

Request for Tender

For

EoL IT Office Equipment 2023

Laptops, AiO, Printers & MFP

For

Mobile Interim Company 1 S.A.L

Reference Number: MIC1/RFT/CFO-PRO/0317-23

Beirut-Lebanon, July 2023

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Introduction: Company's Profile

MIC1, operating under the brand name Alfa Nowadays, Alfa caters for the mobile needs of more than 2M subscribers including businesses and offers a variety of services and products that fit all age groups and preferences. Alfa vision is to provide competitive telecommunications services, while maintaining the highest quality of service and upholding sustainable commitments.

Article 1: Object

Bidders as defined in article 2 hereunder are hereby invited to submit their offers (herein referred to as "**Tender**" or collectively as "**Tenders**") for the supply of laptops, All in Ones (AiO), Printers and MFPs, to the Mobile Interim Company 1 S.A.L (herein referred to as "**MIC1**") who is managing one of the two national GSM networks for the benefit of the Republic of Lebanon. LOT1 comprises laptops and all in ones and LOT2 comprises MFPs and printers. Bidder can bid for one LOT or both.

The services required by MIC1 from the Bidders under the RFT (as defined in article 2 hereunder) are mentioned in appendix 1.

Article 2: Scope

This request for tender (herein referred to as "**RFT**") is restricted to companies which are specialists in computing & printing and related services (herein referred to as "**Bidders**" or "**Bidder**" for any one of them separately), have signed a non disclosure agreement or a confidentiality agreement with MIC1 and have received an invitation letter from MIC1 to participate in the RFT.

Article 3: General Terms

3.1. Participation in the RFT process

Bidders shall participate in the RFT process at their own risk. Such participation does not give the Bidders any grounds whatsoever for any right for compensation from MIC1.

The Bidders expressly acknowledge that their participation in the RFT process will be deemed as an undertaking that: (i) they have the full capacity, right, power and authority and have taken all necessary actions to enter into the RFT process; and (ii) the performance of their obligations under the RFT and or any potential purchase order (hereinafter "**PO**") / contract will not result in the breach of any terms or provisions of, or constitute a default under, any judgment, decree, or agreement or instrument to which they are a party or by which they are bound. Furthermore, the Bidders expressly acknowledge that their participation in the RFT process will be deemed as an undertaking that: (i) they are not and shall not be, directly or indirectly, associated with any person or entity involved in terrorism and / or money laundering; (ii) they shall not be engaged, directly or indirectly, in any illegal, corrupt, and / or fraudulent practices; (iii) they shall adhere to the highest ethical standards in the performance of their obligations under the RFT and / or any potential PO / contract, and (iv) they shall not be engaged, directly or indirectly, in activities involving child labor, trafficking in arms, sexual exploitation or discrimination.

Thus, Bidders will be solely liable for and will hold MIC1 harmless from any claim, damage, action of any nature by any third party, and any consequences thereof, relating to any such breach or default as mentioned hereabove.

3.2. Joint Offer

Two or more Bidders may form a consortium and submit a joint offer under the terms and conditions defined herein. The offer must be submitted under the name of one member of the consortium which

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shall be responsible for undertaking all negotiations and discussions with MIC1 and performing the services under the RFT.

3.3. Cost of Tender

Bidders shall bear any and all costs, expenses or investments in connection with the preparation and / or submission of their offer and / or any presentation and / or any other cost or expense incurred by the Bidders as a result of the RFT.

MIC1 shall not be, in any case, directly or indirectly, responsible, or liable for any cost, expense or investment associated with the preparation and / or submission of the offers and / or any presentation and / or any other cost or expense incurred by the Bidders as a result of the RFT.

3.4. Offer Ownership

Notwithstanding the ultimate outcome, all the offers submitted by the Bidders shall become the sole property of MIC1.

3.5. Offer Errors

Bidders are solely responsible for any error, misstatement or omission contained in their offer.

If any Bidder identifies an error, misstatement, or omission contained in its offer, it may at its own risk, effort and expense submit a replacement offer (herein referred to as “**Replacement Offer**”) provided that the Replacement offer fully complies with the RFT and is delivered within the Closing Date. Bidders will not be allowed to alter their Offer after the Closing Date.

However, if a Bidder identifies, after the Closing Date, a material error, misstatement, or omission contained in its Offer, it must notify MIC1 in writing within 3 days as of the date of such identification and no later than 5 days from offers submission.

In the event the Offer contains an error in cost, time, or other calculations, quoted items shall prevail. In case of inconsistencies between various sections in the Offer, MIC1 retains the right to select the option which shall be applied and be valid for the Offer.

3.6. Miscellaneous

MIC1 reserves the right to postpone or modify the RFT, including all its terms and conditions, at any time, or to repeal the RFT, at its absolute discretion, without incurring any liability towards the Bidders and/ or any third party.

No responsibility or liability is or will be accepted by MIC1 in respect of any error or misstatement in or omission from the RFT and / or any response to request for Clarifications (as defined in article 4 hereunder) and / or any information or data provided by MIC1 in connection with the RFT.

All information regarding MIC1 included in the RFT and / or any response to request for Clarifications is intended to assist the Bidders in the preparation and submission of their Offer. This information is provided for information purposes only and is not exhaustive. No representation or undertaking is given as to accuracy, adequacy, or completeness of this information. MIC1 shall not be liable for any inaccuracy, oversight, or omission in or from any such material.

Article 4: Clarifications

4.1. General Terms

Clarifications needed by the Bidders to prepare the Offer (herein referred to as “**Clarifications**”) should be consolidated and submitted to MIC1 in 1 set. Applications for Clarifications should be submitted within **10** calendar days before the Closing Date of the RFT set by MIC1 to:

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Technology Purchasing - technology.purchasing@alfamobile.com.lb

MIC1 answers will be submitted to all Bidders within **6** calendar days before the Closing Date of the RFT set by MIC1.

Bidders should not contact, directly or indirectly, MIC1 concerning the RFT process, starting from the Issue Date until the final selection. The only contact would be for clarification purposes and only by virtue of the mechanism described in this article.

4.2. Q&As format

The Clarifications submitted as per article 4.1 above should be in Excel format filled as per below:

RFT Name REF# xxx- 1x (Q&As)		
AREA	Bidder Questions	ALFA- MIC1 Answers

Article 5: Presentation of Offers

- The technical offer part (herein referred to as “**Technical Offer**”) described hereafter should be enclosed in an envelope separated from the commercial/financial offer part (herein referred to as “**Commercial/Financial Offer**”).
- All Offers shall be written in English language.
- The RFT has to be reviewed thoroughly by bidders. The selected bidder, and as a prerequisite for his award, will be requested to remit back the RFT document after being initialed on all its pages.
- A copy of “Alfa Security Terms & Conditions for Third Party “and “Supplier Compliance Form” are enclosed to this RFT for Bidders’ review and reference.
However, it should be noted that the selected Bidder will be requested to sign these documents upon project award and prior to the PO / contract signature. These documents are an integral part of the issued PO / contract and their signature is mandatory to execute / implement any solution in MIC1 network.
- The Bidders shall submit a clear and complete list of references for similar implementations / projects in a relevant environment.
- All Offers shall be in US Dollars**, shall include all taxes, duties and levies (excluding only Lebanese VAT), and shall be fixed, unconditional, unreserved and binding for the Period of Validity (as defined in article 7 hereunder). All Offers should cover the full range of services requested under the RFT.
- Each Bidder shall be solely responsible to pay and bear its own taxes and duties levied on it under any relevant jurisdiction or territory. For the sake of avoiding any doubts, Bidder shall be individually responsible to ascertain its tax liabilities under any subject territory and settle the same with its own resources without having any recourse whatsoever towards MIC1.

- Bidders should submit their Offer in a sealed envelope, with RFT Name and Reference clearly mentioned, which should contain two separate sealed envelopes, containing the below:

5.1. Envelop 1

Envelop 1 is labelled by the “RFT reference- Technical Offer & the Bidder ‘s name”, and should include:

- A cover letter, in two copies, addressed to MIC1 showing the Bidder’s interest in submitting the Offer to the RFT (where the name of project as mentioned in this RFT is explicitly mentioned) duly signed and stamped by the authorized representative and listing the documents enclosed whether in hard or soft copy. The cover letter should also mention the names of partners (if any) that are participating under the umbrella of the company in question.
- Thus, the technical submission should be limited to the cover letters (2 copies) and the sheet special terms (2 copies) within the attached document named “Compliance matrix- incase it is part of this RFT and shared by MIC1 in the invitation email”.
- The complete version of the filled compliance matrix is not needed in hard copy, only on CD/USB in both Excel and PDF versions including bidder logo.
- The cover letter, however, should confirm that, in case selected, bidder commit to deliver according to the complete compliance matrix submitted as part of the technical response on the CD/USB.
- No need to share a hard copy version of the executive summary or technical solution; it can be only part of the technical submission on CD/USB
- 3 labeled CDs/USBs with the complete Technical Offer to RFT, in Word, Compliance Matrix in MS Excel and in PDF format with company logo, unpriced BoM in MS Excel & supporting technical documentation in Word or PDF format.

N.B: No prices shall be mentioned in the technical offer envelope whatsoever, including “free of charge”.

5.2. Envelop 2

Envelop 2 is labelled by the “RFT reference- Commercial Offer & the Bidder ‘s name”, and should include:

- 2 copies of the Commercial/Financial offer **summary** showing the **high-level** deliverables and their prices (**detailed pricing / BoQ should be included as soft copy on CD/USB only**) duly signed by the authorized signatory and stamped –in Hardcopy. Thus, the commercial/financial submission should be limited to the summary sheet (2 copies) of the attached “financial sheet” incase it is part of this RFT and shared by MIC1 in the invitation email; all remaining sheets and detailed BoQ should be put on the CD/USB.
- 2 labeled CDs/USBs with the complete price list in MS Excel Softcopy with formulas and equations clearly applied along with the filled commercial sheet - commercial.xlsx (in case embedded within this RFT).

“RFT envelopes must be sealed with a large adhesive tape. Bidder’s stamp and signature of authorized signatory must then follow in a way that crosses the tape”

N.B: Bidders must strictly comply with all the requirements above mentioned in this article 5. Any Bidder which fails to comply with any of the requirements listed in article 5 above will be immediately disqualified.

Article 6: Time limit for Presenting Offers

Every Bidder is bound to present its complete offer along with all the required and additional documents as mentioned in the RFT, to MIC1, at the latest **15** days from the date of its signature of the RFT (herein referred to as “**Closing Date**”) for the attention of:

Mobile Interim Company 1
Procurement Department
Attention: Technology Purchasing
Office: +961 3 391 000 - Fax: +961 3 391 620
Email: technology.purchasing@alfamobile.com.lb
Address:
Parallel Towers, 17th floor, near Freeway Center, Dekwaneh, Beirut.
P.O.B: 55-534 Sin El Fil.

MIC1 may, at its own discretion, extend the Closing Date for the submission of Offers by notifying all Bidders thereof in writing.

Any Proposal received by MIC1 after the Closing Date will be automatically rejected.

Article 7: Period of Validity of Offer

The Offers submitted by the Bidders shall be commercially/financially and technically binding for the Bidders for a period of 6 months at least as of the Closing Date or any extension of the Closing Date decided by MIC1 (herein referred to as “**Period of Validity**”).

Any Offer valid for a shorter period may be rejected by MIC1 at MIC1’s sole discretion. The latter may solicit the Bidder’s consent to an extension of the Period of Validity. The request and the response thereto shall be made in writing. Any Bidder granting its consent to such extension will not be entitled / permitted to modify its Offer.

No offer may be withdrawn before the expiration of the Period of Validity.

Article 8: Compliance Matrix

The following should be considered, while filling the compliance matrix (herein referred to as “**Compliance Matrix** “):

- Every Offer shall contain a clear reference to the supporting documentation within the Bidder’s provided set of technical documentation. The reference must indicate explicitly the document title, page and section.
 - “Fully Compliant”, when the Bidder fully complies with the requirements or fully agrees to the related statement, along with a clear explanation in both cases, in addition to the related reference to the supporting documentation when applicable.
 - “Partially Compliant”, when the Bidder partially complies with the requirements or partially agrees to the related statement, along with a clear explanation in both cases for the compliance limits and / or agreement limitation, in addition to the related reference to the supporting documentation when applicable.

- "Non Compliant", where the Bidder does not comply with the requirements or does not agree to the related statement, along with a clear explanation in both cases for the non-compliance / limitation, and with the related reference to the supporting documentation when applicable.
 - "Noted" when a statement is not a requirement but is only for information purposes. "Noted" will be accepted as meaning that the Bidder has read and understood the information. "Noted" is not accepted when a "Compliant" or "Non-Compliant" is the proper response.
- In cases of doubt, during the evaluation of the Offer by MIC1 as provided for in article 12 hereunder, any "Noted" statement shall be considered as "Compliant" for the purpose of such evaluation, and for PO / contract purposes as the Offer to the RFT will form an integral part of any potential PO / contract signed with the Bidder.
 - The Compliance Matrix will be analyzed by MIC1 in detail and the compliance statements will be used within the RFT assessment model.
 - In case the Offer states "Compliant" to a MIC1 requirement and the analysis of the solution shows that there is no full compliance, such statement will be assessed as "Non-Compliant" and an additional penalty will be applied.
 - In case the Offer states "Compliant" to a MIC1 requirement while not specifying any reference, such statement will be assessed as "Non-Compliant" and an additional penalty will be applied.
 - For any item that is not supported and / or for which no quote exists in the Commercial/Financial Offer, the price penalty is computed by taking the highest price amongst other Bidders.

If at any stage during the evaluation of the Compliance Matrix it becomes obvious to MIC1, that the solution offered by the Bidder substantially deviates from the requirements as defined in this RFT, such Offer will be disqualified at MIC's sole discretion with **immediate effect**.

Article 9: Special terms

9.1. Terms of Payment

The below describes the minimum payment requirements which are based on a careful analysis of the solution components and required deliverables. However, such minimum payment requirements are not in any way binding to MIC1 and modification of the same might be applied by MIC1 at its sole discretion after selection, on PO or contract level, in case the same is deemed necessary by MIC1.

9.2. Commercial/Financial Conditions

- Bidders shall submit their best and final price. No negotiations shall be made after offers submissions.
- Fees should be submitted in USD
Considering that USD Fresh payment is not possible, all payments will be settled in cash LBP at market rate on payment date as per the below:

OPTION 1: 3 yrs warranty
- 30% down payment on PO issuance

- 58% upon delivery & Final Acceptance certificate; 45 days from invoice receipt
- 4% by the end of yr1 warranty
- 4% by the end of yr 2 warranty
- 4% by the end of yr 3 warranty

OPTION2: 5 yrs warranty

- 30% down payment on PO issuance
- 50% upon delivery & Final Acceptance certificate; 45 days from invoice receipt
- 4% by the end of yr1 warranty
- 4% by the end of yr 2 warranty
- 4% by the end of yr 3 warranty
- 4% by the end of yr 4 warranty
- 4% by the end of yr 5 warranty

VAT will be settled at BDL official rate

- MIC1 has the full flexibility to buy the full scope of the Offer or certain parts of it without any impact on unit rates and discount granted. It might also select different Bidders to supply different parts of the RFT's scope of work depending on its strategy and needs.
- A Bid Bond from the participating bidders' bank to MIC1 with a value of Fresh USD 2,000 should be presented for participation within envelop 1. The validity of this LG should be for 7 months as of offers submission date; it will be returned to non-selected bidders.
This LG will be returned to selected bidder after submission of the second LG mentioned below.
- A Performance Bond from winning bidder' bank to MIC1 with a value of 5% of the quoted equipment should be presented upon tender award only within 15 days from contract start date.
- **The bidder is not allowed to introduce any new technical offer in the commercial envelop which will be considered a subject to disqualification**
- Fees submitted by bid winner will be announced on Public Procurement Authority website following tender award as per Public Procurement Law requirements.
- Bidders should not, in any way, subcontract more than 50% of the bid scope.
- If some items were not quoted by the bidder and not indicated as Free of Charge, then the highest offered price of those items in the tender will be considered in the commercial evaluation of this specific bidder.

9.3. End of Sales

End of sales date of proposed laptops/All in Ones/printers/MFP shall be at least more than 12 months from the Closing Date. If by the time the PO is issued by MIC1 the proposed equipment have reached end of sales, then the Bidder shall offer the next generation equipment with equivalent or better specifications **at no extra cost for MIC1.**

9.4. Delivery Penalty / Liquidated Damages

- In case of delay in the delivery, a penalty of 1% per week of delay shall be deducted from the total amount for a maximum of 10%

- The filled Compliance Matrix as well as the Offer and BoQ are an integral part of the PO to be issued by MIC1 following the selection of the Bidders. Bidders 'abidance by and respect of their Offer, and more particularly on the delivery date mentioned therein, and based on which the PO is issued, is mandatory.

In case the above is not respected by the Bidder or in case the latter fails to deliver a feature, functionality or item for which he has already inserted "Compliant" in the Compliance Matrix and included in the Offer, then the following will be applied:

- A penalty of 5% from the total amount of the project cost will be applied for each feature/functionality or item not delivered by the Bidder. This amount will be deducted from the final acceptance payment.
- If the penalty value exceeds the amount remaining to be paid for the project, then MIC1 has the right to cancel the project with immediate effect and the Bidder will have to refund the total amount paid to the Bidder without the need for a prior notice or any judicial or extra-judicial proceedings.

If a feature, functionality or item, is marked as a Killer Point (as defined in article 11 below) and the Bidder fails to deliver it upon implementation, then MIC1 has the right to cancel the project with immediate effect and the Bidder will have to refund the total amount paid without the need for a prior notice or any judicial or extra-judicial proceedings.

9.5. Miscellaneous

- Bidder must explicitly mention, in the Offer and the BoQ, any prerequisite not stated within the RFT requirements and specifications and that might entail additional cost or impact while adding its respective price or the additional deliverables it needs (if not within Bidder's scope).
- Based on the provisions of the income tax law (Articles 41, 42 and 43), a 7.5% (on Opex) and 2.25% (on Capex) are to be deducted from the invoice for the Bidders that do not maintain a place of business or do not have a legal structure in Lebanon.
- All Bidders with local presence should have a corporate contract with MIC1 that covers 100% of their employees' business lines before entering into business relations with MIC1. If the selected Bidder does not fulfill this option at the time of project award, MIC1 corporate sales team will contact its representative for this purpose.
- The bidder to any tender launched by Alfa should declare any relative relations with any Alfa employee up to the 4th degree, for MIC1 to be able to assess the existing of any potential conflict of interests which may lead to deprive the bidder from participating to the tender under the risk of disqualification".

Article 10: Technical Specifications

Bidder is requested to supply, implement, install, and configure all supplied IT equipments... And that according to the following specifications:

Laptop – Quantity 40

Operating System	Windows 11 Pro 64 Downgrade Win 10 Pro 64
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Processor	12th Gen Intel Core i7-1280P or better - bidder to provide comparative table between processor proposed with the minimum required
Base Clock Speed	Minimum core Base Frequency 1.8 GHz
Max Turbo frequency	Intel Turbo boost technology to reach a min frequency of 4.8 GHZ or equivalent
Nb of cores	minimum 14 cores - 20 threads
Cache memory	24 MB L3 Intel Smart Cache or equivalent
Chipset	Integrated with processor
Memory	16GB DDR5 expandable up to 64GB
Management	Intel vPro technology or equivalent
Internal Storage /Hard Disk	Minimum 1 TB PCIe NVMe M.2 SSD TLC or better
Graphics	Integrated Intel HD Graphics 620 or better
Display	14.0 inch WUXGA (1920x1200) WLED+LBL UWVA
	IPS, Anti-glare
	Display Brightness: Minimum of 300 nits
	Integrated privacy screen
Graphics	Integrated: Intel Iris Xe Graphics or equivalent - bidder to specify and compare proposed graphics card with the required if different
Audio	Dual stereo speakers, dual array world-facing microphones (on the outside of the laptop's lid preferred)
Wireless	Intel Wi-Fi 6E vPro 160 MHz +Bluetooth 5.3 WW WLAN or equivalent
Ports and Connectors	1 headphone/microphone combo; 2 USB 4 Type-C™ (Thunderbolt 4, Data up to 40 GB/s, Power Delivery, DP1.4, Sleep and Charge); 2 SuperSpeed USB Type-A 5Gbps signaling rate (1 charging), 1 HDMI 2.0
	1 Nano Security Lock Slot
Input Device	Clickpad backlit spill-resistant keyboard
	Clickpad with multi-touch gesture support
Camera	5 MP camera; IR Camera
Security	Drive Encryption (Optional)
	Trusted Platform Module(TPM) 2.0 Embedded Security Chip,
Windows Hello biometric support	Authentication with IR camera, fingerprint reader/sensor
Battery	Supports battery fast charge: approximately 50% in 30 minutes
	More than 9 hours battery back up time- will be tested upon delivery of a prototype
Weight	less than 1.4kg
Thickness	less than or equal 1.95cm
Full features Windows 10 &11 support	
Awards obtained for proposed model	Bidder to specify if any awards were won for the proposed model

Warranty	<p>option 1- 3 years manufacturer warranty including parts and labour- next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work)</p> <p>Warranty shall cover all parts of the devices including and not limited to batteries, Fans, hard disk etc...</p> <p>option 2 - 5 years manufacturer warranty including parts and labour- next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work)</p> <p>warranty shall cover all parts of the devices including and not limited to batteries, Fans, hard disk etc...</p>
Battery Warranty & Support	Laptop battery replacement (parts and labour) should be done in MIC1 premises
Accessories	Wireless Mouse and keyboard
Docking station	1 x USB-C cable to connect to host system 1 x USB-C 3.2 Gen 1 port 4 x USB-A 3.2 Gen 2 charging ports 1 x Combo audio jack 2 x DisplayPort 1.4 ports 1 x RJ45 port (10/100/1000) 1 x HDMI 2.0 port 1 x standard lock slot
Carrying Case	Topload Carry black Case

AiO – Quantity 30

Operating System	Windows 11 Pro 64 Downgrade Win 10 Pro 64
Processor	8th Gen Intel Core i7-8700T or better - bidder to provide comparative table between processor proposed with the minimum required
Base Clock Speed	min base frequency 2.4 GHz
Max Boost Speed	up to 4.0 GHz or better with Intel Turbo Boost
nb of cores	Six core
cache mem	12MB cache
Chipset	Intel® Q370
Memory	16GB (1x16GB) DDR4-2666 - upgradable to 32GB
Hard Disk	Minimum 500GB PCIe SSD + 500GB SATA hybrid drive
Optical Drive	9.5mm DVD-Writer
Display	23.8" (60.45 cm) diagonal IPS widescreen WLED backlit anti-glare LCD (1920 x 1080). Orientation designed to operate in portrait or landscape.
	Touch screen
Graphics	Integrated Intel® HD Graphics
Audio	Integrated Realtek ALC221 or Conexant CX5001 with combo microphone/headphone jack, line-in and line-out rear ports (3.5 mm), and internal speaker.

LAN	Intel® I219LM Gigabit Network Connection LOM
WLAN	Intel® 9560 802.11b/g/n/a/ac 2x2 Wi-Fi +Bluetooth® M.2 Combo Card vPro™
Webcam	2MP FHD webcam with IR camera front-facing and 2nd rear-facing 2MP webcam, discrete dual array microphone (Dual Camera 480P IR+1080P RGB Fixed/2MP FHD 1080P Fixed)(maximum resolution of 1920 x1080) IR camera supports Win10 Hello
Keyboard	USB Business Slim Wired Keyboard
Mouse	Optical USB Mouse
Expansion Slots	1 M.2 internal connector for optional wireless NIC; 2 M.2 internal connector for optional Turbo Drive G2 SSD
Ports and Connectors	Front: Speakers; 2 digital microphones
	minimum of : 1 Dual-mode DisplayPort™; 1 HDMI; 6 USB 3.1 Type-A; 1 USB 3.1 Type-C™; 1 power connector; 1 RJ-45; 1 audio line out; 1 audio line in; 1 security lock slot8
	minimum of : 2 headphone connector; 1 universal jack with CTIA headset support
Internal Drive Bays	One 2.5" internal storage drive bay
External Drive Bays	One 9.5 mm slim
Security	Trusted Platform Module TPM 2.0 Embedded Security Chip (SLB9670 - Common Criteria EAL4+ Certified); SATA 0,1 port disablement (via BIOS); Drive lock; RAID configurations; Serial, USB enable/disable (via BIOS); Power-on password (via BIOS); Setup password (via BIOS); Hood sensor; Support for chassis padlocks and cable lock devices
Management	Intel® vPro™ standard
Warranty	option 1- 3 years manufacturer warranty including parts and labour-next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work) option 2 - 5 years manufacturer warranty including parts and labour-next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work)
Headset	Business Headset
Privacy screen filters	Black Privacy Screen filter 3M for 23.8 inch screen

Black and White MFP - Quantity 1

Print Technology	laser
Speed	Best Quality minimum 50 ppm
First page out	within 6 seconds minimum from Ready mode
Copy Resolution	600 x 600 dpi
Print Resolution	1200 x 1200 dpi
Scan Resolution	up to 600 x 600 dpi
Memory	minimum 2 GB

Processor	Minimum 533MHz
Interface	Interface: Hi-Speed USB 2.0 device port, Gigabit Ethernet Embedded Print Server
Duplex printing	Two-Sided Printing Automatic
Digital Sending	
Management Security	SNMPv3, SSL/TLS (HTTPS), 802.1X Authentication (EAP- PEAP, EAP-TLS), IPSec/Firewall with Kerberos, Certificate, and PreShared
Input capacity	2 drawers of a minimum of 500 sheets each + 150 sheets multiple bypass
Supported Paper Sizes scanning and printing	Letter; Legal; Executive; Oficio 8.5x13; 4 x 6; 5 x 8; A3; A4; A5; A6; B5(JIS); B6(JIS); 10x15cm; Oficio; 16K 197x273mm; Postcard (JIS); Double Postcard(JIS); Envelope #10; Envelope Monarch; Envelope B5; Envelope C5; Envelope DL; A5-R
Reverser Document Feeder capacity	100 sheets should be included
Cabinet included	Cabinet should be included
Bidder shall Specify the duty cycle per month of the printer	Should be a minimum of 8000
Bidder shall include Management software capable of sending notifications & alerts	
Bidder shall Specify duty cycle of Cartridge	
Bidder shall Specify duty cycle of the Fuser assembly	
Bidder shall Specify duty cycle of the paper feed tires	
Bidder to Specify paper tray capacity	
Compatible with Windows10/11 (64-bit)	
Warranty: 3-Years Manufacturer Warranty Covering Parts & Labor next business day replacement on site	option 1- 3 years manufacturer warranty including parts and labour- next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work) option 2 - 5 years manufacturer warranty including parts and labour- next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work)

Color Printer - Quantity 2

Print Technology	laser
Print Speed Black, Letter	ISO/Best Quality minimum 30 ppm
Print Speed Color, Letter	ISO/Best Quality minimum 30 ppm
First Page Out B/W	within 6 seconds minimum from Ready mode
First Page Out color	within 6 seconds minimum from Ready mode
Processor	Minimum 1.2 GHz

Paper Trays	qty 3
Input Capacity	minimum 850 sheets (100-sheet multipurpose tray, 250-sheet input tray 2, 500-sheet input tray 3)
Output Capacity	Minimum 300 sheets
Output Capacity	Minimum 300 sheets
Envelope Input, Std 10	Minimum 10
Duplex printing	Two-Sided Printing Automatic
Typefaces 105 internal TrueType fonts	105 internal TrueType fonts
Prints Color	Prints Color
Number of print cartridges	4 toner cartridges (1 each for black, cyan, magenta, yellow)
Resolution (black)	Up to 1200 x 1200 dpi
Resolution (color)	Up to 1200 x 1200 dpi
Display Type 2.03-inch (5.2 cm), 4-line Color Graphic Display (CGD)	Display Type 2.03-inch (5.2 cm), 4-line Color Graphic Display (CGD)
Duty Cycle	Minimum 120,000 pages
Recommended Monthly Volume	Minimum 13,000 pages
Supported Paper Sizes printing	Letter; Legal; Executive; Oficio 8.5x13; 4 x 6; 5 x 8; A3; A4; A5; A6; B5(JIS); B6(JIS); 10x15cm; Oficio; 16K 197x273mm; Postcard (JIS); Double Postcard(JIS); Envelope #10; Envelope Monarch; Envelope B5; Envelope C5; Envelope DL; A5-R
Media Types Paper	extra heavy, glossy, heavy, heavy glossy, high gloss images, intermediate, light, plain, recycle, tough), envelopes, labels, cardstock, transparencies
Connectivity	Std 2 Hi-Speed USB 2.0 Host, Hi-Speed USB 2.0 Device, Gigabit Ethernet 10/100/1000T, 2 Internal USB Host
Memory	Minimum 1.5 GB
Power Supply Type	Built-in power supply
ENERGY STAR® Qualified	ENERGY STAR® Qualified
Compatible with Windows10/11 (64-bit)	
Supported network protocols	IPv4/IPv6; SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall; IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print
Apple Compatible	
Warranty: 3-Years Manufacturer Warranty Covering Parts & Labor next business day replacement on site	option 1- 3 years manufacturer warranty including parts and labour-next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work) option 2 - 5 years manufacturer warranty including parts and labour-next business day swap and repair (laptop should be fully operational next day closing of business in order not to impact user's work)

Support

Option 1- 3 years manufacturer warranty with proof from manufacturer including parts and labour- next business day swap and repair (equipment should be fully operational next business day at closing of business in order not to impact user's work)
Option 2 - 5 years manufacturer warranty with proof from manufacturer, including parts and labour- next business day swap and repair (equipment should be fully operational next business at day closing of business in order not to impact user's work)
Bidder should submit the Support pricing rule as function of out of warranty Network Element's (Out of Warranty means that has passed more than 3 years from the final acceptance certificate issuance date)
Bidder to offer 35 man-days Professional Services to replace 70 endpoint devices (Laptops & AiO)
Bidder shall provide the end of support and end of life dates of the proposed items
End of sales date of proposed devices shall be at least more than 12 months from the date of RFP submission. If by the time the PO is issued by MIC1 the proposed devices have reached end of sales then the bidder shall offer the next generation equipment with equivalent or better specifications at no extra cost.
Response time after problem notification shall be within 2 business hours , bidder shall retrieve from alfa premises the defected equipment and shall replace it with an identical or better one the next business day. A penalty of 1% of the cost of the impacted equipment will be applied everytime the supplier fails to comply with this SLA. (working hours is from 8am to 3 pm during week days)
Bidder should share with alfa IT team the procedure to follow and the support point of contact name and details to open tickets with his support team

General Requirements

Bidder should specify the delivery time line of the proposed equipment.
Additional cost or delay due to any missing equipment, accessories, or software needed for the proper operation of the proposed material and which was not taken into account in the offered BOM will be borne by the Bidder
In case of delay in the delivery, a penalty of 1% per week of delay shall be deducted from the total amount for a maximum of 10%
Preselected suppliers might be asked to provide samples for evaluation before a final decision is taken
In Case the bidder/supplier fails to deliver a feature , functionality or item that he had mentioned as compliant and included in the RFP response, then the following will be applied: • A penalty of 5% from the total amount of the project cost will be applied for each feature/functionality or item not delivered by the supplier. This amount will be deducted from the final acceptance payment. • If the penalty value exceeds the amount remaining to be paid for the project, then MIC1 has the right to cancel the project and the supplier will have to refund the total amount paid to the supplier without the need of any legal recourse . • If a feature , functionality or item is marked as killer and supplier/bidder fails to deliver it upon implementation then MIC1 have the right to cancel the project and the supplier will have to refund the total amount paid without the need of any legal recourse.
previous experience with proposed brand (robustness, frequent incidents, performance, Quality, availability of spares in local market,... If proposed product was not previously purchased by alfa the bidder will receive a score of 50% of the total weight
previous experience with bidder (support and after sales services delivered, accuracy of eqt delivered as per order, speed of response to alfa requests, seriousness and professionalism in the proposals expertise of his team, respects deadlines.... If proposed product was not previously purchased by alfa the bidder will receive a score of 50% of the total weight

Bidder shall have a authorized service center in Lebanon for aftersales support - service center should have been established and operational in Lebanon at least for the past 3 years - the address of the service center location should be provided
Bidder shall share the CVs of technical support team
Equipment offered shall be fully built and assembled at the manufacturing plant of the proposed brand - manufacturer proof letter to be submitted - equipment assembled in Lebanon are not accepted
Bidder shall provide proof by submitting a letter from the proposed equipment manufacturer that he is authorized to sell and provide after sales support for the proposed equipment

Article 11: Information Security Specifications

- The Bidder shall commit to refrain from offering any product / equipment which can cause security threat or information leakage that jeopardizes MIC1 network security. (K)
- The Bidder shall mention the security standards adopted/followed in designing the proposed solution.
- The Bidder should specify if it has acquired the ISO27001 certification or any other equivalent security certification, and submit with the Offer a copy of such certificate.
- The Bidder should commit to improve solution / systems information security weaknesses whenever needed or highlighted by MIC1 information security team. (K)

Article 12: Health, Safety and Environmental Specifications

To ensure that the proposed products and services bidders are compliant with HSE culture, bidders should state basic HSE specifications and compliance information:

- bidders shall provide the product's specifications that have an environmental impact (power consumption, gas emissions, etc...)
- bidder shall provide the product specifications that contribute into preserving the environment (made of recycled material, ozone friendly, low volatile organic compounds, etc...)
- Bidder shall provide the product's specifications that contribute towards the health and safety of the users (ergonomic design, safety features, etc)
- Bidder shall state the safety measures being followed by personnel performing the work on Alfa's sites (ISO45001 certification, specific best practices, etc...)

Article 13: Evaluation of Offers

MIC1 reserves the right to accept or reject any or all Offers at its absolute discretion and without thereby incurring any liability to the affected Bidder / Bidders and / or any third party, or any obligation to inform the affected Bidder / Bidders of the grounds for MIC1's action.

The RFT does not bind in any way MIC1 which reserves the right to study the Offers, and to conclude PO/contract negotiations in relation to the RFT, in its totality or parts thereof, with any or several Bidders, as it sees fit and at its sole discretion. MIC1 also retains the right to enter into a contract or to issue PO only for parts of the offered solution.

Further to what is mentioned above, no Bidder may file any claim whatsoever against MIC1 or may claim any compensation from the latter based on the rejection of its Offer or on any ground whatsoever in relation to the RFT.

The Technical and Commercial/Financial Offers are opened sequentially, so that the evaluation of the Technical Offer will precede the evaluation of the Commercial/Financial one. Bidder selection is based on the combined results of the technical and commercial evaluations.

Although due consideration will be given to MIC1's general principles and criterias, including economy and efficiency, MIC1 does not bind itself in any way to select the Bidder offering the lowest price.

Article 14: Entering into Contract

MIC1 shall enter into a contract with the selected Bidder for the services requested under the RFT or shall issue a PO to the selected Bidder in this regard, as the case may be.

At all times, the terms and conditions of said contract/PO shall be defined in accordance the RFT.

MIC1 is operating the GSM Network for the benefit of the Republic of Lebanon and therefore, in case MIC1 enters into any contract with or issues a PO to the Bidder, this will be for the benefit of the Republic of Lebanon.

Article 15: Termination and Assignment

At any time, MIC1 shall have the right at its sole discretion to cancel the RFT process or terminate the PO/contract with the selected Bidder, with immediate effect, without the need for any judicial or extra-judicial proceedings and such termination shall not entitle the Bidder to any compensation or indemnity whatsoever.

It is to be highlighted that any PO/contract is de facto terminated if the Republic of Lebanon / Ministry of Telecommunications requests its termination. Such termination shall have an immediate effect and shall be effective without the need for any judicial or extra-judicial proceedings and such termination shall not entitle the Bidder to any compensation or indemnity whatsoever.

MIC1 shall have the sole discretionary right to assign at any time and with immediate effect the PO/contract to the Republic of Lebanon or any designee assigned by the Republic of Lebanon to manage the first mobile network in Lebanon.

Article 16: Boycott of Israel Requirement

Bidder is informed of, and undertakes to abide by, the legal requirements of the Republic of Lebanon concerning the Boycott of Israel in accordance with the law dated June 23rd, 1955.

Therefore, Bidder shall not hold Israeli nationality, or be domiciled in or resident of Israel, or work for it, directly or indirectly, or represent or act for, in any way, directly or indirectly, the interests of Israel or an Israeli entity. Bidder shall not have any main or branch factories or assembly plants or offices in Israel, and shall not participate in any Israeli business. Bidder shall not license its name, trademarks, manufacturing or technological patents to any Israeli individual or entity and shall not provide any technological assistance to any Israeli business.

In addition, no person holding Israeli nationality or domiciled in or resident of Israel or working for it directly or indirectly or representing or acting for, in any way, directly or indirectly, the interests of Israel or an Israeli entity may be employed or used, in any way, directly or indirectly, by the Bidder in the project subject to the RFT. Bidder is explicitly obliged to take into consideration this requirement in the allocation and management of its personnel resources, employees, contractors and subcontractors for any activity or solution or mean whatsoever linked to Israel and contributing to the project subject of the RFT.

Any time the Bidder violates such requirements and / or any direct or indirect relation between the Bidder and Israel is brought to MIC1's knowledge, MIC1 shall immediately exclude the Bidder from the RFT process or terminate the PO/contract without the need for any judicial or extra-judicial proceedings and without incurring any liability whatsoever to the affected Bidder / Bidders and / or any third party.

Article 17: Applicable Law and Dispute Resolution

All disputes, which might arise from the validity, interpretation, implementation, or termination of the RFT, shall be exclusively settled by the competent Courts of Beirut in Lebanon.

The RFT shall be governed by and construed in accordance with the applicable Lebanese laws.