



QUOTATION No: NCPD 044/2019/2020
 DESCRIPTION: Maintenance of EPABX
 DATE: 3/04/2020

NAME OF BIDDER

NATIONAL COUNCIL FOR POPULATION AND DEVELOPMENT

NCPD/FIN/PRO/FORMS/002

ISSUE NO 003

REVISION NO. 002

REQUEST FOR QUOTATION

Note.

- (a) **Eligibility** for this tender is limited to firms registered/prequalified by the **Ministry of ICT&I**
- (b) **THIS IS NOT AN ORDER.** Read the conditions and instructions on reverse before quoting.
- (c) Your quotation should include all costs of providing the services including costs of delivery, duty, VAT, etc. where applicable to:
- (d) This quotation form is **NOT VALID** Unless Authorized
- (e) The completed quotation form should be submitted to NCPD Headquarters Chancery Building Valley Road P O Box 48994, 00100 NAIROBI on or before **20/04/2020 at 10.00am**
- (f) Return the original copy and retain a duplicate for your records.
- (g) NCPD encourages all partners to make use of **Corruption and Unethical Practices Reporting Mechanisms below;**
 - a. Corruption Reporting Box at the Main Reception in the Head Office and County Offices
 - b. Toll free Hotline for complaints: 0800724212/Complaints Reporting Desk: 020-2711600 Ext 311/333
 - c. Dedicated email account: complaints@ncpd.go.ke
 - d. Anonymous corruption reporting link on the ncpd website: www.ncpd.go.ke

Please quote for: Maintenance and Repair of PABX and Telephone System as specified herein: Attach price lists and Service Estimate Rates as may be applicable

Item	Description	Unit	Qty	Summary of prices, VAT Inc.	Days to Delivery	Discount	Quotation validity period
1.							
2.							
3.							
4.							
5.							

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(3)..... Designation..... Sign.....

Time.....

Candidate's Signature.....

Rubber Stamp.....

Date.....



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INSTRUCTIONS:

1. All entries should be typed or written in ink. Mistakes should not be erased but should be crossed out and corrections made and initialed by the persons who signed the quotation.
2. Quote for each item separately, and in units specified.
3. This form should be signed by an authorized representative of the candidate and preferably it should be rubber-stamped.
4. Each quotation should be submitted separately in a sealed envelope with only the Quotation Number endorsed on the outside. Descriptive literature or samples of the items offered may be forwarded with the quotation.
5. If you do not wish to quote, please endorse the reason on this form and return it, otherwise your name may be deleted from the mailing list for the items listed thereon.
6. All successful candidates **SHALL** at the point of receiving LPOs, provide:
 - a) Bank details complete with names of directors which should be signed and stamped appropriately
 - b) Details of the Postal and Physical Address of the candidate.
 - c) Particulars of Consultants as had been tendered. Where the applicant is an individual consultant and not an enterprise, the lead consultant shall also be the Team Leader/Director. Whatever the case may be, however, subletting or subcontracting/shifting of consultants shall not be allowed and will lead to termination of contract at any stage and the attendant claims for liquidated damages by NCPD
7. Kindly indicate your “**days to delivery**” for the quotation. This will form the basis for evaluation of your performance. If not indicated, NCPD will apply its *standard evaluation criteria* which provides that normal goods and services deliveries should be within **14 days** after an order/contract has been issued.
8. In accordance with, NCPD’s Information Security Policy, all information provided herein remain confidential. Wrongful disclosure/sharing of the contents of this engagement without prior written consent of NCPD shall attract severe penalty and relevant legal suit.

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TERMS OF REFERENCE FOR PROVISION OF MAINTENANCE AND REPAIR OF PABX AND TELEPHONE SYSTEM

NCPD intends to obtain the services of a qualified firm with relevant registration of the Ministry of ICT and Innovation for carrying out Routine maintenance and service of main unit PABX as below:

- a) Quarterly overhaul service of the P.A.B.X and operator consoles
- b) Quarterly service of Battery Back-up system
- c) Repair of faulty extensions as and when need arise
- d) Routine checks on Music on hold and Call management software

Specific scope of the services required

1. Routine maintenance and service of main unit PABX, Expansion shelf, extension cards(12No.), trunk cards(1No.) and power supply unit(2No)
2. Routine maintenance and service of main distribution Frame (2N0.) and internal distribution frames (6No.)
3. Routine maintenance and service of the operator console and PABX Peripherals
4. Thorough service and cleaning of PABX room and furniture therein
5. Dusting and cleaning of battery back-up/music on hold
6. Routine check of music on hold
7. Checking of programmed features and rectifying where necessary
8. Repair of faulty extensions on need arise basis
9. New installation of extensions and or parallel extensions on need arise basis
10. Installation of new lines as and when need arise

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Technical Specifications

	CRITERIA	Bidder Response
1.	Routine maintenance and service of main unit PABX, Expansion shelf, extension cards(12No.), trunk cards(1No.) and power supply unit(2No)	YES/NO
2.	Routine maintenance and service of main distribution Frame (2N0.) and internal distribution frames (6No.)	YES/NO
3.	Routine maintenance and service of the operator console and PABX Peripherals	YES/NO
4.	Thorough service and cleaning of PABX room and furniture therein	YES/NO
5.	Dusting and cleaning of battery back-up/music on hold	YES/NO
6.	Routine check of music on hold	YES/NO
7.	Checking of programmed features and rectifying where necessary	YES/NO
8.	Repair of faulty extensions on need arise basis	YES/NO
9.	New installation of extensions and or parallel extensions on need arise basis	YES/NO
10.	Installation of new lines as and when need arise	YES/NO

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LIST OF SPARE PARTS FOR DIGITAL AND ANALOGUE EAPBX TELEPHONE SYSTEMS <i>(Please confirm availability)</i>		
ITEM	DESCRIPTION	AVAILABILITY STATUS
1.	EMPR CARD	YES/NO
2.	PSU L KX-X030	YES/NO
3.	EXTENSION CARD 24 PORT	YES/NO
4.	DIGITAL EXTENSION CARD	YES/NO
5.	OPB3 CARD	YES/NO
6.	LINE CARD	YES/NO
7.	A229 BATTERY CABLE	YES/NO
8.	OPERATOR CONSOLE	YES/NO
9.	EXECUTIVE DIGITAL TELEPHONE SET	YES/NO
10.	STARNDARD DIGITAL TELEPHONE SET	YES/NO
11.	EXECUTIVE ANALOGUE TELEPHONE SET	YES/NO

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12.	STANDARD ANALOGUE TELEPHONE SET	YES/NO
13.	EXECUTIVE IP TELEPHONE SET	YES/NO
14.	STANDARD IP TELEPHONE SET	YES/NO
15.	IP EXTENSION CARD	YES/NO
16.	HMT CORD	YES/NO
17.	LINE CORD	YES/NO
18.	4PAIR CABLE	YES/NO
19.	DISCASE	YES/NO
20.	100AH BATTERY	YES/NO

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MANDATORY QUALIFICATION CRITERIA

1. Copies of Certificates of Registration/Incorporation
2. Tax Compliance Certificate
3. Attached copies of Professional Qualification of technical staff
4. Completion of Confidential Business Questionnaire

TECHNICAL EVALUATION CRITERIA

1. Responsiveness to technical specifications (20 Marks)
2. Experience & Past Performance on similar Projects (evidenced by copies of contract/LPO/Completion Certificates). (20 Marks)
3. Professional Qualification of technical and administrative staff (20 Marks)
4. Completion of Confidential Business Questionnaire (10 Marks)
5. Responsiveness to spares requirement (10 Marks)
6. Document a Draft Detailed SLA (20 Marks)

NB: Award of contract

The candidate who will be considered to be substantially responsive (highest technical scores) and also determined to be the lowest evaluated bidder will be eligible for contract award.

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