



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

## **ANNEX B TO THE CONTRACT FOR PROVISION OF SERVICES NO. 258 – 20/20**

### **TERMS OF REFERENCE**

#### **1. Background**

International IDEA (IDEA) has been revamping its IT systems and is now seeking a hardware vendor to replace its laptops and desktops. We currently have a mix of different brands and wish to standardize on one brand across all our country offices.

IDEA is therefore seeking services of a highly experienced computer vendor for a framework contract for a period of 5 years, to supply and maintain new computers across multiple country office locations. The successful vendor will be responsible for ensuring compliance with stipulated warranty terms. IDEA has its headquarters in Stockholm, Sweden and offices in the following countries; Belgium, USA, Netherlands, Australia, Nepal, Myanmar, Ethiopia, Mozambique, Tunisia, Chile, Peru, Paraguay, Bolivia, Mexico and Panama.

#### **2. Scope of Work**

Successful vendor will supply laptops and accessories to various IDEA countries offices. Warranty terms are International warranty, 4-years for parts, labour, on-site support. IDEA has developed a baseline of specifications for two configurations, lightweight and standard weight.

#### **Laptop Configuration.**

- Lightweight
  - Screen size: Less than 13 inches
  - Weight: Less than 2 Kgs
- Standard weight
  - Screen size: Between 13 to 14 inches
  - Weight: Between 2 and 3 Kgs

#### **Baseline Configuration.**

- Central Processing Unit: Core i5, 8<sup>th</sup> Gen Core
- RAM: 16GB
- Storage: 256GB SSD
- Screen: 1920 x 1080 (1080p) resolution
- Battery: Extended life battery
- WIFI Card: 802.11ac 2.4/5 GHz
- Operating System: Windows 10 Pro. x64
- Ports: 1 HDM1, 2 USB 3.0 or more
- Warranty: 4-Year parts, labor/on-site
- OS: Windows 10 Pro x64
- Keyboard layout: According to geographic location
- ***Windows Autopilot/White Glove for pre-provisioning.***

### Laptop Accessories

- Security Locks
- Carrying Case/Bags
- On-Board Ports
  - Ports: VGA, HDMI, Display Port, security lock, RJ 45, USB etc.
- Docking Stations
  - Ports: VGA, HDMI, Display Port, security lock, RJ 45, USB, USB Type C.

Computers to be supplied according to country/office location.

Office/Country	Lightweight	Standard weight	Total
Stockholm/Sweden	32	24	56
Tunis/Tunisia	6	5	11
Naw Pyi, Taw/Yangon/Myanmar	16	10	26
Canberra/Australia	2	4	6
La Paz/Bolivia	7	4	11
Lima/Peru	6	3	9
Maputo/Mozambique	1	0	1
Santiago/Chile	3	2	5
Hague/Netherlands	4	6	10
Addis Ababa/Ethiopia	12	8	20
Kathmandu/Nepal	4	2	6
Brussels/Belgium	4	2	6
<b>Total</b>	<b>96</b>	<b>71</b>	<b>167</b>

**IDEA shall require shortlisted vendors to showcase laptop models and accessories they plan to supply. Showcasing will be at HQ.**

Keyboard Layout according to Office

Office	Keyboard Layout
Stockholm	Swedish
Lima/Santiago/La Paz	Spanish
Naw Pyi Taw/ Yangon/ Maputo/ Hague /Addis Ababa/Kathmandu/Brussels/Canberra	US Standard keyboard
Tunis	Azerty

Quantities according to Laptop Configuration.

Laptop Configuration	Quantities
Standard Weight	71
Lightweight	96

Quantities for Accessories.

Accessory	Lightweight	Standard weight
Locks	96	71
Carrying Case/Bags	96	71
Docking Stations	96	71

Over the 5-year Framework contract period, successful vendor will supply any new hardware that shall be required in the current office locations and any new offices that shall be established. The technical baseline will be reviewed with hardware vendor and models according to products life cycle over the life of the contract.

3. Delivery Schedule

IDEA expects hardware to be delivered to all offices within 90 days after date of award of tender. Vendors shall indicate delivery periods in their proposals for each of the office locations. Any exceptions to warranty terms should also be stated clearly and contingency plans indicated. Similarly, where vendor needs to work with IDEA for shipment and customs clearance should be indicated.

4. Deliverables and Reporting Requirements

IT services at IDEA are centralised and managed from HQ. Successful vendor shall appoint a focal person for the successful delivery of this contract IDEA-wide. The focal person will ensure coordination of deliveries to our country office locations, management of warranties and issue progress reports to the IT Manager at HQ. Vendor focal point role will remain relevant as possibly IDEA may open new country offices and require new hardware.