

## ANNEX A: TERMS OF REFERENCE / SCOPE OF WORKS

### RFQ/GRC/2024/005

#### For the establishment of Frame Agreement(s) for the provision of Repair Services for IT equipment (Laptops, Printers and Multifunctional Printers) in Greece

### 1. Background

UNHCR Representation in Greece is looking to identify qualified service providers to submit a proposal for the establishment of Frame Agreement(s) for the provision of Repair Services for the organization's IT equipment (Laptops, Printers and Multifunctional Machines) in Greece.

The organization currently owns more than 200 Laptops and more than 80 HP printers or multifunctional machines. The aforementioned numbers/data are an indication of the services requested and do not constitute a commitment by the Organization.

For the needs of this tender process, UNHCR divides the needed services in LOT A (concerning repair services for Laptops) and LOT B (concerning Printers and Multifunctional Machines).

Service providers may bid for any LOT (based on services that they provide) and it is not mandatory to bid for both LOTs.

### 2. Services Required

#### LOT A: Repair Services for IT equipment (Laptops) in Greece

The successful bidder(s) is/are expected to provide Repair Services, upon request by UNHCR, in bellow locations in Greece:

Office Location	Address
ATHENS	91, Michalakopoulou Str., 115 28 Athens, Greece
LESVOS	Merarhias Arhipelagous str., Epano Skala, 811 00, Lesvos, Greece

Repair Services will include, checking, cleaning, adjusting, repairing, and providing and installing replacement parts for the equipment.

The successful bidder is expected to provide quotation, upon check, for each repair request including the bellow information:

- Equipment reference model, Part Number & Serial Number (S/N)
- Technician's visit duration (in hours)
- Price per spare-part (if needed, UNHCR will procure the spare parts separately with a new offer from the Service provider(s))
- Warranty (if applicable)

*Service provider should specify the technician's cost per hour for each separate location.*

**A detailed list with all Operation's Laptops can be found in Annex B at Sheet B1.**

#### Detailed Services Description:

- Hardware / Software troubleshooting
- Hardware Repair or upgrading
- Thorough internal cleaning / dusting

- Status report

**All hardware replacement parts must be genuine and same brand**

**IMPORTANT NOTES:**

1. The service provider is responsible for providing Repair Services for all equipment at the predefined office locations.
2. The service provider shall repair all equipment in accordance with the manufacturers' recommendations.
3. The service provider should be certified / authorized by the respective manufacturer (such as LENOVO / HP / DELL). Bidder may submit offer for one (1) manufacturer, more than one, or all three (3), as described before.
4. The service provider shall respond within 48 hours, from the official repair request received, on-site, by qualified technicians and should resolve all repair related issues, during business days / hours (weekends and holidays, excluded), provided that the provision of a spare part is not a requirement, in that case, upon receipt of the spare part.
5. In case of a repair that requires spare part replacement, the service provider is expected to provide UNHCR with a quotation of original spare part(s), indicating clearly the technician visit cost and the spare part cost, separately.
6. All service delivery works shall be performed on-site, at UNHCR premises, unless otherwise requested, providing relevant justification.

**LOT B: Repair Services for IT equipment (Printers and Multifunctional Machines) in Greece**

The successful bidder is expected to provide Repair Services, upon request by UNHCR, in bellow locations in Greece:

Office Location	Address
ATHENS	91, Michalakopoulou Str., 115 28 Athens, Greece
LESVOS	Merarhias Arhipelagous str., Epano Skala, 811 00, Lesvos, Greece
THESSALONIKI	8, Lytra str., 546 40, Thessaloniki, Greece
SAMOS	46, Gymnasiarchou Katevaini str. 831 00, Vathi, Samos, Greece
CHIOS	1, Varvaki str., 821 00, Chios, Greece
KOS	7, Eleftheriou Venizelou str., 853 00, Kos, Greece
ORESTIADA	123, Athanasiou Pantazidou, 682 00, Orestiada

The Repair Services will include, checking, cleaning, adjusting, repairing, and providing replacement parts for the equipment.

The successful bidder is expected to provide quotation, upon physical check (if required), for each repair request including the bellow information:

- Multifunctional printer or printer reference model & Serial Number (S/N)
- Technician's visit duration (in hours)
- Price per spare-part (if needed). UNHCR will procure the spare parts separately with a new offer from the Service provider)
- Warranty (if applicable)

*Service provider should specify the technician's cost per hour for each separate location.*

**A detailed list with all Operation's printers or multifunctional machines can be found in ANNEX B at sheet B2 Equipment List.**

**Detailed Services Description:**

- Thorough check of the printer or multifunctional printer
- Replacement of technical parts or other consumables as appropriate
- Hardware / Software troubleshooting
- Hardware / Software Repair or upgrading
- Thorough cleaning of all the printers or multifunctional printers
- Status report
- All hardware parts / consumables used must be genuine, same product brand

**IMPORTANT NOTES:**

1. The service provider is responsible for providing Repair Services for all equipment at the predefined office locations.
2. The service provider shall repair all printers and multifunctional printers in accordance with the manufacturers' recommendations.
3. The service provider should be certified / authorized by HP.
4. The service provider shall respond within 48 hours, from the official repair request received, on-site, by qualified technicians and should resolve all repair related issues, during business days / hours (weekends and holidays, excluded), provided that the provision of a spare part is not a requirement, in that case, upon receipt of the spare part.
5. In case of a repair that requires spare part replacement, the service provider is expected to provide UNHCR with a quotation of original spare part(s), indicating clearly the technician visit cost and the spare part cost.
6. All service delivery works shall be performed on-site, at UNHCR premises, unless otherwise requested, providing relevant justification.
7. Specifically excluded from the offer: cartridges, drums, paper, spare parts.
8. Printers in locations that are not supported by the service provider will be repaired at the nearest UNHCR office or shipped to the service provider, provided that the size / weight allows it.
9. The Service provider will provide detailed report for the services provided, including printer information, a summary of the service performed and the duration of the visit.

**Below paragraphs applying for both LOT A and B**

**3. Key Performance Indicators**

Throughout the contract **validity, the** performance of the awarded contractors will be monitored against the following performance indicators.

- Mobilization time (response to requests)
- Delivery lead time of service provision (meets the set delivery lead time as per the terms of reference etc.)
- Quality of the provided services to UNHCR (as per the terms of reference)
- Spare Parts are genuine and delivered in excellent condition.

- Management (e.g.: initiative, identification and resolutions of problems, client and service orientation including response time and friendliness)
- Detailed reports with adequate information provided as per TOR
- Invoices on time and error free
- Timely payment of any amount (VAT or other taxes) owned by the supplier to UNHCR (if applicable)

#### **4. Invoicing**

Issuance of an invoice will take place at the end of the service/goods delivery, in an amount not exceeding the Agreed Price indicated in the respective UNHCR purchase order and supplier's offer, and upon issuance of an Acceptance Report signed by both parties. The Supplier's invoice shall contain the purchase order number to which the invoice relates. Payment shall be made within 30 working days from the day of receipt of the Invoice to the Supplier's bank account.

UNHCR payments are processed through UNHCR Headquarters accounts, and as such, will be received by the Contractor's designated local bank account as an international incoming transfer. UNHCR is not liable/responsible for any commission charges, depending upon the agreement the Contractor has with its bank. This should be taken into consideration and be included in the financial quote of each bidder.