

**Scope of Work
for
Purchase Printer Toner under Framework agreement for 2 years**

1. Background

CARE Bangladesh requires a reliable and cost-effective supply of printer toner cartridges to support daily operations. To ensure continuous availability and competitive pricing, CARE intends to establish a Framework Agreement (FWA) with one or more qualified suppliers for a period of two (2) years.

2. Objectives

The objective of this SoW is to define the requirements for the supply, delivery, and support of printer toner cartridges, ensuring:

- Quality products
- Timely delivery
- Cost-effectiveness

3. Scope of Work

The selected supplier(s) shall:

- Supply original toner cartridges
- Ensure compatibility with specified printer models
- Deliver toners as per Purchase Orders (POs)
- Provide support for any product-related issues

A detailed list of printer models and specifications will be provided in Annex A.

4. Technical Requirements

The supplier shall ensure that:

- Toners are compatible with specified printer models
- Toners are original, sealed, and unused
- Products are compatible with listed printers
- Toners do not damage equipment or void warranties
- Manufacturing date is within 1–1.5 years
- Defective items are replaced at no extra cost

CARE Bangladesh reserves the right to inspect and test delivered items.

5. Delivery Location:

Delivery locations include:

- Dhaka office
- Cox's Bazar Office

6. Procurement Methodology:

- CARE Bangladesh reserves the right to enter into Framework Agreements with multiple suppliers for the same category of goods and/or services.
- This Framework Agreement (FWA) does not constitute a guarantee or commitment by CARE Bangladesh to procure any minimum quantity of goods or services from the Supplier. Any procurement under this FWA shall be subject to specific project needs, availability of funds, and internal approvals.
- Following the execution of this Framework Agreement, CARE Bangladesh may, at its sole discretion, issue system-generated Purchase Orders ("POs") to the Supplier. Each PO shall clearly specify the scope, quantity, value, delivery timeline, and any other applicable terms and conditions.
- The Supplier shall not supply any goods or services, nor incur any related costs, unless and until a valid Purchase Order has been formally issued by CARE Bangladesh in accordance with the terms of this Framework Agreement. CARE Bangladesh shall not be liable for any costs incurred outside of an authorized PO.

7. Period of bid validity:

The quoted price should be valid for 2 year. There will be an option to reassess and adjust prices 6 months in the agreement if required for the conditions below:

- Govt. declared Vat has been revised
- Market price has changed significantly, which will be verified by CARE Bangladesh team

This ensures flexibility and reflects the changing market conditions, fostering a fair and dynamic long-term partnership.

8. Deal Distribution (Multiple Suppliers)

CARE Bangladesh may distribute orders among multiple suppliers based on:

- Competitive pricing (L1 supplier priority)
- Delivery performance
- Product availability
- Urgent needs and location

Better-performing suppliers may receive more orders.

9. Eligibility and Qualification Criteria

Interested service providers must meet the following criteria:

- Legally registered business with valid trade license
- Minimum 2-3 years of experience in this sector
- Ability to deliver product anywhere within Bangladesh
- Authorization from manufacturer related to dealership/distributorship
- Availability of on-call service for any technical issue

10. Duration

The contract will be valid for an initial period of 2 years, which may be extended to 01 more year subject to satisfactory service provided during the contract period.

11. Evaluation Criteria

Proposals will be evaluated based on:

Technical Proposal: 60%

Financial Proposal: 40%

10.1 : Technical Evaluation Criteria: (60%)

The ranking to evaluate is between 1 and 5, where 5 is the highest score:

- 1 Non-complying
- 2 Below Acceptable
- 3 Acceptable
- 4 Good
- 5 Excellent

SL	Criteria	Assigned Score
1	Overall Proposal Suitability	20%
1.a	Authorization from manufacturer (Dealer/ Distributor)	
2	Previous Works & Awards	20%
2.a	Provide minimum 3 to 5 or more client experiences or testimonials or purchase order for supplying similar products	
3	Organizational Expertise	20%
	5+ years of experience in similar supplying toner	
Total		60%

10.2 : Financial Evaluation Criteria: (40%)

Financial proposals will be ranked from lowest to highest based on the Total Bid Price. The bidder with the lowest evaluated price will be given the highest financial ranking.

12. Application Process:

Interested vendors must submit:

- Company profile and registration documents (Valid Trade License, E-TIN Certificate, Latest Proof of Tax Returns, BIN)
- Reference work orders (minimum 3-5 or more)
- Authorized dealership/distributorship document
- Financial Proposal filled up that outlines the fees in Appendix I: Financial Breakdown in official letterpad and properly sealed and signed including govt. circulated VAT & TAX and provide budget notes.

13. Terms and Conditions

Payment Terms

- Payments in local currency will be paid as per standard procedure. There will not be any scope to pay in advance before starting the work. Supplier shall provide CARE Bangladesh with periodic and final invoice statements indicating Services performed, expenses incurred, past payments made, and any other information CARE Bangladesh shall reasonably request. Supplier shall provide a final invoice statement whenever requested by CARE Bangladesh based on the agreed date after the date set for the completion of the Services in this SOW.
- CARE Standard Payment Terms are 30 days from receipt of goods or services and accurate and complete. Payment will be made on a basis upon submission of proper invoices and verification of completed work. All payments are subject to applicable tax and vat deductions at source.

14. Penalty

If the service provider fails to provide services of any or all the contract within the period (s) specified in the Contract / Purchase Order, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price / Purchase Order amount, as penalty, a sum equivalent to the percentage stated bellow:

Sl No.	Total Delay	% to be deducted on the contracted value.
01.	First 10 days	1.0%
02.	From 11 to 20 days	2.5%
03.	From 21 to 30 days	3.5%
04.	Above 30 days	5.0%

05. Above 30 days the termination clause below may also be applicable.

**Deduction of the penalty amount will not be applicable in case if any extended completion time/ period is officially agreed and accepted by CARE Bangladesh after the completion date mentioned in PO.