents required  | Check if attached to proposal |
|----|---|-------------------------------|
| 1. | Certificate of incorporation  |                               |
| 2. | Copy of VAT Registration Certificate/exemption  |                               |
| 3. | Valid Tax compliance certificates   |                               |
| 4. | Copy of Pin certificate   |                               |
| 5. | Copies of relevant Purchase/Service orders or agreements (3 copies of your highest value) |                               |
| 7. | Copy of Current Trade Licence   |                               |

### 1.4 Account Management

List below the names of the persons that will be assigned to supervise the *icipe* account by your company, explain the roles clearly.

| Name | Position/Role |
|------|---------------|
|      |               |

## 2. Business References

List 4 major clients whom you have provided similar goods and services in last three financial years that you would recommend for Site Reference - *must be relevant to the items or services you are bidding for.*

a) Non-Profit/Donor Funded Organizations:

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

b) Commercial Organisations:

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

**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?

**4. 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) Supplier expected to inform clients of new products or new innovations to create market awareness and trends.
- d) Contract compliance.



**5. Credit Facilities**

Payment terms for Invoices in the name of *icipé* shall be 30 days upon receipt of invoice.

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

**6. Green Procurement**

*icipé* observes green procurement regulations therefore suppliers and manufacturers are to ensure that goods and services are compliant with emerging Environmental Management Standards.

## SECTION 2: TECHNICAL PROPOSAL

|   |
|---|
| <p>1. Provide the <b>product specifications</b> (including product brochures) that you are proposing to meet <i>icipe</i>'s minimum requirements for the configurations of equipment and software specified in Appendix A.</p>  |
| <p>2. List the <b>technical staff</b> that will be available to support the <i>icipe</i> contract.</p> <ol style="list-style-type: none"><li>1. For each, state the role that they will play and provide a resume detailing their technical skills and experience.</li></ol>  |
| <p>3. Provide a list and the <b>stock level of consumables</b> that will be kept at all times by the Vendor.</p> <ol style="list-style-type: none"><li>1. Describe the mechanisms that will be put in place to ensure the timely replacement of consumables so that downtime of equipment is minimised.</li><li>2. Indicate how paper stock levels will be maintained in printers to avoid "out-of-paper" events</li></ol>  |
| <p>4. Provide a <b>maintenance and support document</b> 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"><li>1. State if a technician will be located on site or on-call.</li><li>2. Explain the help desk process and escalation procedures.</li><li>3. List the spare parts and equipment that will be kept in stock to ensure fast response to repair or replace faulty equipment.</li><li>4. State the maximum acceptable downtime for any piece of equipment.</li></ol>   |
| <p>5. Provide a <b>Service level agreement</b> document that sets out the expected performance levels and the indicators.</p> <ol style="list-style-type: none"><li>1. State how the indicators can be measured and monitored to ensure the expected level of service is attained.</li><li>2. Indicators should include print quality.</li><li>3. The document will include details of compensation that will be provided if the performance levels are not maintained.</li><li>4. Describe the review process that will be put in place.</li><li>5. The review will assess performance and will allow for changes to equipment and revision of pricing based on fluctuations in the average usage of + or – 20%.</li><li>6. Describe your standard procedures for handling customer queries?</li></ol> |
| <p>6. Provide a detailed <b>plan for an implementation</b> 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.</p>  |

## SECTION 3: FINANCIAL PROPOSAL

### 3.a. General Financial Information

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| 1. Provide comprehensive <b>company financial statements</b> for the last 3 years (for a member of a group of companies the subsidiary statements will suffice; a company less than 3-year-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. |
| 2. Indicate the <b>financial arrangements</b> (financing plan) you will need to put in place to implement this contract.   |
| 3. What <b>financial compensation</b> will there be to <i>icipe</i> if the performance indicators in the SLA are not attained or for late delivery on the implementation plan?   |

### 3.b. Leasing arrangement

|  |
|--|
| <p><b>Description of the arrangement:</b> 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"><li>1. The Provider will provide a maintenance and support agreement to maintain the equipment and minimise downtime in case of failure.</li><li>2. The equipment will be collected by the Provider at the end of the contract period.</li><li>3. The arrangement will take the form of a 3-year contract based on a minimum usage of 840,000 images per year.</li><li>4. Our preferred pricing structure is a fixed price per quarter.</li><li>5. At the end of 12 months any images made over and above the minimum volume will be charged at a special rate per image.</li></ol> |
| 1. Provide the pricing structure that you propose to implement for this arrangement.   |

## Appendix A – Equipment Configuration Requirements

### Summary of Equipment for *icipe*

| Configuration Type | Description of Equipment  | No. of Equipment | Est. Total Volume (per month) |
|--------------------|---------------------------|------------------|-------------------------------|
| 1                  | High Volume MFP (Color)   | 2                | 30,000                        |
| 2                  | Mid Volume MFP (B/W)      | 4                | 30,000                        |
| 3                  | Low Volume MFP (B/W)      | 2                | 10,000                        |
| 4                  | Print accounting Software |                  |                               |

Summary of Equipment for *icipe* based on various Configurations:

#### **Configuration 1 – High volume Multi-function Color Printer**

**No. Required = 2; Estimated Monthly Volume = 30,000 images**

This will be the high-volume Multi-function Printer configuration required by *icipe*. To be installed where volume is expected to be over 15,000 pages per month per multi-function printer

| Description of required features                | Expected Minimum specification          | Vendor equipment specification | Vendor Comments |
|---|---|--------------------------------|-----------------|
| Copier functionality                            | Yes                                     |                                |                 |
| Printer functionality – Color and Black & White | Yes, with network interface 100/1000-TX |                                |                 |
| Duplex copying and Printing                     | Yes                                     |                                |                 |
| Automatic document feeder                       | Yes                                     |                                |                 |
| Supported Environments                          | All versions of Windows, Linux and Mac  |                                |                 |

|  |   |  |  |
|--|---|--|--|
| Page Counter terminal                              | Yes   |  |  |
| Swipe Card Reader                                  | Yes   |  |  |
| Expected life of consumable items in No. of pages. | Toner Kit<br>Fixer roller<br>Drum Kit<br>Etc. |  |  |
| Additional features worth noting                   |   |  |  |

**Configuration 2 – Mid volume Multi-function Printer**

**No. Required = 4; Estimated Volume per month = 30,000 images**

This will be the mid volume Multi-function Printer configuration required by icipe. To be installed where volume is expected to be around 7,500 pages per month per month.

| <b>Description of required features</b>            | <b>Expected Minimum specification</b>        | <b>Vendor equipment specification</b> | <b>Vendor Comments</b> |
|--|--|---------------------------------------|------------------------|
| Copier functionality                               | Yes  |                                       |                        |
| Printer functionality                              | Yes, with network interface 100/1000-TX      |                                       |                        |
| Duplex copying and Printing                        | Yes  |                                       |                        |
| Automatic document feeder                          | Yes  |                                       |                        |
| Supported Environments                             | All versions of Windows, Linux and Mac       |                                       |                        |
| Page Counter terminal                              | Yes  |                                       |                        |
| Swipe Card Reader                                  | Yes  |                                       |                        |
| Expected life of consumable items in No. of pages. | Toner Kit<br>Fixer roller<br>Drum Kit<br>etc |                                       |                        |

|                                  |  |  |  |
|----------------------------------|--|--|--|
| Additional features worth noting |  |  |  |
|----------------------------------|--|--|--|

**Configuration 3 – Low volume Multi-function Printer**

**No. Required = 2; Estimated Volume per month = 10,000 images**

This will be the mid volume Multifunction Printer configuration required by *icipe* to be installed where volume is expected to be up to 2,500 pages per month per multi-function printer.

| <b>Description of required features</b> | <b>Expected Minimum specification</b>   | <b>Vendor equipment specification</b> | <b>Vendor Comments</b> |
|---|---|---------------------------------------|------------------------|
| Copier functionality                    | Yes                                     |                                       |                        |
| Scanner Functionality                   | Yes                                     |                                       |                        |
| Printer functionality                   | Yes, with network interface 100/1000-TX |                                       |                        |
| Duplex copying and Printing             | Yes                                     |                                       |                        |
| Automatic document feeder               | Yes                                     |                                       |                        |
| Supported Environments                  | All versions of Windows, Linux and Mac  |                                       |                        |
| Stand/Pedestal                          | Optional                                |                                       |                        |
| Page Counter terminal                   | Yes                                     |                                       |                        |
| Swipe Card Reader                       | Yes                                     |                                       |                        |

|  |  |  |  |
|--|--|--|--|
| Expected life of consumable items in No. of pages. | Toner Kit<br>Fixer roller<br>Drum Kit<br>etc |  |  |
| Additional features worth noting                   |  |  |  |

**Configuration 4 – Software (This section to be provided by the vendor)**

**No. Required =**

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

| <b>Description of required features</b> | <b>Expected Minimum specification</b>   | <b>Vendor equipment specification</b> | <b>Vendor Comments</b> |
|---|---|---------------------------------------|------------------------|
| Accounting and reporting software       | Appropriate reporting of both print/copy and paper usage allowing for chargebacks between units |                                       |                        |
| Backup                                  | A backup copy needs to be quickly activated on a different server in case of server failure     |                                       |                        |
| Client billing                          | 500 clients at <i>icip</i> e  |                                       |                        |
| Additional features worth noting        | Integration with existing printers on the network   |                                       |                        |

**APPENDIX B: DISCLOSURE FORM**

To ensure no conflict of interest with *icipe* and that in order for the Vendor to be able to provide the quality of services required, please submit this form together with your proposal.

The information provided by you will be handled on a Strictly Confidential basis and is for the use of the Centre only.

This form must be fully completed. For those questions, not applicable to your company, please fill in the blank with “N/A” or “NONE”. If the space provided after each question is insufficient, please record the information on a separate typed page and attach to the original.

- 1. List below the names and nationalities of all the Directors, Shareholders and/or Partners of your company.

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- 2. List any other Companies, Holding Companies or other organizations and their addresses who hold a substantial interest in your company.

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- 3. List the name of the Chairman and the Managing Director of the company.

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- 4. Do any of the company employees, particularly those in management positions, have any family members or friends employed by *icipe*.

Yes

No

If yes, list their names and position in either organization.

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- 5. Do you have a code of conduct or ethics governing your director’s and your employees’ behavior?



Yes

No

If yes, please attach a copy with your offer.

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6. List below the banks or Credit Institutions with which your company has accounts if this is not presented in your audited financial statements.

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7. Does the company have Branch offices, which are owned and operated solely by the company?

Yes

No

If yes, list below the Company owned branch facilities and their physical addresses:

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8. Are the company's owned or leased premises insured against fire, theft, storm, etc.

Yes

No

If yes, list below the companies Insurer(s), Classes of Policies held, Amounts Insured.

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9. Are you insured for all third party or consequential liabilities?

Yes

No

If yes, what is the limit of your liability?

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10. Will any other parties or companies be authorized to act as your Agent?

Yes

No

If yes, list their names and physical addresses below.

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**CERTIFICATIONS**

The following certification statements must be signed and submitted with the vendor’s Tender on this original form.

- I. I, \_\_\_\_\_ the Chairman/Director/ Managing Director of (company) \_\_\_\_\_, hereby agree to all Provisions and caveats governing the submission of our Tender.
  
- II. I further certify that Request for Proposal, has been offered with the full intent of this Company to supply the services as described at the rates we have indicated, which are guaranteed for the purposes of negotiating a Consultancy contract for the provision of Multi-function Printing Services to *icipe* and that all of the rates and charges have been verified, and are correct as indicated herein, and do not require any further amendment(s).
  
- III. I further certify that all of the information we have supplied in the Disclosure form is full and complete and true, to the best of my knowledge.
  
- IV. In addition, I certify that I have all of the necessary authority conferred upon me by this company to guarantee the rates and charges in this Offer, and all other information contained herein.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_