

# **INVITATION TO BID: For award of one year contract of maintenance and service of CANON copy and fax machines**

**Deadline for submission of offers: 09 December 2003**

## **1. Subject of Tender**

- 1.1. Office of the High Representative invites bids for award of one year contract for maintenance and service of CANON copy and fax machines commencing January 2004.
- 1.2. Contract will cover, but not be limited to, maintenance and service of following CANON copy and fax machines at four different locations in Sarajevo: Copy machines: NP6085, NP6253, NP6050, NP6330, NP1550, NP6216, NP6317, IR1600, IR3300, IR5000; Fax machines: L-250, L-360, L-500, L-600, L-800, L-1000, L-2000, B-100, B-150, B-155.
- 1.3. Your offer should include price for regular service of each machine mentioned above and after how many copies regular service needs to be done. It should also include prices of "on-call" services and price list of common spare parts. It is envisaged that invoices would be submitted at the end of each month.
- 1.4. You may offer a different pricing plan to the one outlined above. If so, please explain it in details.
- 1.5. Successful bidder will be expected to be on-call 08:00 to 18:00 working days and to repair broken machines within 24 hours after receiving the call.
- 1.6. OHR offers no guarantees as to annual number of services, but for pricing purposes bidders may wish to note the currently we have 15 copy and 15 fax machines.

## **2. Instructions to bidders**

2.1 Offers must include the following:

- Name and address of supplier, contact phone number and name of the contact person.
- Full information about prices and payment terms
- Value of current stock of spare parts
- Detailed company reference list with names of contact persons
- Copies of mechanics training certificates
- Statement of bidder confirming that they have sufficient funds for successful completion of this contract.

**Incomplete offers will not be considered.**

- 2.3. OHR, as diplomatic organization, is exempt from payment of all tax duties and all prices quoted should exclude such charges.
- 2.4. Prices must be in KM (Convertible Marks). OHR payment terms are bank transfer within 30 days from the date of delivery.
- 2.5. Contract concluded with OHR will include unit prices and other terms stated in your offer. Your offer will be attached to the contract and considered legally binding for the duration of the contract.
- 2.6. Award of contract will be made based on price, payment terms, company reference list, training and experience of mechanics or any combination of those elements and other elements.
- 2.7. Deadline for submission of offers is 09 December 2003.
- 2.8. OHR reserves the right to enter into negotiations with any bidder or to end the Tender without awarding the

contract. OHR will not bear any costs of bidders in process of preparation of bid.

2.9. By taking part in this Tender, bidders confirm that they are registered for performing of business which is subject of this Tender.

2.10. All offers must be submitted in sealed envelope marked "Tender for copy machines maintenance" to the following address, latest by 09 December 2003 by 17:00 hours:

**Head of Procurement**

**OHR Sarajevo**

*Emerika Bluma 1*

*71000 Sarajevo, BiH*