



National Disaster Risk Management Fund
A company set up under section 42 of the Companies Act, 2017
Making Pakistan Resilient

File No. 002/27/Proc-2/Lot#2

Islamabad, the 11th September, 2024

Subject: **Request for Quotations – Annual SLA for Repair & Maintenance of Photocopiers, Printers and a Fax Machine**

The National Disaster Risk Management Fund (hereinafter shall be termed as “Company” and/or “Purchaser”) is a not-for-profit company incorporated with the Securities and Exchange Commission of Pakistan, under Section 42 of the Companies Act 2017. It is a government-owned non-banking financial intermediary with a corporate structure.

2. You (hereinafter shall be termed as “Bidder”), are being issued this Request for Quotation (herein after shall be termed as ‘RFQ’) to submit sealed **“Price Quotation”** as bidder on **“Delivered Duty Paid (DDP)”** basis, including applicable indirect taxes, transportation, insurance and other costs incidental for providing Services of Repair & Maintenance of Photocopiers, Printers and a Fax Machine, to the Fund’s Office located at 5th Floor, EOBI House, Mauve Area, Sector G-10/4, Islamabad as per details provided hereunder:-

S. No	Description	Unit	Qty.	Per Unit Per Annum Service Charges (DDP) Inclusive of taxes	Total Per Annum Service Charges (DDP) Inclusive of taxes
1	RICOH (B&W) Digital Photocopier MP 6054sp with Finisher	No.	02		
2	RICOH (color) Digital Photocopier MP 6003sp with Finisher	No.	01		
3	HP (B&W) MFP 500 MFP	No.	02		
4	HP LaserJet Pro MFP M227fdw	No.	01		
5	HP LaserJet MP Pro M402dn	No.	01		
6	Panasonic Fax KX-FL612	No.	01		
Total Cost (Pak. Rupees)					
GST (Pak. Rupees)					
Total Cost {Inclusive of GST (Pak Rupees)}					

3. Fixed lump sum cost, inclusive of applicable taxes, should be quoted comprising the services mentioned above. Price quotations shall be evaluated for all required services and contract as per Form of Contract at **Annex – I**, shall be awarded to the bidder who meets the eligibility requirements mentioned at para 4 and offering the lowest evaluated Lump-sum total Price. Contract will secure delivery of services for the period of **“One Year”** from contract signing and can be extendable upon mutual concurrence for additional service period(s).

4. Bidder complying with the following eligibility requirements through documentary evidence, to be submitted along with their Quotation: -

- a) Registration with Income Tax Department and Sales Tax Department.
- b) Proof of Active Tax Payer of Income & Sales Taxes.
- c) Proper Business Location & Landline Number.
- d) At least 3 years of experience in similar nature of services delivery. The bidder(s) must provide copies of service orders/contract/SLAs to establish the required experience.

5. Bidders are requested to get registered on Public Procurement Regulatory Authority (PPRA) EPAD System (www.eprocure.gov.pk) to participate in the aforesaid quotation

process. **Bidders are required to submit their Bids through PPRA EPAD System (www.eprocure.gov.pk) as per following schedule:-**

Quotation Submission Date & Time	16th September, 2024 at 1100 hours
----------------------------------	--

6. Bidders can seek any clarification through email at muhammad.asif@ndrmf.pk
7. Only one rate should be quoted for aforementioned services and a bidder must avoid giving any alternate quote.
8. Quotation(s) should be submitted as per the following instructions and having understood the attached Form of Contract (**Annex – I**) and the Terms and Conditions of service & maintenance agreement as per **Annex – II** which shall be an integral part of the Contract:
 - (i) **PRICES:** The prices should be quoted in PKR (Pak Rupees) on “Delivered Duty Paid (DDP)” basis i.e. inclusive of all applicable taxes such as customs duties, sales tax, and other (in-direct) taxes, applicable in Pakistan, transportation, insurance, charges, if any, for supply and delivery to 5th Floor, EOBI House, Mauve Area, Sector G-10/4, Islamabad. If there is no mention of inclusion of charges on account of taxes, transportation, insurance or any other, the quoted prices shall be considered as inclusive of all charges. **Prices shall remain fixed and not subject to price adjustment during the period of performance of the contract.**
 - (ii) **EVALUATION OF QUOTATIONS:** Quotations determined to be responsive to the eligibility criteria, shall be evaluated by comparison of their offered/quoted prices. A Quotation shall not be responsive if it shall not be conforming/meeting the eligibility criterion, prescribed at Para 4, or a bidder shall have reservations to the terms, conditions provided in this Request for Quotation. Any such quotation shall not be considered further. The Purchaser shall evaluate and compare only the quotations which shall be determined responsive. In evaluating the quotations, the Purchaser shall adjust for any arithmetical errors as follows:
 - (a) where there is a discrepancy between amounts in figures and in words, the amount in words shall govern;
 - (b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity(ies), the unit rate as quoted shall govern.
 - (c) If a bidder refuses to accept the correction, his quotation will be rejected.
 - (iii) **AWARD OF CONTRACT:** The contract shall be awarded to a bidder offering the lowest evaluated price for entire Services & allied parts and that meets the eligibility requirement for being substantially responsive. A Contract shall be signed with the successful bidder(s) as per attached form of contract and terms & conditions of service & maintenance agreement.
 - (iv) **VALIDITY OF THE RATES:** Quotation(s) should remain valid for thirty (30) days. Whereas, the Prices quoted by the successful lowest evaluated responsive bidder(s) shall be fixed till expiry of the contract.
 - (v) If a bidder withdraws his quotation during the validity period and/or refuse to accept the award of a contract, if awarded, the Company may take punitive action against the bidder as deemed appropriate.

Manager (Procurement)
National Disaster Risk Management Fund (NDRMF)
EOBI Building, 5th Floor, G-10/4, Islamabad
Telephone No. 92(51) 9108300- 415
Muhammad.asif@ndrmf.pk

“Form of Contract”

THIS Agreement (hereinafter termed as “Agreement”), bearing number 002/27/Proc-2/Lot#2 is entered into, signed and executed, at Islamabad on this _____ day of _____,

BETWEEN

National Disaster Risk Management Fund (NDRMF), having its office located at 5th Floor, EOBI House, Mauve area, Sector G-10/4, Islamabad Pakistan, (Hereinafter shall be termed as “**FUND**” & “**PURCHASER**” which expression shall include the successors in office, permitted assigns and legal representatives). **AND**

M/s _____, (Hereinafter shall be termed as “**SERVICE PROVIDER**” which expression shall include the successors in office, permitted assigns and legal representatives), having its Office located at _____.

WHEREAS the Purchaser invited quotations for “Annual Repair & Maintenance of Photocopiers, Printers & a Fax Machine as per Annex-II” and has accepted the following cost(s) that shall remain valid till completion of the contract i.e. one year from contract signing, as per the service & maintenance terms, attached hereto:

S. No	Description	Unit	Qty.	Per Unit Per Annum Service Charges (DDP) Inclusive of taxes	Total Per Annum Service Charges (DDP) Inclusive of taxes
1	RICOH (B&W) Digital Photocopier MP 6054sp with Finisher	No.	02		
2	RICOH (color) Digital Photocopier MP 6003sp with Finisher	No.	01		
3	HP (B&W) MFP 500 MFP	No.	02		
4	HP LaserJet Pro MFP M227fdw	No.	01		
5	HP LaserJet MP Pro M402dn	No.	01		
6	Panasonic Fax KX-FL612	No.	01		
Total Cost (Pak. Rupees)					
GST (Pak. Rupees)					
Total Cost {Inclusive of GST (Pak Rupees)}					

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- The following documents shall be deemed to form and be read & construed as part of this contract, viz:
 - Service & Maintenance Agreement (Annex-II),
 - Addendum (if applicable);
- Taking into account, payments to be made by the Client to the Service Provider as hereinafter mentioned, the Services Provider hereby concludes an Agreement with the Client to execute and complete the services under the Contract and remedy any shortcomings/ complete the whole process therein in conformity with the provisions of the Agreement.
- The Service Provider hereby covenants to pay, in consideration of the acceptance of Agreement, complete all the services and remedying of shortcomings therein, if occurred any, the Agreement Price in accordance with Payment Conditions prescribed in the Agreement.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

For and on behalf of ‘**Purchaser/NDRMF**’

For and on behalf of ‘**Service Provider/ M/s**

Name:
Designation:
CNIC:

Name:
Designation:
CNIC:

WITNESSES

Name:
Designation:
CNIC:

Name:
Designation:
CNIC:

SERVICE AND MAINTENANCE AGREEMENT

1. **Fixed Price:** The prices indicated in the Quotation, as reproduced below are firm and fixed and shall not be subject to any adjustment during contract terms.

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Total Cost (Pak. Rupees)					
GST (Pak. Rupees)					
Total Cost {Inclusive of GST (Pak Rupees)}					

2. **Modification or Variation:** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
3. **Applicable Law:** The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan.
4. **Resolution of Disputes:** The Purchaser and the Service provider shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute between them under or in connection with the Contract. In the case of a dispute between the Purchaser and the Service Provider, that dispute shall be settled in accordance with the provisions of the Arbitration Act, 1940 of Pakistan.
5. **Required Services:**
- (i) Service Provider's qualified Service Engineer will inspect and provide routine service during business hours on monthly basis.
 - (ii) No charge will be made for labors whilst carrying out repair during routine inspections other than for the services which shall be agreed in advance.
 - (iii) The user will allow the Service Provider at its own description to remove the equipment for repair, however, under the agreement the Service Provider will provide temporary replacement of equipment in the event user's equipment cannot be put into working condition within reasonable time frame.
 - (v) This agreement does not cover any work, necessitated by neglect, misuse or accident.
 - (vi) This agreement is not transferable and will continue in force for a year unless terminated by the user by giving one month's prior notice in writing in which event the Service Provider will refund to the user and charges paid in advance in excess of the period covered.
6. **Payment:** Payment shall be made in Pak. Rupees in the following manner:
- (i) When in the Service Provider's opinion, reconditioning becomes necessary because normal repair and parts replacements cannot keep the equipment in a satisfactory

condition, the Service Provider shall submit a cost estimate, such cost if authorized by the user, will be in addition to the service agreement charges.

- (ii) Billing against the annual service charges, shall be made on quarterly basis, under reimbursement mode, after the completion of each calendar quarter.

7. **Notices:** Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address as specified hereunder:

Purchaser	Service Provider
Mr. Muhammad Qasim, Deputy Manager IT, National Disaster Risk Management Fund (5 th Floor, EOBI House, Mauve area, Sector G-10/4, Islamabad	
051-9108300 Ext 721	
Muhammad.qasim@ndrmf.pk	