



Government of Liberia
MILLENNIUM CHALLENGE ACCOUNT LIBERIA

REQUEST FOR QUOTATION

Reference Number: 4A450/CA/001

**SUPPLY AND DELIVERY OF ONLINE HELPDESK PLATFORM SYSTEM SOFTWARE
FOR MCA-LIBERIA.**

July 4, 2019

To {Supplier}

Dear Sir/Madam,

1. Millennium Challenge Account –Liberia (“MCA-Liberia”) is the entity created by the Government of Liberia (“Government”) to manage and implement the activities contained in the Millennium Challenge Compact entered into between the Government and the Millennium Challenge Corporation (“MCC”) on behalf of the United States of America. Accordingly, MCA-Liberia intends to procure the goods for which details are provided below (**Annex 1**).
2. You are invited to submit your price quotation for the **Supply and Delivery of Online Helpdesk System Platform Software for MCA-Liberia.**
3. Brief Description and Quantity of the Goods to be supplied:
 - **Web-based Online Helpdesk system software with two (2) agents (Technicians to attend to tickets) to support at least 50 users (those creating tickets for IT support).**
4. You are required to provide a quote for all items in accordance with the format contained in this Request for Quotation. Failure to provide a quote for all items in the required format will render your quotation incomplete and thus non-responsive during the evaluation process.
5. **Your quotation should display the GST/VAT amounts.**
6. The software system must be installed for the MCA-Liberia website in MCA-Liberia Office, F&F Building, 63 United Nations Drive, Mamba Point in Monrovia, Liberia in accordance with the agreed delivery schedule.

7. All documents submitted shall be in **English**. Any quotation which is not submitted in English, or is not accompanied by a certified translation, will be rejected.
8. You are required to submit the authorization letter for the authorized representative of the supplier signing the quotation, demonstrating that the person signing has been duly authorized to sign. The sample letter is attached under **Annex 4**.
9. Your priced quotation for the **Supply and Delivery of Online Helpdesk System Platform Software for MCA-Liberia** listed in **Annex 1** of this RFQ should be submitted to the email address below under clause 16 on or before **July 15, 2019 at 3:00 pm** Liberia time in the format provided under **Annex 2** below. **Quotations must be made electronically in a format that cannot be altered (pdf format is preferred). Hard copy submissions shall NOT be accepted.**

Submission Requirements:	
Currency	USD
Required Goods and Services	Refer to Annex 1 below
Quotation Validity	90 days
Quotations submitted via:	Email (pdf format is preferred) to the email address in clause 16, below

10. This requirement is open to eligible suppliers as defined in the MCC Program Procurement Guidelines (<https://www.mcc.gov/resources/doc/program-procurement-guidelines>). Each supplier will undergo eligibility verification during the evaluation process, and throughout the life of the contract, in accordance with MCC Guidance on Excluded Parties Verification Procedure.
11. Evaluation of offers and award of purchase order:
Offers determined to be substantially responsive to the description of the goods will be evaluated by comparison of quoted prices, using “shopping” method in accordance with MCC Program Procurement Guidelines which are provided on the MCC website (<https://www.mcc.gov/resources/doc/program-procurement-guidelines>). A Purchase Order Agreement will be issued to the Supplier offering the total lowest evaluated quotation price and that meets the required description of the goods on all items.
12. The Purchase Order Agreement terms and conditions are not negotiable and shall be fully accepted by the Supplier.
13. You must clearly state the **Model of the Goods, Country of Origin, warranty and guarantee conditions/duration** for the goods proposed. The proposed goods must have a minimum **Guaranty of one-year**.
14. You must clearly state the **Guarantee Conditions/Period for Replacement** of defective Goods (no later than fourteen (14) calendar days after the contract manager notifies the defects).

15. **Bid Challenges:** Suppliers may challenge the results of a procurement only according to the rules established in the Bid Challenge System developed by the MCA-Liberia and approved by MCC. The rules and provisions of the Bid Challenge System are as published on the MCA-Liberia's website at www.mca.gov.lr.
16. The Purchaser is not bound to accept any quotation submitted by the invited Suppliers and may cancel the procurement process at any time without providing any justification to the Suppliers.
17. Your quotation in the required format should be submitted to the email address below:

MCA-Liberia Procurement Agent
Email: MCALiberiaPA@cardno.com

Yours sincerely,

Mr. Monie R. Captan
Chief Executive Officer
MCA - Liberia

ANNEX 1

TECHNICAL SPECIFICATIONS OF THE REQUIRED GOODS

The supply of Goods and Related Services shall comply with the following Technical Specifications and Standards:

No.	Description of goods	Quantity
1.	Web-based Online Helpdesk system software with two (2) agents (Technicians to attend to service tickets) to support at least 50 users (those creating service tickets for IT support) with the following features/specifications:	1
	Web based	
	iPhone support	
	Android support	
	Enterprise	
	Phone/online/KB support	
	Video tutorial	
	Subscription based	
	API (Application Programming Interface)	
	Activity dashboard	
	Application security	
	Assignment management	
	Automatic notifications	
	Email notifications	
	Benchmarking	
	Configurable workflow	
	Customizable branding	
	Data import/export	
	Escalation management	

	Event triggered actions	
	Filtered views	
	Issue management	
	Issue tracking	
	Performance reports	
	Real time data/updates/analytics	
	Reporting and statistics	
	SLA management	
	Self-service portal	
	Support ticket tracking/ status tracking / trouble tracking	
	Survey and feedback	
	Ticket management	
	Trouble ticketing	
	Integration (Box, DropBox, Facebook)	
	Data security and encryption	

ANNEX 2

QUOTATION SUBMISSION FORM (TO BE COMPLETED BY THE SUPPLIER)

Web-based Online Helpdesk system software with two (2) agents (Technicians to attend to tickets) and at least 50 users (those creating tickets for IT support).

Vendor: _____

Date: _____

1. Schedule of Supply

Description of Goods	Delivery Date (DD) <i>(number of calendar days after the Effective Date of the Purchase Order Agreement)</i>		
	Earliest DD	Latest DD	Suppliers DD
Web-based Online Helpdesk system software with two (2) agents (Technicians to attend to tickets) to support at least 50 users (those creating tickets for IT support).	Fifteen (15) days after the Effective Date of the Purchase Order Agreement	Thirty (30) days after the Effective Date of the Purchase Order Agreement	

2. Replacing Defective Goods

Waiting Period for Replacing Defective Goods			
No.	Requirement of Replacement	Requirement	Supplier's Proposed Replacement Time
1	Period (calendar days) for replacement of faulty products/goods	Fourteen (14) calendar days maximum	

3. Quotation Price

Supplier's Quotation Price								
Item #	Description of Goods	Country of Origin	Warranty & Guarantee Duration (1 year Minimum)	Quantity	Unit Price USD	Total Price Excluding GST/VAT USD	GST/VAT USD	Total Amount including GST/VAT USD
1	Web-based Online Helpdesk system software with two (2) agents (Technicians to attend to tickets) to support at least 50 users (those creating tickets for IT support).			1				
GRAND TOTAL								

Important information for bidders:

1. Quote the price for the items. The unit price of the items is the net amount that is exclusive of the GST/VAT.
2. The total GST/VAT amount for each item should be stated separately in the space provided.
3. The unit rate of the items must include the cost of delivery as well. The cost of delivery will not be paid separately.
4. The currency of the quotation should be US Dollars.
5. Please provide the warranty or Guaranty details clearly.
6. Day means a calendar day and Week equals seven (7) days.
7. Please quote the delivery duration you are proposing to deliver the goods and services.
8. The supplier has three (3) days to sign the Purchase Order Agreement from the date it is received.

Our grand total includes all cost needed to provide the goods as per the requirement in the Request for Quotation.

Our Quotation is valid for ninety (90) days from the date of Submission.

We are attaching herewith the letter in support as authorization for the person signing the quotation (Attach Letter of Authorization Accordingly).

Our full valid contact details are attached including our email address.

Name of the Person Authorized to Sign the Quotation: _____

Position of the signatory in Organization: _____

Signature of the Authorized Person:

Date:

Physical Address:

ANNEX 3:

SUBMISSION FORM OF SUPPLIER’S PROPOSED TECHNICAL SPECIFICATIONS

(TO BE COMPLETED BY THE SUPPLIER ACCORDINGLY)

NOTE: Bidders need to comply with each of the requirements stated below. They must provide program of delivery and other services stated under specification with their quotation. In addition, bidders must fill in their specifications on the right-hand column, showing how their proposed specification satisfies each technical requirement under this procurement process.

“Comply, Confirm, and same as will not be considered.” All goods proposed must be of international standard.

No.	MCA-LIBERIA’S TECHNICAL SPECIFICATIONS FOR THE REQUIRED GOODS	SUPPLIER’S TECHNICAL SPECIFICATIONS (TO BE COMPLETED BY THE SUPPLIER)
1.	Web-based Online Helpdesk system software with two (2) agents (Technicians to attend to service tickets) to support at least 50 users (those creating service tickets for IT support) with the following features/specifications:	
	Web based	
	iPhone support	
	Android support	
	Small business	
	Phone/online/KB support	
	Video tutorial	
	Subscription based	
	API (Application Programming Interface)	
	Activity dashboard	
	Application security	
	Assignment management	
	Automatic notifications	
	Email notifications	
	Benchmarking	
	Configurable workflow	
	Customizable branding	
	Data import/export	
	Escalation management	

	Event triggered actions	
	Filtered views	
	Issue management	
	Issue tracking	
	Performance reports	
	Real time data/updates/analytics	
	Reporting and statistics	
	SLA management	
	Self-service portal	
	Support ticket tracking/ status tracking / trouble tracking	
	Survey and feedback	
	Ticket management	
	Trouble ticketing	
	Integration (Box, DropBox, Facebook)	
	Data security and encryption	

ANNEX 4

SAMPLE AUTHORIZATION LETTER

[Your Name]
[Your Address]
[Your Contact Information] [Date]

Mr. Monie R. Captan
Chief Executive Officer
Millennium Challenge Account - Liberia
F&F Building, 2nd Floor
63 United Nations Drive
Coconut Plantation, Mamba Point
Monrovia, Liberia
Email: captanm@mca.gov.lr
(With a copy to Procurement Director: slewionj@mca.gov.lr)

Authorization Letter for Signing of Documents

With reference to [Description of procurement you submit a quotation for], I give [Name of designated person to sign documents] the authority and right to sign the necessary documents for this tender on my behalf and process the related legal actions as needed.

Mr. [Name of designated person to sign documents]'s identification details and signature are provided below for your reference and verification purposes.

Authorized Person: _____

Identity Document Number: _____

Authorized Person's Signature: _____

Endorsed by: [signature]

ANNEX 5

PURCHASE ORDER AGREEMENT

THIS PURCHASE ORDER AGREEMENT (“Agreement”) is entered into on the Effective Date as defined herein by and between **MILLENNIUM CHALLENGE ACCOUNT-LIBERIA** (“Purchaser”), represented by its Chief Executive Officer, Monie R. Captan, having its principal place of business at *2nd and 3rd Floor, F & F Building, 63 United Nations Drive, Mamba Point, Coconut Plantation, Monrovia, Liberia* and _____ (“Supplier”), represented by _____, having its principal place of business at _____; as the context requires, the Purchaser and the Supplier are sometimes referred to herein individually as a "Party," and collectively as the "Parties."

SPECIFIC TERMS OF THIS PURCHASE ORDER AGREEMENT:

- 1) In accordance with your quotation dated [INSERT DATE] with the reference number [insert reference number], you are required to supply to MCA-Liberia (the “Purchaser”) the items as detailed below (the “Goods”):

1	2	3	4	5	6	7	8
Item	Description of Goods	Quantity	Unit of Measure	Unit Price USD	Total Price Excluding GST/VAT USD	GST/VAT USD	Total Amount Including GST/VAT USD
1							
2							
3							
4							
GRAND TOTAL							

- 2) **Purchase Order Sum:** The Purchase Order Sum owed to the Supplier is [INSERT AMOUNT], which excludes GST/VAT.
- 3) **Completion Period:** In strict accordance with the terms of this Purchase Order Agreement, the Supplier shall satisfactorily deliver the Goods within [INSERT DAYS] calendar days of the Effective Date of this Purchase Order Agreement.
- 4) **Warranty:** The warranty period is twelve (12) months (the “Warranty Period”) as of the date of the Goods Acceptance Letter. The Supplier shall produce a document (the “Warranty Document”) committing itself to the Warranty Period during which all repairs will be at no cost to the Purchaser. The Warranty Document will also state that there shall be a maximum period of fourteen (14) calendar days, as of the date the Purchaser notifies the Supplier of the defect, for the Supplier to repair all defects. The Warranty Document shall be signed and stamped by the Supplier’s Authorized Representative as named in Article Seven (7). This document shall remain in force for the full Warranty Period. The Supplier shall provide the Purchaser with the Warranty Document on the same day the Goods are fully installed.
- 5) **Delivery point:** The Goods are to be delivered to the Purchaser’s Office as follows:
 MILLENNIUM CHALLENGE ACCOUNT LIBERIA
 F&F Building, 2nd Floor

63 United Nations Drive
Coconut Plantation, Mamba Point
Monrovia, Liberia

- 6) **Purchase Order Managers:** The Supplier and Purchaser shall each appoint a member of staff who shall be responsible for the routine management of this Purchase Order Agreement.

For Purchaser:
[INSERT CONTACT INFORMATION]
Email: [INSERT EMAIL ADDRESS]

For Supplier:
[INSERT CONTACT INFORMATION]
Email: [INSERT EMAIL ADDRESS]

- 7) **Notices.** Any official notice, consent, approval or other communication that is unrelated to the routine management of this Purchase Order Agreement shall be in writing and shall be delivered to the below named Authorized Representative of each party as follows:

To Purchaser:
ATTN: **Mr. Monie R. Captan**
Chief Executive Officer
MILLENNIUM CHALLENGE ACCOUNT LIBERIA
F&F Building, 2nd Floor
63 United Nations Drive
Coconut Plantation, Mamba Point
Monrovia, Liberia
Email: captanm@mca.gov.lr
(With a copy to Purchase Order Manager: sherifh@mca.gov.lr)

To Supplier:
ATTN: [INSERT CONTACT INFORMATION]
Email: [INSERT EMAIL ADDRESS]

- 8) **Payment Condition:** Purchaser shall be obligated to pay 100% of the Purchase Order Sum **within thirty (30) calendar days** of the date of the Goods Acceptance Letter. The following documentation are necessary for Purchaser to make payment:

- i). An original and two copies of the Tax Invoice;
- ii). Warranty Document
- iii). The Acceptance Letter

The title to the Goods passes to the Purchaser upon the issuance of the Goods Acceptance Letter. Supplier must furnish items (i-ii) before the Purchaser will issue a Goods Acceptance Letter.

- 9) **Invoicing.** The Tax Invoice must include the following information:

- Invoice number
- Invoice date
- GST/VAT registration number/Tax ID (for Liberian companies and individuals)
- Price excluding GST/VAT
- GST/VAT payable
- Total amount including GST/VAT

For payment by direct bank transfer (Electronic Funds Transfers), please include the following details on the face of the invoice: bank account name (which must be the same as the company/individual's name on the invoice), name of bank, branch, bank account number, BBAN/IBAN number and SWIFT Code. For a USA based bank account, also include the payee's USA Tax ID, ACH Routing number and recipient's street address.

The Invoice(s) MUST be submitted or couriered as follows:

ATTN: Ms. Lenda Russ
Director of Finance and Administration
 Millennium Challenge Account-Liberia
 F&F Building, 2nd Floor
 63 United Nations Drive
 Mamba Point, Coconut Plantation
 Monrovia, Liberia
 Email: russl@mca.gov.lr

Any amount due to the Supplier shall be payable to CS Solutions, Inc.

- 10) **Tax Exemption:** In compliance with Section 2.6 of the Millennium Challenge Compact (the "Compact") and the Tax Schedules contained in Annex II of the Program Implementation Agreement (the "P.I.A."), both agreements having been entered in by the United States of America, acting through the Millennium Challenge Corporation, and the Republic of Liberia, acting through the Ministry of Finance and Development Planning, and subsequently ratified by the National Legislature and approved by the President, thereby giving them the force of a treaty, thusly governed by international law, the Purchaser is exempt from any and all taxes that may be applied to any payment that it makes to the Supplier.

In order to implement the Purchaser's tax exemption, in lieu of paying the GST/VAT, the Purchaser shall provide the Supplier a Goods Relief Purchase Order (GRPO) issued by the Liberia Revenue Authority (LRA) to cover the GST amount.

Except as may be exempt pursuant to the Compact, the Supplier (including its associates, if any), sub-suppliers, and their respective personnel may all be subject to certain taxes (as defined in the Compact) under applicable law (now or hereafter in effect). The Supplier, (including its associates, if any), sub-suppliers and their respective personnel shall pay all such taxes. In the event that any taxes are imposed on the Supplier, its associates, sub-suppliers, or their respective personnel, the price of this Purchase Order Agreement shall not be adjusted to account for such taxes. The Purchaser shall have no obligation to pay or compensate the Supplier, its associates, sub-suppliers, or their respective personnel for any taxes.

- 11) **Failure to Perform:** The Purchaser may, at any time, cancel this Purchase Order Agreement if the Supplier fails to strictly comply with the terms and conditions and any breach hereof shall be deemed a material breach.
- 12) **Risk of Loss:** The risk of loss shall remain with Supplier up until the date of the Purchaser's Goods Acceptance Letter.
- 13) **Liquidated Damages:** The Supplier agrees that failing to deliver any of the Goods or to perform within the period(s) specified in this Purchase Order Agreement, the Purchaser may, without prejudice to its other remedies under this Purchase Order Agreement, deduct from the Purchase Order Sum, as liquidated damages, a sum equivalent to half of percent (0.5%) of the Purchase Order Sum for each day of delay in satisfactorily delivering and installing the Goods, up to a maximum deduction of ten percent (10%) of the Purchase Order Sum. Once the maximum is reached, the Purchaser may consider cancelling this Purchase Order Agreement. Whether or not the Purchaser, for any justifiable reason, elects to cancel this Purchase Order Agreement, the Supplier shall remain obligated to pay the Purchaser the accrued liquidated damages.
- 14) **Delivery Inspection:** The Goods will be inspected at the delivery point by the Purchaser's Purchase Order Manager. After inspection, if the Purchaser's Purchase Order Manager deems any delivery of the Goods to not be in strict accordance with the terms and conditions hereof, that nonconformity shall serve as a justifiable ground to cancel this Purchase Order Agreement with no obligation to pay or compensate the Supplier. Consistent with Article Seven (7), the Purchaser shall either provide the Supplier with a Letter of Rejection ("Goods Rejection Letter") or Letter of Acceptance ("Goods Acceptance Letter").
- 15) **Force Majeure:** Neither the Purchaser nor the Supplier shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, war, and fire. If the force majeure delay persists for more than thirty (30) calendar days, the other party against whom force majeure was invoked may, without liability on its part, terminate this Purchase Order Agreement.
- 16) **Amendments:** No amendments or modifications of any of the terms or provisions of this Purchase Order Agreement shall be binding on the other Party, unless in writing and signed by an authorized representative of both Parties.
- 17) **Waiver:** No waiver by either the Supplier or the Purchaser of any one or more defaults of the other Party in the performance of this Purchase Order Agreement shall operate or be construed as a waiver of any future default or defaults, whether of a like or of a different character.
- 18) **Assignment:** Neither Supplier nor Purchaser may assign or otherwise transfer any of their rights under this Purchase Order Agreement without the prior written consent of the other Party. Any assignment not expressly permitted hereunder shall be null and void and have no force or effect.
- 19) **Entire Instrument.** This Instrument, including Annexes, embodies the entire agreement of the Parties. There are no promises, terms, conditions or obligations other than those contained herein. This instrument supersedes all previous communications, representations, agreements, negotiations, or understanding whether verbal or written between the Parties.

- 20) **Relationship:** Nothing contained in this Purchase Order Agreement shall be construed as establishing or implying any partnership or joint venture between the Purchaser and the Suppliers and nothing in this Purchase Order Agreement shall be deemed to construe either of the Parties as the agent of the other.
- 21) **Severability:** If any term or provision of this Purchase Order Agreement is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed, and the remainder of the provisions hereof shall continue in full force and effect as if this Purchase Order Agreement had been agreed with the invalid, illegal or unenforceable provision eliminated.
- 22) **Annex:** The Annexes to this Purchase Order Agreement constitute an integral part of this Agreement.
- 23) **Priority of Documents:** In the event of any discrepancy or inconsistency between the documents that comprise this Purchase Order Agreement, the terms and conditions of the main body of this Purchase Order Agreement shall prevail except against Annex Three whose terms take precedence over any conflicting language contained in this Purchase Order Agreement.
- 24) **Incorporation by Reference:** All terms and conditions set forth in the Millennium Challenge Corporation's Annex of General Provisions, which can be found at <https://www.mcc.gov/resources/doc/annex-of-general-provisions>, are hereby incorporated herein by reference with the same force and effect as though fully set forth herein.
- 25) **Anti-Trafficking in Persons:** MCC has a zero-tolerance policy with regard to Trafficking in Persons. Trafficking in Persons ("TIP") is the crime of using force, fraud, and/or coercion to exploit another person. Trafficking in Persons can take the form of domestic servitude, peonage, forced labor, sexual servitude, bonded labor, and the use of child soldiers. This practice deprives people of their human rights and freedoms, increases global health risks, fuels growing networks of organized crime, and can sustain levels of poverty and impede development. MCC is committed to ensuring appropriate steps are taken to prevent, mitigate, and monitor TIP risks in the projects it funds. Additional information on MCC's requirements aimed at combating trafficking in persons can be found in MCC's Counter-Trafficking in Persons Policy that can be found on MCC's website (<https://www.mcc.gov/resources/doc/policy-counter-trafficking-in-persons-policy>). The Parties shall therefore strictly comply with the herein referenced policy.
- 26) **Compliance with the Compact:** Any payments made under this Purchase Order Agreement are subject, in all respects, to the terms and conditions of the Millennium Challenge Compact ("Compact") and related documents, including restrictions on the use, and condition to disbursement, of MCC Funding.
- 27) **Governing Law and Jurisdiction.** This Purchase Order Agreement shall be governed by and construed in accordance with the laws of the Republic of Liberia and the Supplier and the Purchaser hereby submit to the exclusive jurisdiction of the Liberian Judiciary.
- 28) **Effective Date:** Date of the last signature below shall be the Effective Date of this Purchase Order Agreement.

For Purchaser:

.....
Mr. Monie R. Captan
Chief Executive Officer

Date: _____

For Supplier:

.....
[INSERT NAME]
[INSERT TITLE]

Date: _____