

## REQUEST FOR QUOTATION (RFQ)

RFQ Reference: NG10-2022-376

Date: 08 November 2022

### **SECTION 1: Request for Quotation (RFQ) for Provision and Delivery of Queue Management System (QMS) at Medical Health Assessment Centre (MHAC) of IOM Benin City-Edo State Located at 27 Frederick Ilekhuoba Close**

International Organisation for Migration (IOM) International Organisation for Migration (IOM) kindly requests your quotation for the provision of goods and services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. **Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3: Technical and Financial Offer**, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by:

Signature: \_\_\_\_\_

Name: Faye Simpson

Title: Procurement & Logistics Officer

Date: 8 November 2022

## SECTION 2: RFQ INSTRUCTIONS AND DATA

<b>Deadline for the Submission of Quotation</b>	<b>20th November 2022 at 23.59 hrs / 11.59 PM (West Africa Time)</b> If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a> .
<b>Method of Submission</b>	<p><b>Quotations must be submitted as follows:</b></p> <p><input checked="" type="checkbox"/> Email to <a href="mailto:iomabujabids@iom.int">iomabujabids@iom.int</a></p> <ul style="list-style-type: none"> <li>▪ File Format: PDF</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: 32 MB</li> <li>▪ <b>Mandatory subject of email: NG10-2022-376 Provision and Delivery of Queue Management System (QMS) for Medical Health Assessment Centre (MHAC) of IOM Benin City-Edo State at 7 Frederick Ilekuoba Close</b></li> <li>▪ <b>If the bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline.</b></li> <li>▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y.”</li> <li>▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> </ul>
<b>Cost of preparation of quotation</b>	IOM IOM shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
<b>Supplier Code of Conduct</b>	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: <a href="http://ungm.org">Supplier Code of Conduct (ungm.org)</a> .
<b>Conflict of Interest</b>	UNUN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNUN if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.
<b>General Conditions of Contract</b>	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at <a href="https://www.iom.int/do-business-us-procurementavailable">https://www.iom.int/do-business-us-procurementavailable</a> at <a href="https://www.iom.int/do-business-us-procurement">https://www.iom.int/do-business-us-procurement</a> .
<b>Eligibility</b>	Bidders shall have the legal capacity to enter into a binding contract with IOM Nigeria and to deliver to Nigeria, or through an authorized representative in Nigeria.
<b>Currency of Quotation</b>	Quotations shall be quoted in Nigerian Naira (NGN) or United States Dollar (USD)
<b>Duties and taxes</b>	The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:

	<p>All prices shall:</p> <p><input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>
<b>Language of quotation and documentation including catalogues, instructions and operating manuals</b>	English
<b>Documents to be submitted</b>	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p> <p><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1</p> <p><input checked="" type="checkbox"/> Other mandatory documents and requirements for Technical Evaluation in accordance with the Schedule of Requirements in Annex 1</p>
<b>Quotation validity period</b>	Quotations shall remain valid for <b>60 days</b> from the deadline for the Submission of Quotation.
<b>Price variation</b>	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted
<b>Payment Terms</b>	<input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.
<b>Contact Person for correspondence, notifications and clarifications</b>	<p>Focal Person: Rawlings Semlek</p> <p>E-mail address: <a href="mailto:iomabujatenders@iom.int">iomabujatenders@iom.int</a></p> <p><b>Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.</b></p>
<b>Clarifications</b>	<p>Requests for clarification from bidders will not be accepted any later than 1 day before the submission deadline. Responses to request for clarification will be communicated by email Please send all request for clarification through <a href="mailto:iomabujatenders@iom.int">iomabujatenders@iom.int</a></p>
<b>Evaluation method</b>	<p><input checked="" type="checkbox"/> Pass technical evaluation</p> <p><input checked="" type="checkbox"/> Pass live and online presentation/demo – only bidders that that are Technically Complied will be invited to present</p> <p><input checked="" type="checkbox"/> <b>The contract will be awarded to vendor who score the highest combined scoring method using a distribution of 60%-40% of demo test and financial proposal</b></p>
<b>Evaluation criteria</b>	<p>The evaluation team shall review and evaluate the technical proposals on the basis of their responsiveness to the requirement, applying the Technical Evaluation criteria stipulated in Annex 1: Schedule Requirement. All criteria will be evaluated on a Pass/Fail basis. Bidder must pass all the requirements in order to be declared “technically responsive/complied”</p> <p>In the second stage, IOM will invite technically responsive/complied bidders for a live and online presentation/demo related to their technical proposals.</p> <p>Only the financial proposals of those bidders who achieve the minimum demo test score of 60% will be opened for evaluation.</p>

	<p>The formula for the rating of the proposals will be as follows:</p> <div style="border: 1px solid black; padding: 5px;"> <p><b><u>Rating the Presentation/Demo Proposal (Demo):</u></b></p> <p>Demo Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><b><u>Rating the Financial Proposal (FP):</u></b></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> </div> <p><b>Combined Score</b> = (TP Rating) x (Weight of TP 60%) + (FP Rating) x (Weight of FP, 40%)</p>
<b>Right not to accept any quotation</b>	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
<b>Right to vary requirement at time of award</b>	At the time of award of Contract or Purchase Order, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.
<b>Policies and procedures</b>	This RFQ is conducted in accordance with Policies and Procedures of IOM
<b>UNGM registration</b>	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at <a href="http://www.ungm.org">www.ungm.org</a> . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

## ANNEX 1: SCHEDULE OF REQUIREMENTS

### 1. General Requirements

International Organization for Migration (IOM) wishes to have a Queue Management System (QMS) installed for its Migration Health Assessment Centre (MHAC) in Benin City. An average of 100-150 clients/applicants access IOM MHAC on daily basis (Monday to Friday).

The solution should serve their customers with tickets and ticket numbers as they enter the MHAC and the number be displayed on various screens as they traverse the clinic's service units. The solution should provide for a ticket to be transferable to any counter without having the client pick another ticket and the last service offered should be the end of the ticket.

The required solution should have reporting indicators that is able to generate daily, weekly, monthly, quarterly, biannually etc. performance reports of all the multiple customer relations counters, the average waiting time, and other functionalities available. The more the functionalities the better.

### 2. Business requirements

1. Cost effective system, including maintenance and operational costs
2. The solution must be customizable to IOM's needs and allow for scalability.
3. The solution must always perform at 100%
4. Solution must provide investment protection and data security features
5. Solution must conform to IOM's Data Protection Principles and IOM ICT standards and guidelines.
6. Solution should be transferable and accommodate multiple service points.

### 3. Specific Requirements

- 1) Serving customers with ticket numbers as they enter the Assessment Centre, and the numbers to be displayed on the screen.
- 2) Media player or displays which can display IOM's internal communications
- 3) Be able to give daily, weekly, monthly, quarterly etc. performance reports of all counters in the clinic e.g., average waiting time for each counter/department/ticket, turn-around time, etc.
- 4) Should have Audio capability for calling out customers to the specific counters.
- 5) Once a client has picked ticket and proceeds to a counter to be served, the same ticket should be transferable to other counter based on the next service needed without the client having to pick a new ticket. The transfer should be simple and user friendly. Once the client has been fully served, the ticket should be completed. (Ability to provide an end-to-end customer experience from start to finish)
- 6) Solution should have response limit time ability to put on pending – hold – or delayed and transfer the ticket until served.
- 7) Should have feature for online customer feedback evaluation.
- 8) Should be able to separate the different departments in the clinic as per the client workflow and give reports for each department as well. Note the various waiting areas as per flow charts below, that are either standalone and some existing in groupings. A customer will transition from one service centre to another but often through the waiting area of the next service. Waiting area will have 1 or more displays and announcing system depending on size. Two (2) waiting areas that are an extension should have display and ticket announcement systems synchronized. IOM staff should also be allowed to make ad hoc announcements.
- 9) Should be web-based system, no need to install applications on user's computers.
- 10) Customers seeking service have already booked and paid for the service, the system should allow us to connect a customer booking to a ticket and allow us query status as per booking reference or customer names.
- 11) Services offered depend on various factors, one of them being travel destination. The system should allow a customer to skip services which are not mandatory for his travel destination but are for another destination; such dynamics need to be factored.
- 12) Supervisors managing workflows will need to view queue build up in various service points to make decision on corrective measures.

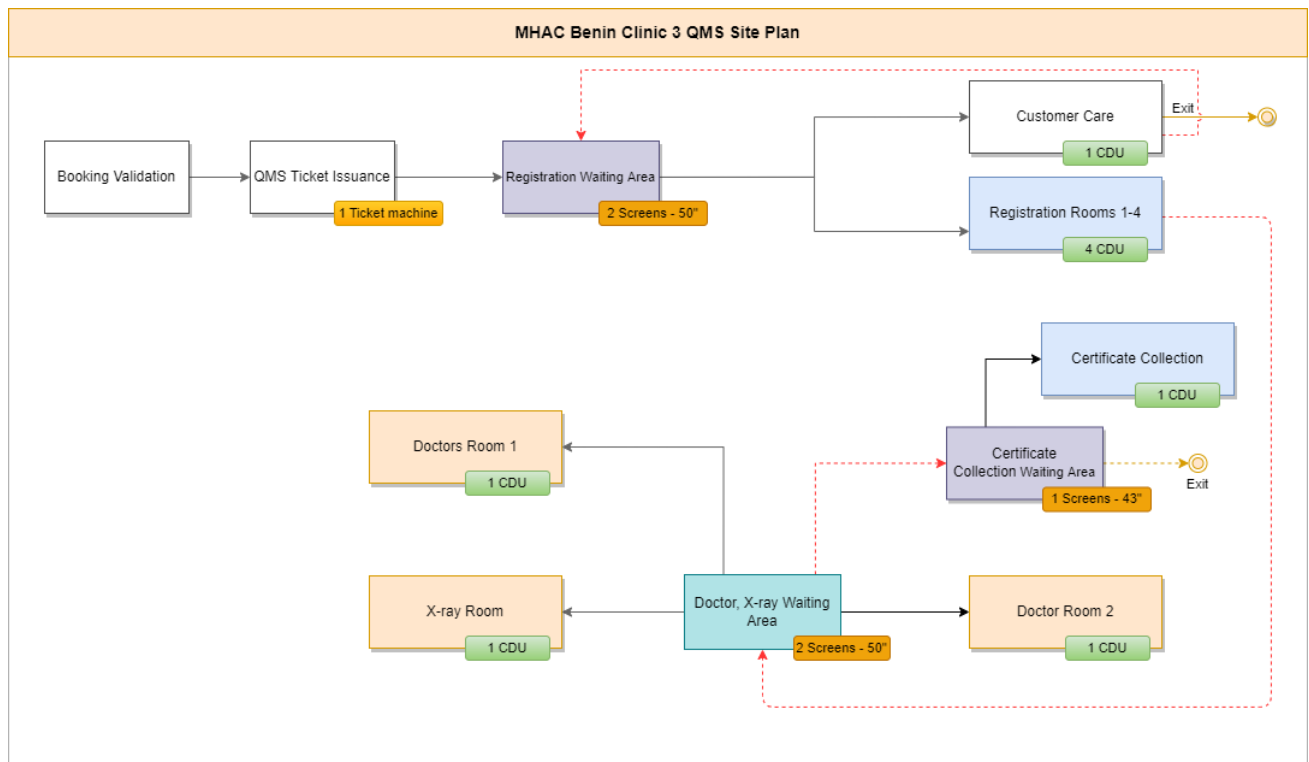
- 13) Some service points and waiting areas might not have ticket display due to space limitations and service provider in that unit will need to view list of clients right outside and call out names manually.
- 14) Should be simple and easy to use.

#### 4. Flow chart

The Queuing Management System will be implemented in MHAC Benin as per below service station layouts.

NOTE the following regarding the layout:

- i) Clinic setups are multi buildings, multi floor and clients will be attended from different buildings and floors to complete the process.
- ii) Some waiting rooms are shared for several services and sometimes same service can be provided in different floors (Registrations can happen on both ground and first floor. The 2 waiting rooms are connected, and each serves an array of registration rooms).
- iii) Standalone or grouped waiting areas will need announcing system to be properly configured such that frequencies cover intended area.



**Technical Evaluation Criteria:**

All criteria will be evaluated on a Pass/Fail basis. Bidder must pass all the requirements listed below in order to be declared “Technically Complied” and will be requested to do live and online presentation/demo.

Selection Requirement	Compliance to The Requirement								
Provide methodology, approach, and implementation plan to meet the business and specific requirements and flow chart provided	Pass / Fail								
Provide catalogue or technical sheets with clear specifications for the offered hardware/equipment offered in Annex 3	Pass / Fail								
Minimum of 3 (three) years of experience in providing Queue Management System (QMS) and relevant service	Pass / Fail								
Minimum number of 2 (two) Purchase Order/Contracts in providing Queue Management System (QMS) and relevant service, implemented over the last 4 (four) years  Bidders <u>must</u> provide 2 copies of genuine evidence such as Purchase Order/Contract	Pass / Fail								
Minimum 1 (one) year warranty period for the hardware equipment offered	Pass / Fail								
Delivery period within 3 weeks from the date of contract signature. Delivery is all inclusive from delivery of goods, installation, testing and commissioning.	Pass / Fail								
CV for key personnel: (CVs to be provided for the personnel proposed for the contract) as mentioned below:									
1. Project Manager/Team Leader: minimum Bachelor Degree and minimum of 3 (three) years of relevant experience of work of an equivalent nature and must have worked/handled at least 2 (two) similar projects.	Pass / Fail								
2. Site manager/engineer: shall have a relevant diploma/certification and minimum of 3 (three) years of relevant experience of work of an equivalent nature and must have worked/handled at least 2 (two) similar projects	Pass / Fail								
<u>Must</u> provide minimum 1 (one) year maintenance with <u>quarterly visit</u>	Pass / Fail								
<p><u>Must</u> be able to provide after sales’ technical advice and <i>ad hoc</i> support upon IOM request, throughout the contract; adhering to response times provided in the following table:</p> <table border="1" data-bbox="159 1780 1209 2033"> <thead> <tr> <th data-bbox="159 1780 300 1877">Criticality rating</th> <th data-bbox="300 1780 699 1877">Description</th> <th data-bbox="699 1780 839 1877">Support Type</th> <th data-bbox="839 1780 1209 1877">Response time and resolution</th> </tr> </thead> <tbody> <tr> <td data-bbox="159 1877 300 2033">Low</td> <td data-bbox="300 1877 699 2033">One user is affected; inconsequential, does not affect business unit’s operational delivery</td> <td data-bbox="699 1877 839 2033">Basic</td> <td data-bbox="839 1877 1209 2033">Immediately over the phone when possible.</td> </tr> </tbody> </table>		Criticality rating	Description	Support Type	Response time and resolution	Low	One user is affected; inconsequential, does not affect business unit’s operational delivery	Basic	Immediately over the phone when possible.
Criticality rating	Description	Support Type	Response time and resolution						
Low	One user is affected; inconsequential, does not affect business unit’s operational delivery	Basic	Immediately over the phone when possible.						

Medium	One business unit/some users are affected; there is a known workaround, no operational delays	Normal	1 business days	
High	Multiple business units are affected; operational delays which would lead to reputation damage overtime	High	2 business hours, even in holidays or after office hours	

**Demo Evaluation Criteria:**

Below are the criteria that we expect from Bidder to present/cover during the live and online presentation/demo of the proposed Queue Management System (QMS):	Points obtainable
Present to IOM how a client picks a ticket and proceed to a counter to be served, the same ticket should be transferable to other counter based on the next service needed without the client having to pick a new ticket. The transfer should be simple and user friendly. Once the client has been fully served, the ticket should be completed. (Ability to provide an end-to-end customer experience from start to finish)	100
Present to IOM samples of performance reports of all counters in the clinic e.g., average waiting time for each counter/department/ticket, turn-around time, etc. The report can also be generated for daily, weekly and monthly	100
Present to IOM how the system should allow a client to choose a specific destination service and skip services which are not mandatory for his/her travel destination but are for another destination; such dynamics need to be factored.	100
Present to IOM how the system allow IOM to prioritize certain clients and add notes when pushing clients to the next stage	100
Present to IOM how a ticket can be transferred to either a specific waiting area comprising of several service points, and also the option to transfer a ticket to other service point.	100
Present to IOM how an operator calls a ticket at various service points, attends to a client and finally transfer to next service point or waiting area. Once a ticket is called it should be visible on screen and audible only in the specific stage of the customer journey/waiting area.	100
Present to IOM how the system is structured for multiple site use, with a preference to centralized installation where servers and key shared components reside in a central secure place	100
Present to IOM and clearly elicit various hardware and software components, with clarity how screen visual quality and audio clarity is achieved across the entire site, while minding varying distance between central installation and furthest service points. Clearly elicit connection options for various components in the network, e.g., for audio, counter displays, media controllers, amplifiers, e.t.c.	100



Present to IOM how the ticket system options can be setup, with ability to give select options for selection and further select a service subcategory, e.g. Select Main category at level one(1), then a sub menu to show services under choice 1	100
Present to IOM minimum 2 (two) troubleshooting/system error scenarios/situations that might or can happen, and what are proposed the risk mitigation strategies/solutions	100
<b>Total</b>	<b>1000</b>

### Delivery Requirements

Delivery Requirements	
<b>Delivery date and time</b>	<b>Bidder shall deliver the goods within 3 weeks after Contract signature; however installation, testing, commissioning and training will be done in February-March 2023</b>
<b>Delivery Terms (INCOTERMS 2020)</b>	DAP
<b>Customs clearance (must be linked to INCOTERM)</b>	<input checked="" type="checkbox"/> Not applicable Shall be done by: <input type="checkbox"/> Name of organisation <input type="checkbox"/> Supplier/bidder <input type="checkbox"/> Freight Forwarder
<b>Exact Address(es) of Delivery Location(s)</b>	Medical Health Assessment Centre (MHAC) of International Organization for Migration (IOM), 7 Frederick Ilekuoba Close, Benin City, Edo State
<b>Distribution of shipping documents (if using freight forwarder)</b>	Not Applicable
<b>Packing Requirements</b>	Box to be labelled with vendor's name and PO Number as reference
<b>Training on Operations and Maintenance</b>	Complimentary training on operations as part of the package/proposal (all inclusive).  Must provide minimum 1 (one) year maintenance with quarterly visit
<b>Warranty Period</b>	Minimum 1 (one) year warranty
<b>After-sales service and local service support requirements</b>	Must provide minimum 1 (one) year maintenance with quarterly visit  Must be able to provide after sales' technical advice and adhoc support upon IOM request, throughout the contract
<b>Preferred Mode of Transport</b>	Not applicable
<b>Other information</b>	Currently the site is still under construction, but we would like for all hardware and equipment to be delivered within 3 weeks after contract signature.

## ANNEX 2: QUOTATION SUBMISSION FORM

*Bidders are requested to complete this form, including the Company Profile and Bidder’s Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:		
RFQ reference:	NG10-2022-376 Provision and Delivery of Queue Management System (QMS) for Medical Health Assessment Centre (MHAC) of IOM Benin City-Edo State at 7 Frederick Ilekhuoba Close	Date:

### VENDOR INFORMATION SHEET<sup>1</sup>

For new vendor that is not yet registered as IOM vendor, please attach the latest vendor information sheet to be filled in and signed by the vendor

### BIDDER’S DECLARATION OF CONFORMITY<sup>2</sup>

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise, and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules, and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.

<sup>1</sup> [Vendor Information Sheet.xlsx](#)

<sup>2</sup> **This form is mandatory to fill in and sign by every vendor who submits quotation**

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the “UN Sanctions List”) or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at <a href="https://www.unhcr.org/Public/CodeOfConduct">https://www.unhcr.org/Public/CodeOfConduct</a> .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: \_\_\_\_\_

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

**ANNEX 3: TECHNICAL AND FINANCIAL OFFER**

*Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:		
RFQ reference:	NG10-2022-376 Provision and Delivery of Queue Management System (QMS) for Medical Health Assessment Centre (MHAC) of IOM Benin City-Edo State at 7 Frederick Ileshuoba Close	Date:

Currency of the Quotation: (please specify)					
Item No	Description	UOM	Qty	Unit price	Total price
1	<b>Hardwares</b>				
	Ticketing Machine minimum 17" Touch Screen	Pcs	1		
	Counter Display Units	Pcs	10		
	Speakers (pair)	Pcs	3		
	50" Smart LED TV	Pcs	4		
	43" Smart LED TV	Pcs	1		
	Any other hardware including accessories (Bidders to list proposed hardware, accessories with quantity and cost as per the floor plan) .				
	<b>Total price of all Hardwares (A)</b>				
2	<b>Softwares</b>				
	QMS Reporting Software	Pcs	1		
	Calling Software	Pcs	10		
	Any applicable software (Bidders to list proposed software with quantity and cost)				
	<b>Total price of all Softwares (B)</b>				

3	Licenses				
	(Bidders to list proposed licenses with quantity and cost)				
	<b>Total price of all licenses (C)</b>				
<b>Total all-inclusive service fee for QMS Development (D)</b>					
<b>Total all-inclusive delivery fee to site, including installation, testing, commissioning, and training (E)</b>					
<b>1 year maintenance fee with quarterly visit &amp; after sales' technical advice and adhoc support upon IOM request (F)</b>					
<b>GRAND TOTAL (A+B+C+D+E+F)</b>					

**Compliance with Requirements (PLEASE FILL THIS FORM)**

	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Meet the business and specific requirements and flow chart provided ( <i>Annex 1</i> )	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Term (INCOTERMS). <i>DAP</i>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Lead Time. <i>Within 3 weeks after contract signature for hardware and equipment only. Installation, testing, commissioning and training will be done in Feb-Mar 2023</i>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Warranty and After-Sales Requirements. <i>-Min 1 year warranty. -Min 1 year maintenance with quarterly visit. -Complimentary training on operations. - Must be able to provide after sales' technical advice and adhoc support upon IOM request</i>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation <i>60 days from bid/quotation date</i>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms <i>30 days after receipt of goods, works and/or services and submission of payment documentation</i>	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [ <i>pls. specify</i> ]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

*Exact name and address of the company*

**Company Name** Click or tap here to enter text.

**Address:** Click or tap here to enter text.

Click or tap here to enter text.

**Phone No.:** Click or tap here to enter text.

**Email Address:** Click or tap here to enter text.

**Authorized Signature:**

**Date:** Click or tap here to enter text.

**Name:** Click or tap here to enter text.

**Functional Title of Authorised**

**Signatory:** Click or tap here to enter text.

**Email Address:** Click or tap here to enter text.