ITB/UNHCR/JOR/2022/12 – Provision of Toners and Ink Cartridges
Annex A – TORs and Scope of Work
I. General

The United Nations High Commissioner for Refugees (UNHCR) in Jordan, is inviting qualified companies to make a firm offer for the establishment of a Frame Agreement with an initial period of two (2) years with a possible extension of one (1) year based on satisfactory performance for the Provision of Maintenance Services for printers, Multi-Functional Printers (MFP) and the supply of genuine spare parts.

The most frequently purchased toners and ink cartridges are listed in Annex D. Please note also that this list is representative and therefore not exhaustive. Similar items may be procured by UNHCR under the Frame Agreement(s).

II. Technical Requirements

1. Only genuine / original toner and ink cartridges that come in sealed and securely packed will be accepted. The following alternatives will not be accepted:
   - Refurbished
   - Refillable

2. Only HP toner/ink cartridges that have QR Code for verification of HP counterfeit will not be accepted.

3. It is highly desirable that the toners come in multi-item packaging (twin, quad pack etc.) to improve cost effectiveness.

4. The date of manufacture of the items should be clearly written on the items or its packing. Items with manufacturing date older than 24 months on the date of delivery will be rejected and bidder shall be liable to replace the same with new ones.

5. Warranty for a minimum period of six months or manufacturer warranty whichever is more; or confirmation that all toners must be genuine, sealed, with replacement guarantee in case not working.

6. The supplier(s) must be authorized dealers of the product(s) being supplied. Proof of this must be submitted with the tender submission documents.

7. The supplier(s) should indicate whether they (or the manufacturers) provide a recycling service for used toner and ink cartridges and provide their recycling plan as this will be considered as advantageous to the offer.

8. The supplier(s) should indicate whether they accept to change unused toner and ink cartridges and provide replacement as this will be considered as advantageous to the offer.

9. The Supplier(s) shall maintain a contingency stock of toners/cartridges as proposed in the offer for immediate delivery in accordance with INCOTERMS 2010 DDP.
III. Services Required:

Supplier(s) will be required to perform the services as described below:

1. UNHCR may purchase goods by issuing a Purchase Order identifying with specificity the goods required, quantities and delivery terms. The Supplier(s) shall supply the specified quantities of Goods specified in the relevant purchase order.

2. The Supplier(s) shall deliver the required items within the shortest lead time from the date of the order being placed as described in the offer. In case of urgency, UNHCR and the Supplier(s) should discuss and agree on the earliest possible delivery time.

3. The Supplier(s) shall provide direct delivery to UNHCR Offices in Jordan. The selected Supplier(s) shall be expected to deliver goods directly to UNHCR Offices in Amman and field offices (Mafraq, Irbid and Azraq) and/or as advised on Purchase Orders and as follows:
   - UNHCR Representation in Jordan – Branch Office Amman
   - Mafraq Sub-Office
   - Irbid Field-Office
   - Azraq Field-Office

4. The Supplier(s) may be required to collect the used toner and ink cartridges from UNHCR Offices for recycling.

5. UNHCR Surplus or overstock unused toner or ink cartridges due to equipment upgrades or being out of business. The Supplier(s) may be required to provide replacement within the list or to any new requirement.

IV. Invoice and Billing Information:

The Supplier(s) shall create separate accounts for the different UNHCR Offices including sub-accounts for the field offices.

The Supplier(s) shall provide separate invoices for each delivery used in the original hard copy which specifies:

- A unique invoice number and date
- Name of the UNHCR office
- Purchase order number to which the invoice relates
- Description of the Goods provided
- Amount and currency
- The supplier’s bank details
- The supplier’s Tax registration number must be printed on the invoice