

Terms of Reference (Technical Specifications)

Information & Communication Technology (ICT) Equipment & Services for Expertise France in Papua New Guinea (PNG)

V1 of 18/08/2023

CONTENTS

I.	BACKGROUND AND JUSTIFICATION OF THE NEED	3
1.	PRESENTATION OF EXPERTISE FRANCE AND ITS ACTIVITIES IN PNG	3
2.	OVERVIEW OF EXPERTISE FRANCE'S NEEDS IN TERMS OF ICT EQUIPMENT AND SERVICES IN PNG	3
3.	FORM OF THE CONTRACT	4
4.	DESCRIPTION OF THE INTENDED LOCAL AREA NETWORK	4
5.	EXPERTISE FRANCE'S PRE-DETERMINED NEEDS AND EXPERTISE FRANCE'S ADDITIONAL NEEDS	5
6.	PRIOR APPROVAL BY EXPERTISE FRANCE OF ANY SUBCONTRACTORS	5
II.	DESCRIPTION OF THE PRE-DETERMINED ICT EQUIPMENT & SERVICES REQUIRED	6
1.	COMPUTER AND COMMUNICATION EQUIPMENT	6
1.1.	<i>Standard laptop computers + accessories</i>	<i>6</i>
1.2.	<i>Advanced laptop computers suitable for graphics and video editing</i>	<i>7</i>
1.3.	<i>Advanced desktop computers suitable for graphics and video editing</i>	<i>7</i>
1.4.	<i>Servers</i>	<i>7</i>
1.5.	<i>Videoconference equipment</i>	<i>8</i>
1.6.	<i>External storage</i>	<i>8</i>
1.7.	<i>Printers, scanners, all-in-one's, and accessories</i>	<i>9</i>
1.8.	<i>Standard smartphones</i>	<i>9</i>
1.9.	<i>Advanced smartphones suitable for graphics and video editing</i>	<i>10</i>
1.10.	<i>Cameras</i>	<i>10</i>
1.11.	<i>Standard tablets</i>	<i>10</i>
1.12.	<i>Video projectors and accessories</i>	<i>11</i>
1.13.	<i>Network Attached Storage (NAS) devices</i>	<i>11</i>
1.14.	<i>Drone + accessories</i>	<i>11</i>
1.15.	<i>UHF wireless conference system</i>	<i>11</i>
1.16.	<i>Solar kits</i>	<i>11</i>
2.	NETWORK	12
2.1.	<i>Network and security systems equipment</i>	<i>12</i>
2.2.	<i>Uninterruptible Power Supply (UPS)</i>	<i>12</i>
2.3.	<i>Electric and data cabling and associated physical infrastructure</i>	<i>12</i>
2.4.	<i>Rack</i>	<i>13</i>
3.	SOFTWARE SUBSCRIPTIONS	13
3.1.	<i>Internet security software</i>	<i>13</i>

TERMS OF REFERENCE

3.2.	<i>Microsoft 365</i>	<i>13</i>
3.3.	<i>Adobe suite.....</i>	<i>14</i>
4.	SUPPORT AND MAINTENANCE.....	14
4.1.	<i>Mobilisation of IT support technicians for preventive maintenance and user support operations</i>	<i>14</i>
4.2.	<i>Mobilisation of IT support technicians for active maintenance and user support interventions ..</i>	<i>14</i>
III.	ADDITIONAL ICT EQUIPMENT AND SERVICES	14
IV.	QUALITY AND PERFORMANCE STANDARDS	15

I. Background and justification of the need

1. Presentation of Expertise France and its activities in PNG

Expertise France, an entity of the French Development Agency (*Agence Française de Développement, AFD*) Group, is the French government's international technical cooperation agency. Its role is to design and manage donor-funded international cooperation projects in fields such as governance, security, health, education, and the environment.

The agency currently manages over 380 projects in over 145 countries. The agency has a workforce of about 650 personnel in its headquarters in France and about 1000 personnel throughout the world. In 2022, Expertise France disbursed over 340 million euros of official development assistance (ODA) worldwide. The European Union (EU) and the French Government constitute Expertise France's main donors.

Expertise France is opening an office in Papua New Guinea (PNG) to implement donor-funded projects supporting PNG's development agenda. In particular, the European Union has awarded a significant component of a major new international cooperation programme in the field of Forestry, Climate Change, and Biodiversity (FCCB) to Expertise France (the "EU-FCCB project").¹

In the future, Expertise France may implement other projects in PNG.

2. Overview of Expertise France's needs in terms of ICT equipment and services in PNG

To implement its projects in PNG, Expertise France will need a Contractor able to provide an information & communication technology (ICT) solution that will consist in providing a number of ICT equipment and services to Expertise France's office in Port Moresby.

Some of these ICT equipment and services are intended for direct use by Expertise France and its staff in PNG. In particular, a Local Area Network (LAN) will be set-up for its Port Moresby office, described in section I.4 of this document, and Expertise France will need ICT equipment and services for the creation and operation of this LAN.

Others of these ICT equipment and services would be acquired by Expertise France and then donated to designated grant recipients. This is due to the nature of Expertise France's work as a cooperation agency which involves providing support to a number of partners such as civil society organisations (CSOs) or community-based organisations (CBOs) that operate in Expertise France's intervention areas. The donation of ICT equipment and services to these

¹ https://www.eeas.europa.eu/delegations/papua-new-guinea/signing-agreements-european-union-support-papua-new-guinea-forest-climate-change-and-biodiversity-0_en?s=150

TERMS OF REFERENCE

CSOs and CBOs can play an important role in terms of capacity-building for these organisations.

The combination of these two needs constitute Expertise France's overall needs in terms of ICT equipment and services in PNG, object of this contract.

3. Form of the contract

The contract is a purchase order (PO)-based framework contract (FWC). Expertise France will issue purchase orders for equipment and services progressively according to the materialisation of its needs.

The details of the unit prices are set out in the unit price schedule, which forms part of the FWC.

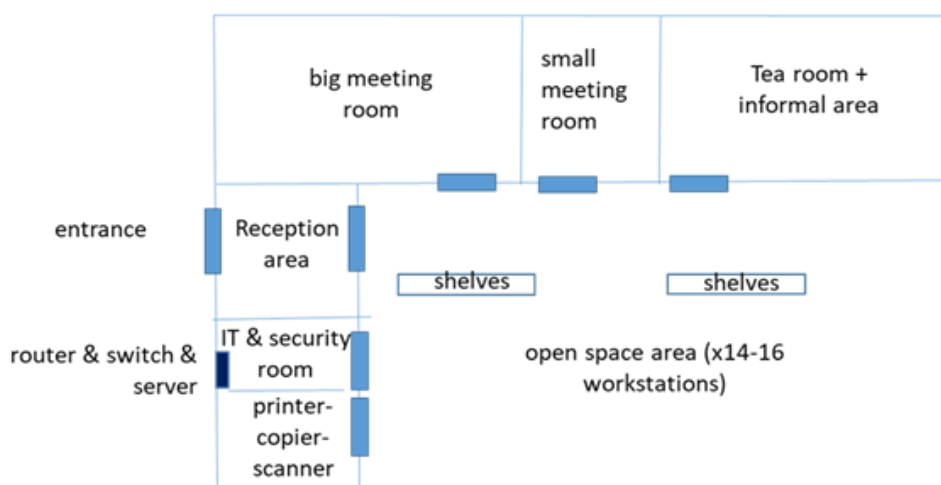
POs will be issued by Expertise France during the Contract Duration using the template specified in the Contract's Appendix.

These POs will specify the following:

- The quantities of equipment or services requested.
- Any specific implementation modalities to be met.
- The point of contact at Expertise France who would monitor the PO's performance and control the execution of the deliverables.

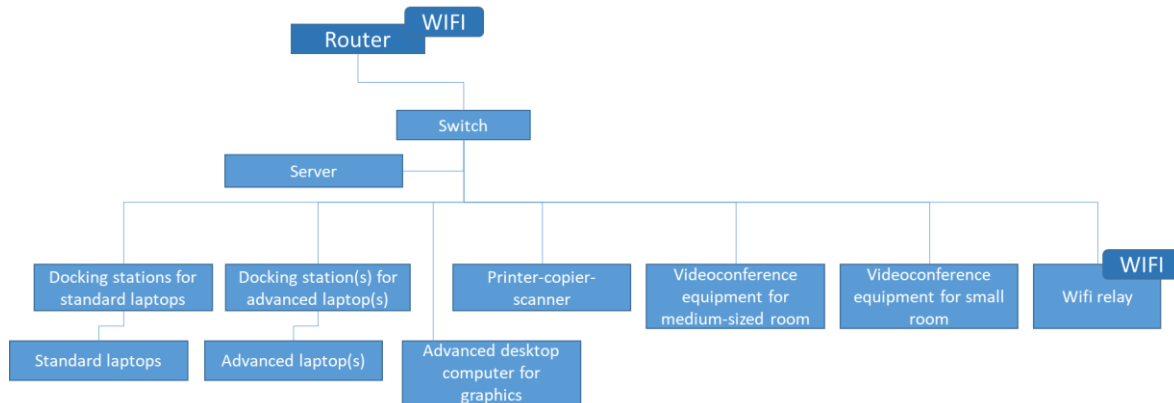
4. Description of the intended Local Area Network

Expertise France has not determined an office location when writing this document. Still, it expects the total area to be about 200-250m² and the configuration to be as follows.



The Project office would have the following Local Area Network.

TERMS OF REFERENCE



To be noted, at this stage, Expertise France expects that 12 standard laptops, 1 advanced laptop, and 1 advanced desktop would be used at the office at any given time. However, 6 standard laptops could be used by project staff in other locations.

Moreover, as part of its security and safety measures, Expertise France is considering having a network video recorder (NVR) and one or two IP surveillance cameras connected to the network.

To ensure maximum computability and interoperability, Expertise France would like the switch, router, Wifi relay point, NVR and cameras to be of the same brand as part of a 'bundle' such as a Cisco Meraki bundle.

5. Expertise France's pre-determined needs and Expertise France's additional needs

Expertise France has separated its needs into two parts:

- Firstly, Expertise France's "pre-determined needs", listed in section II below, represent equipment and services that Expertise France has already determined to require from the Contractor
- Secondly, Expertise France's "additional needs", listed in section III below, represent other equipment and services that Expertise France may require from the Contractor.

(As part of the evaluation of the bids, only the "pre-determined needs" have been taken into account in the financial simulation. The "additional needs" will only be evaluated at a technical level; however the Contractor is to provide justifications or certifications in its technical offer that the cost of these items is identical or better than the cost charged to equivalent clients or else that the cost of these items is identical or better than the cost charged to the general public in its shop(s)).

6. Prior approval by Expertise France of any subcontractors

Should the Contractor wish to subcontract part or all of the items of this contract to subcontractors, Expertise France will need to pre-approve the proposed subcontractor.

II. Description of the pre-determined ICT equipment & services required

Expertise France requires of the contractor to be able to provide the following equipment and services upon request. They are described as follows:

1. Computer and Communication Equipment

1.1. Standard laptop computers + accessories

The Contractor is to provide **standard laptop computers** upon request. These standard laptop computers should be HP ZBook or Lenovo Thinkpad or equivalent with the following minimum specifications:

- 13th Gen Intel Core Processors) or equivalent
- 16GB RAM
- 512 GB SSD
- 13 inches screen
- Windows 11 Pro
- 4G or 5G capability

They should be equipped with a power cable and power charger.

Additionally, the Contractor is to provide accessories for the standard laptop computers upon request. These are:

- **(1.1.A) Travel wireless mouse.** This mouse would be used for travel only. It should be suited for use with the standard laptop computer. The batteries are to be provided. It should be able to use Bluetooth or a wireless connector to connect to the computer.
- **(1.1.B) Laptop bag.** This laptop bag should be suited to the standard laptop computer.
- **(1.1.C) Docking station.** This docking station should be compatible with most laptops through USB-C connections, including the standard laptop computer. It should be the same brand as the standard laptop computer. It should be able to accommodate at least 3, preferably 5 USB devices and have an HDMI port. The power cable should be included. The quality of the connections should be excellent.
- **(1.1.D) Standard wired keyboard.** The keyboard should be a standard (wired) keyboard and connected to the docking station through a USB port.
- **(1.1.E) Wired ergonomic mouse.** The mouse should be wired, ergonomic, and connected to the docking station through a USB port.
- **(1.1.F) Videoconferencing headset.** This headset should be of medium-range quality and should assist in ensuring that video calls are clear and do not require raised voices.
- **(1.1.G) Standard portable videoconferencing camera.** This equipment should be a "Logitech Conferencecam connect full HD portable" or equivalent.
- **(1.1.H) Monitor mounts.** A monitor arm (sometimes also called a monitor mount or monitor bracket) is a supportive arm that holds up a computer monitor.

TERMS OF REFERENCE

- **(1.1.I) Security lock.** This should be a standard laptop security lock.
- **1.1.J) Wireless presenter with laser pointer.** This should be a standard wireless presenter with laser pointer and come with batteries.
- **(1.1.K) Mousepad.** This should be a standard mousepad.
- **(1.1.L) Monitor.** The screen should be 24 inches to enable the comfortable viewing of 2 documents simultaneously and connected to the docking station through an HDMI cable, which is to be included. It should be of good quality (ex: Dell or equivalent). The power cable should be included.
- **(1.1.M) Voice recorder.** This should be a standard voice recorder.
- **(1.1.N) Surge protector.** This would be used to protect the standard laptop computer from voltage spikes when plugged.

To be noted, all of the accessories must not only be suited to the standard laptop in this section but also be suited to the advanced laptop computers mentioned in section 1.2 below.

1.2. Advanced laptop computers suitable for graphics and video editing

The Contractor is to provide **advanced laptop computers suitable for handling graphics and video editing** upon request. These advanced laptop computers should be MacBook Pro with the following minimal specifications:

- 13 inches screen
- M1 ou M2 Pro processor
- 512 GB SSD
- 16 GB RAM

1.3. Advanced desktop computers suitable for graphics and video editing

The Contractor is to provide **advanced desktop computers suitable for handling graphics and video editing** upon request. These advanced desktop computers should be an iMac with the following minimal specifications:

- 24 inches screen
- 1 TB SSD
- M1 or M2 processor
- 16 GB RAM
- Mouse
- Keyboard

1.4. Servers

The Contractor is to provide **server computers** upon request. These servers should be HPE ProLiant D20 Gen10 server or equivalent with the following minimal specifications:

- XEON E-2314 4 Core
- 2 x 16 GB DIMM,
- 2 x 1.92 TB SATA SSD
- Windows 2022 Std

TERMS OF REFERENCE

The server would be used to ensure that the Local Area Network is set up and operates efficiently and securely and that the project staff can continue to collaborate and work on documents even if the Internet is down.

The server should be rack-based and have good energy efficiency.

1.5. Videoconference equipment

The Contractor is to provide videoconference equipment upon request. This equipment should be Logitech or LG or Poly Studio or equivalent and be compatible with Microsoft Teams, Zoom, Webex, and Google Meet. In particular:

- **(1.5.A) Videoconference equipment for a small-sized room**

The Contractor is to provide and set up videoconferencing equipment for a meeting room containing about 4 participants upon request.

This equipment should include:

- A medium-sized screen of good quality
- A medium-quality camera and sound bar or equivalent
- A convenient plug-in system to connect a laptop to the videoconferencing equipment.

The model can be Logitech Small Room Solution or Poly Studio X30 or LG One: Quick Works.

- **(1.5.B) Videoconference equipment for a medium-sized room**

The Contractor is to provide and set-up videoconferencing equipment for a meeting room able to contain about 12-14 participants, upon request.

This equipment should include:

A large screen, of good quality

A good quality camera and sound bar or equivalent

At least two microphones to be placed on the meeting room table.

A convenient plug-in system to connect a laptop to the videoconferencing equipment.

The model can be Logitech Medium Room solution or Poly Studio X50 video Bar or LG One: Quick Works

The videoconference equipment in Items 1.5.A and 1.5.B should be of the same brand. The screens in Items 1.5A and 1.5.B should be of the same brand.

1.6. External storage

The Contractor is to provide external storage accessories upon request. These are:

- **(1.6.A) standard 16 GB USB key flash drives**
- **(1.6.B) standard 32 GB USB key flash drives**
- **(1.6.C) standard 1 TB SSD external hard drive**
- **(1.6.D) standard 2 TB SSD external hard drive**
- **(1.6.E) standard hard disk case** with shock protection. This hard disk case should be able to accommodate the hard disks indicated in section 1.6.C and 1.6.D.

TERMS OF REFERENCE

1.7. Printers, scanners, all-in-one's, and accessories

The Contractor is to provide printers, scanners and printer-copier-scanner and accessories upon request. These are:

- **(1.7.A) High performance printer-copier-scanner (all-in-one).** This equipment should be HP Color LaserJet Enterprise Flow 6801zfs multifunction printer (76H10A) + high-capacity feeder or Xerox C605VX_F + High-capacity feeder or equivalent.

This high performance printer-copier-scanner should have the following, minimum requirements:

- Ability to print in black & white and colour.
- Ability to print, copy & scan on both sides.
- Ability to staple documents.
- Ability to handle A3 and A4 formats.
- Ability to use distinct toners/cartridges for each of the four colours.
- Use of passwords to activate print jobs.
- Fast printing (>30 pages per minute)

The printer-copier-scanner should come with the power cable and a toner/cartridge for black and each colour. It should have good energy efficiency and environmental performance.

- **(1.7.B) multi-function printer-copier-scanner.** This equipment should be **HP LaserJet Pro MFP M479fnw Printer** or equivalent.

The printer-copier-scanner should have the ability to print in black&white only with the power cable and a toner/cartridge. It should have good energy efficiency and environmental performance.

- **(1.7.C1) Black toner/cartridge for the high performance printer-copier-scanner**
- **(1.7.C2) Red toner/cartridge for the high performance printer-copier-scanner**
- **(1.7.C3) Yellow toner/cartridge for the high performance printer-copier-scanner**
- **(1.7.C4) Blue toner/cartridge for the high performance printer-copier-scanner**
- **(1.7.D) Black toner/cartridge for the multi-function printer-copier-scanner**
- **(1.7.E) Travel scanner.** This should be a standard, portable, scanner.
- **(1.7.F) Travel printer.** This should be a standard, black&white, travel printer.
- **(1.7.F1) Black toner/cartridge for the travel printer**
- **(1.7.G) Large Shredder.** This should be a large office shredder.

1.8. Standard smartphones

The Contractor is to provide standard smartphones upon request. These should be Samsung Galaxy A or equivalent.

Additionally, the Contractor is to provide accessories for this standard smartphones upon request such as:

TERMS OF REFERENCE

- **(1.8.A)** Axis Gimbal Stabiliser
- **(1.8.B)** Power Bank (20 000 mAh)
- **(1.8.C) USB Charging cable for standard smartphone.** This should be a good quality 1-meter charging cable and suited to the standard smartphone.
- **(1.8.D) USB Charger.** This should be a good quality charger and suited to the standard smartphone.

Items 1.8.A and A.8.B would also be used for the advanced smartphones indicated in section 1.9.

1.9. Advanced smartphones suitable for graphics and video editing

The Contractor is to provide advanced smartphones upon request suitable for graphics and video editing. These should be Iphone Pro.

Additionally, the Contractor is to provide accessories for this advanced smartphones upon request such as:

- **(1.9.A) USB Charging cable for advanced smartphone.** This should be a good quality 1-meter charging cable and suited to the standard smartphone.

1.10. Cameras

The Contractor is to provide cameras that would be Canon 6D or equivalent upon request.

Additionally, the Contractor is to provide accessories for the camera upon request and in particular:

- **(1.10A) EF 16-35 mm f/4L IS USM**
- **(1.10B) EF 24-70 mm f/4L IS USM**
- **(1.10C) EF 70-300 mm f/4L IS USM**
- **(1.10D) Flashes – Speedlite 320 EX**
- **(1.10E) Battery Grip BG-E13**
- **(1.10F) Professional Gadget Bag 10EG**
- **(1.10G) Directional stereo microphone DM-E1**
- **(1.10H) Remote controller RC-6**
- **(1.10I) SDHC (UHS-I) Card – 512 GB**
- **(1.10J) Tripod pro.** This should be Vanguard VEO 3 & Monopod or equivalent.

1.11. Standard tablets

The Contractor is to provide **standard tablets** upon request. These tablets should be Microsoft Surface Pros or equivalent.

The Contractor is to provide accessories for the tablet upon request and in particular:

TERMS OF REFERENCE

- **(1.11.A) Rugged case for the standard tablet.** This should be a standard rugged case to protect the tablet from shocks.

1.12. Video projectors and accessories

The Contractor is to provide portable video projectors upon request. This should be a Xiaomi Mi Smart Compact Projector or Xgimi Halo+ or equivalent.

The Contractor is to provide of the accessories for the video projector upon request.

These are:

- **(1.12.A)** Tripod
- **(1.12.B)** Bag
- **(1.12.C)** Portable fold-up projector screen (1350 x 1800 mm) or equivalent

1.13. Network Attached Storage (NAS) devices

The Contractor is to provide **Network Attached Storage (NAS)** devices upon request. This should be a Synology Rackstation RS822RP+ 4 Bay NAS + EXOC 32TB or equivalent.

1.14. Drone + accessories

The Contractor is to provide a **drone** upon request. This should be a Phantom 4 RTK or equivalent. This drone would be used for photography purposes. It should come with all relevant basic accessories.

1.15. UHF wireless conference system

The Contractor is to provide a **UHF wireless conference system** upon request. This should be a UHF Wireless conference RX-U2812 clip series or equivalent.

Additionally, the Contractor is to provide the accessories for the UHF Wireless conference system upon request. These are:

- **(1.15.A)** Transmitters (clip or headsets)
- **(1.15.B)** Recorder
- **(1.15.C)** Speaker

1.16. Solar kits

The Contractor is to provide solar kits upon request. This should be Ecoflow RiverPro portable Power station or equivalent.

The Contractor is to provide other accessories for the solar kit upon request. These are:

TERMS OF REFERENCE

- **(1.16.A)** 110W Ecoflow solar panel or equivalent

2. Network

2.1. Network and security systems equipment

The Contractor is to provide network and security systems upon request. These should be Cisco Meraki bundle or equivalent and include:

- (1) A multi-WAN router (MX68CW)) or equivalent.
- (2) A switch (MS350-48 + PoE+) or equivalent,
- (3) MV cameras (x4) (Meraki Display, MV22, and MV32),
- (4) MT sensors (MT10-HW, MT14-HW, and MT40-HW)
- (5) MR wireless access points (x3) (CW9162) including software (Meraki MT Enterprise license, 5 years)

2.2. Uninterruptible Power Supply (UPS)

The Contractor is to provide suitable UPS systems upon request. These UPS should be of good quality and suited to provide backup power and surge protection to the equipment in question. The requirements are as follows.

- **(2.2.A) 5000 VA/Tower UPS**
- **(2.2.B) 5000 VA/Rack-mounted UPS**
- **(2.2.C) 1500 VA/Tower UPS**
- **(2.2.D) Additional Battery for UPS**

2.3. Electric and data cabling and associated physical infrastructure

The Contractor is to undertake **the electric and data cabling** for the office upon request.

As indicated previously, Expertise France has not yet chosen an office location but it expects the active surface area* to be about 150m² with the configuration mentioned above.

**active surface area= all rooms with the exception of those in which no IT equipment is to be used.*

Therefore, the tenderer is to cost this item based on the sum of the square meters of the rooms that would require cabling (i.e., if the office would also contain a reception area, a kitchen or storage area, the square meters of these rooms would be excluded from the calculation). The Contractor is to provide:

- electric and/or data cables and cable connectors of good quality (country of origin to be specified). The data cables should be category 6E or 7 minimum.
- suitable cable ties

TERMS OF REFERENCE

- in the event of electric cabling, a wall-mounted electricity distribution cabinet if necessary and appropriate 2 electric outlets for each desk/workstation with surge protection.

Expertise France has not purchased the furniture at the time of writing either; this will be the object of another, separate contact.

Any subcontractor needs to be approved by Expertise France.

Electricity and data cables need to be well protected from tripping, including during the installation phase, through the use of cable protective pads.

The Contractor is to ensure that any of its personnel or of its subcontractor personnel performing this task is suitably trained and experienced to perform the task in question, including on safety aspects, and wears appropriate personal protective equipment (PPE).

The Contractor is to provide a diagram of the data OR electric & data cabling for approval by Expertise France before commencing work. This diagram is to be updated once all of the cabling is completed.

The requirements are as follows:

- **(2.3.A)** Data cabling of the office.
- **(2.3.B)** Electric cabling of the office.
- **(2.3.C)** Patch Panel 24 port category 6A or 7

2.4. Rack

The Contractor is to provide a rack upon request. This rack should be wall mounted.

Its main function would be to house the network switch, the router, a possible network video recorder and/or a server computer. It should be small to avoid crowding the office space.

3. Software subscriptions

3.1. Internet security software

The Contractor is to provide Internet security software upon request on a user/year basis. This should be TrendMicro SME solution or equivalent.

3.2. Microsoft 365

The Contractor is to provide Microsoft 365 business standard licences upon request on a user/year basis.

3.3. Adobe suite

The Contractor is to provide Adobe Suite licences upon request to the project on a user/year basis.

4. Support and maintenance

4.1. Mobilisation of IT support technicians for preventive maintenance and user support operations

The Contractor is to mobilise IT support technicians upon request in order to conduct (regular, planned) preventive maintenance and user support operations. This could take the form of half-day or whole-day visits by the technician to conduct preventive maintenance on the equipment and to check with the different users that their devices are working properly and efficiently.

The Contractor is to provide an hourly cost for such visits.

4.2. Mobilisation of IT support technicians for active maintenance and user support interventions

The Contractor is to mobilise IT support technicians upon request in the event of device malfunctions or breakdowns. This active maintenance and user support services must include support in terms of repair and return of equipment, including those under warranty/guarantee provisions.

In the event that the Contractor (or an approved Subcontractor) has a ticketing system in place, Expertise France could use this system.

In the event that the Contractor (or an approved Subcontractor) has a helpdesk system in place, Expertise France could use this system.

The Contractor is to provide an hourly cost for such interventions.

III. Additional ICT equipment and services

In addition to the pre-determined ICT equipment and services requested in section II above, the Contractor is to provide additional ICT equipment and services to Expertise France.

(As these additional ICT equipment and services will only be evaluated at a technical level; the Contractor is to provide justifications or certifications in its technical offer that the cost of these

TERMS OF REFERENCE

items is identical or better than the cost charged to equivalent clients or else that the cost of these items is identical or better than the cost charged in its shop(s)).

Such ICT equipment and services could include:

- **Additional accessories for the different pieces of equipment mentioned in section II.**
In particular, Contractors must provide a full set of relevant accessories for the printers, scanners, printer-copier-scanners and similar equipment in section 1.7.
- **Online/on-site training sessions**
- **The provision of an Internet subscription for the office (main link)**
- **The provision of an Internet backup solution for the office in the event of a malfunction or breakdown with the main link**
- **The provision of a static IP address for the office**
- **The provision of satellite phones and satellite wifi hotspots**

The Contractor can propose these additional ICT equipment and services in its offer and the unit price schedule.

The referencing for this additional ICT equipment and services should commence at number 5 in the unit price schedule.

IV. Quality and performance standards

Unless specified otherwise, the quality of the equipment should be medium-quality range and suited to the conditions of Papua New Guinea. They must be simple and robust. The country of origin is to be specified.

The Contractor is to provide a method statement which specifies its overall performance standards, guarantees and quality.

This method statement is to be provide information regarding:

- The responsiveness of the Contractor to meet urgent requests for additional equipment, as expressed by stock and inventory management procedures. The ability of the Contractor to maintain a regular stock of standard equipment in its Port Moresby store(s) or storage area(s) to meet Expertise France's time-responsive requests must be specified in its offer.
- The ability to the Contractor to respond to any defects with the products.
- The familiarity and experience of the Contractor in terms of providing support to the equipment

TERMS OF REFERENCE

In particular, a key part of the execution of the contractor should be the responsiveness of the Contractor to meet the needs of Expertise France within acceptable delays. This responsiveness should be expressed in terms of:

- Ability to meet the deadlines for the provision of equipment and services following the issue of the purchase orders.
- Ability to communicate effectively with Expertise France regarding the acknowledgment, status, and provision of equipment and services specified in the purchase order.
- Ability to respond to active maintenance and user support requests quickly according to the urgency of the request.

At the minimum, Expertise France expects that the Contractor is able to meet most standard requests (ex: standard computers) in very short time frames (within 0 to 3 days of the purchase order), and other requests (ex: printer-copier-scanners) within reasonable delays (within 15 days of the purchase order). The Contractor is to specify the delays in the unit price schedule and exposes itself to penalties in the event that these delays have not been met. The Contractor is to specify the delays for the provision of each item in the unit price schedule.

With regards to active maintenance and user support requests, Expertise France expects that

In terms of delivery, equipment is to be delivered to Expertise France's office for orders over a certain amount which needs to be specified in the method statement. If not, Expertise France staff will pick up the equipment at the Contractor's store.