

Ghana: invitation to tender for printing toners

1. Purpose

The service provider must make provision for the supply and delivery of printing toners at the right quantity, price, time and place.

2. Locations of service delivery and approximate coverage area

The British High Commission (BHC) office in Accra, Ghana.

3. The objective

The objective is to deliver a high quality and properly scheduled supply of printing toners for the office compound, to a mutually agreed standard, and in accordance with the Foreign, Commonwealth & Development Office (FCDO) and other health and safety standards pertaining to the scope of work.

4. Scope of work

The service provider will be responsible for the proper supply of printing toners. The scope of work will include, but not be restricted to the:

- supply the specified printing toners mentioned in Annexure 1
- price including the cost of handling and transportation (where applicable)
- supply being taken in small lots during the period of the contract, depending on the requirement raised by the respective authority
- delivery, which should be made within 3 working days between 08h00 and 15h00, from the date of receipt of confirmed request from the Authority
- quantities mentioned, which are only for calculation purposes. Authority may or may not take part/ full service provider of any/ all items

It is the responsibility of the service provider to ensure that no deliveries are done without a valid requisition list from the Authority. The service provider must make provision for invoicing as per order and must make provision for the replacement of faulty stationery items within 3 days.

5. Types of Toners

- HP 78A
- HP 410A
- HP 203A
- HP 410A
- HP 130A

- HP 15A
- HP 125A
- HP 125A
- HP 307A
- HP 307A
- HP 49A
- HP 87A
- HP 203A
- HP 508A
- HP 504A
- HP 504X
- HP 410A
- TB FC 30E
- T- 3008E

6. Specific tasks/ activities

The key tasks/ activities will cover the supply of printing toners at The British High Commission, Accra.

7. Methodology

The service provider will apply the following methodology for the supply of printing toners:

- programme and hours of working
- supply and delivery of printing toners at the British High Commission, Accra as and when required by the Authority
- the delivery should be made within 3 working days between 08h00 and 15h00, from the date of receipt of confirmed request from the Authority

8. Reporting

The service provider will:

- report to the BHC's Logistics Officer for major issues and on day-to-day basis issues relating to the services provided
- be required to attend quarterly meetings with the Logistics Officer to review progress to date and resolve any issues arising
- ensure that invoices are sent to the BHC for payment during the first working week of each month, covering the stationery items delivered

9. KPIs and performance measurement

The following KPIs and performance monitoring are applicable to the supply of printing toners service contract. The following table provides a high level overview of the service specific KPIs and performance monitoring.

| Ref | Description | Performance Measurement |
|-------|----------------------------------|---|
| KPI 1 | Suitability and quality of goods | Supply of quality printing toners and good service 99% to 100% Green 80% to 99% Amber Below 80% Red not acceptable |
| KPI 2 | Timeliness | Printing toners to be delivered within 3 working days of placement of order, unless otherwise agreed to by council 99% to 100% Green 90% to 99% Amber Below 90% Red not acceptable |
| KPI 3 | Accuracy of delivery | Ensure correct items are delivered at all times 99% to 100% Green 90% to 99% Amber Below 90% Red not acceptable |
| KPI 4 | Invoice accuracy and timeliness | Correct invoice issued within 3 working days after delivery 99% to 100% Green 95% to 99% Amber Below 95% Red not acceptable |

10. The British High Commission's responsibilities

The British High Commission must:

- agree the monitoring service proposed by the service provider
- approve the service provider's service methodologies
- make available and provide any updates on any policies that affect the service, including any government initiatives

11. Special considerations

Supervision: To ensure the smooth running of this contract, it is extremely important that the service provider employs English-speaking staff. The appointed supervisor shall have regular contact with the appointed representative from the British High Commission for this contract and keep them informed on both progress and any problems that arise. All staff must have the appropriate security clearance.

Review meetings: The service provider shall be required to attend quarterly meetings with the British High Commission to review the running of the contract and to resolve any contractual issues.