



**Secretariat for  
Catholic Education**

**REQUEST FOR QUOTES FOR  
LAPTOPS**

**Issued by: Secretariat for Catholic Education**

Issue Date: August 21, 2020  
RFQ Number: SfCE 08/2020  
RFQ Name: LAPTOP DEVICES FOR EMPLOYEES IN CHURCH SCHOOLS  
Questions due by: Sept 3, 2020  
Answers due by: Sept 7, 2020  
Closing Date for submission of RFQ: Sept 14, 2020  
Submit to: [tenders.schools@maltadiocese.org](mailto:tenders.schools@maltadiocese.org)

The Secretariat for Catholic Education (hereinafter SfCE) is seeking written quotes from qualified companies to provide laptops to the Employees in Church Schools. Please take the time to read and understand these sections as failure to respond fully may result in your submission being determined to be non-responsive and removed from further consideration.

## **1. INTRODUCTION/BACKGROUND**

The Secretariat for Catholic Education within the Archdiocese of Malta provides curricular and psycho-social support to over forty Catholic Church schools ranging from kindergarten to post-secondary levels. Its offices, located very close to the Archbishop's Curia in Floriana, provide a crucial point of reference for Church schools and an important link to the Education Department at the Ministry for Education and Employment.

Another key role of the Secretariat is the execution and monitoring of the admission procedures for students into Catholic Church schools which fall within its remit, as per the Holy See-Republic of Malta agreement of 1991.

The Secretariat works closely with the Church School Association (CSA) on common issues pertaining to the overall administration of Church schools.

<http://thechurchinmalta.org/en/posts/49228/untitled-article>.

## 2. SCOPE OF WORK

SfCE is requesting a quotation for one hundred fifty (150) laptops devices.

### 2.1 Technical Specifications

The laptop devices must have the following minimum specifications:

Reference No.	Item Required	Description of item required
1	Operating System and Software	OS: Windows 10 Professional OEM Drivers: Windows 10, 64bit version
2	Processor	Core i5 - 8th Generation (minimum) or equivalent (the bidder must provide evidence of the technical equivalence in the absence of certificates of conformity with the standard)
3	Graphics	Integrated HD Graphics
4	RAM	8GB DDR4 single module (upgradable to 16GB)
5	Internal Storage	500GB Solid State Drive (storage must not be soldered)
6	Display	13 inch Minimum Resolution: 1920 x 1080 Aspect Ratio: 16:9 IPS, Anti-glare Display should open up 180 Degree
7	Ports and Connectors	3 x USB Type A Ports 3.0 OR 2 x USB Type A and 1 USB Type C  1 x HDMI 1 x Headphone & Microphone Audio Jack 1 x SD Card Reader 1 x RJ45 OR USB to RJ45 adapter
8	Keyboard	Built-in QWERTY UK keyboard
9	Webcam	Integrated widescreen HD (720p) or better
10	Speakers	Built-in speakers.
11	Wireless	Wi-Fi standard 802.11ac
12	Bluetooth	5.0
13	Battery	5 hours of continuous use or better
14	Power Adapter	3-pin plugs (type G) with trailing cable
15	Weight	1.8kgs maximum
16	Carry Case	Comfortable padded handles and a removable, adjustable strap.

17	Certificates	C E Marked ROHS Windows Compatibility
18	Military Tested	Mil-STD-810G (A certificate must be provided)
<p>All products must meet the latest ENERGY STAR standards for energy performance. Verifications:</p> <p>All products carrying the ENERGY STAR label will be deemed to comply. Any appropriate means of proof, such as a technical dossier of the manufacturer or a test report from a recognised body demonstrating that the criteria are met will also be accepted. All products carrying the EU Ecolabel will be deemed to comply. Other appropriate means of proof will also be accepted.</p> <p>Laptops must be designed so that the memory is easily accessible and can be changed.</p>		

The laptops offered must be in new condition (unused and not refurbished) and:

- Including five (5) years warranty;
- five (5) year Service Level Agreement; and
- five (5) years Accidental Damage Insurance Policy.

## 2.2 Warranty

Further to the General Conditions, the Manufacturer’s warranty of the equipment inclusive of all components, power supplies and cables must remain valid for five (5) years starting from the date of commissioning (“Warranty Period”). This warranty must include parts and labor.

The Contractor shall be responsible for making good any defect in, or damage to, any part of the supplies which may appear or occur during the international warranty period and which:

- results from the use of defective materials, faulty workmanship or design of the Contractor; or
- results from any act or omission of the Contractor during the warranty period; or
- appears in the course of an inspection made by, or on behalf of, the Contracting Authority

The equipment shall carry the standard warranty for equipment provided by the Manufacturer.

The Contractor warrants that:

The equipment is genuine, new, unused and of the most recent models;

The services will be performed in a workmanlike manner.

The Contractor warrants that:

It is formally authorized by the Manufacturer to provide the equipment and to provide the services on the equipment to the contracting authority pursuant to this contract;

All statements and representations made by the contractor are to the best of its knowledge, information and belief, true and accurate and that it will advise the contracting authority of any fact, matter or circumstance of which it may become aware which would render any such statement or representation to be false or misleading;

There is no litigation (whether past or ongoing), actions, suits or proceedings or regulatory investigations pending or, to the contractor's knowledge, threatened against or affecting the contractor before any court or administrative body or arbitration tribunal, nor any contract with a third party, which would prevent the performance of its obligations under this contract;

As at the date of this contract;

- i. It has full capacity and authority to enter into and to perform this contract;
- ii. This contract is executed by a duly authorized representative of the contractor;
- iii. Once duly executed this contract will constitute its legal, valid and binding obligations.

The contractor must set up a fully-fledged Service Centre in Malta and service in Gozo to effect repairs. The Service Centre shall be opened from Monday to Friday from 9:00am till 17:00 pm and Saturdays from 9:00 am till 14:00. The building should be accessible to all.

The contractor shall affect the repairs at the workshop. The fix time (referred to in Section 4 – Service Level Agreement) includes the time during which the repair is being performed and the actual notification to the client that the problem has been resolved.

If the incident cannot be solved within the fix time, the contractor must provide a workaround or a replacement. The workaround should be without degradation to the use of the equipment. The Fix time is halted if an appropriate and acceptable workaround is provided to the users of the equipment.

Any equipment provided by the contractor shall at all times adhere to the technical specifications set out in Section 2.1 –Technical Specifications.

## **2.3 Service Level Agreement**

### **Hardware Support Services**

Hardware Repairs, replacements and components replacements of the Laptop Computer must be made to keep the workstation in a good working order. The employee will personally hand over the defective Laptop Computer to the contractor's Service Desk. In case where the repair of the laptop will take longer than the specified Fix time, the contractor must provide a temporary replacement. The Service Levels below must be met.

#### **2.3.1 Standard Service**

The Contractor must provide the services with the care, skill and diligence in accordance with best engineering practices, standard and techniques.

#### **2.3.2 Parts, Consumables and Independent Maintenance**

The Laptop Computer and all its respective components.

#### **2.3.3 The Contracting Authority's Responsibilities**

The Contracting Authority agrees that the user should:

Notify the Contractor promptly of any faults, abnormal functions and/or accidental damage of the Laptop Computer through the person in charge in every Church School and in SfCE.

Operate, use and generally treat the workstation in a prudent and proper manner.

#### **2.3.4 DURATION OF CONTRACT**

This Service Level Agreement shall come into effect after distribution of the Laptop Computer and shall be valid for five (5) years.

#### **2.3.5 SERVICE LEVELS**

Incidents must be reported and logged by the contractor through the Service Management System provided by the contractor once the client hands over the defective laptop at the contractor's Service desk. The fix time is triggered as soon as the contractor is handed over the laptop. Details such as user information, equipment identifier, reported incident and dates are entered into this system. An acknowledgement use provided to be sent featuring the details of the incident. Such information should be provided to the Contracting Authority every quarter.

For all incidents reported, the equipment has to be fixed or replaced within the respective Fix time in accordance with Table 1 below.

Fix Time is calculated only for Normal Working Hours of the Contractor.

Service level priority	Response time	Fix time
1	Not applicable	Not applicable
2	Not applicable	Not applicable
3	4 hrs	15 hrs

90% of all calls assigned to the Contractor during any month must be serviced and subsequently resolved within the Fix Time as defined in the Service Level table above. Should the contractor not comply with this monthly threshold he/she will incur a penalty of €200 for every week of non-compliance.

Where support requires the replacement of the computer storage, the Contractor will be responsible to install the Image within the Service Levels. The recovery of the actual data falls outside the Service Levels.

During the provision of services in Church Schools supplier representative/s shall present valid identification documentation and must abide by SfCE or school/s procedures in place including wearing an identification / guest tag where applicable at all times.

In the event where Supplier needs to access SfCE or school/s information and information resources for the performance of its services, it shall do so in accordance with the instructions submitted by SfCE designated representatives from the SfCE and in conformity to the terms and conditions of this Agreement, in particular with the General Decree On The Protection of Data found at <https://church.mt/files/page/GDPD.15348463124.pdf>, and any misuse or divulgence thereof shall constitute a breach to this agreement without prejudice to any rights of action appertaining to SfCE or school/s exercisable by law."

SfCE or school/s shall, at the request of Supplier, provide staff familiar with SfCE or school/s programs and / or applications, which staff shall fully co operate with Supplier's personnel in the diagnosis of any malfunction of the equipment. Such requests by Supplier are to be made only when strictly necessary.

All personnel working onsite in schools need to be cleared according to the PROTECTION OF MINORS (REGISTRATION) ACT. It shall be the company's responsibility to revise regularly and keep up to date.

#### **2.4 Accidental Damage Insurance Policy**

The laptop device as listed in Section 2.1 of this RFQ shall possess an Accidental Damage Insurance Policy. The Accidental Damage Insurance Policy shall cover the laptop device if it experiences operational or structural failures / damages that impact the Laptop device for a

period of five (5) years from date of commissioning. This Insurance must include parts & labour. The contractor shall handle the disputes from beginning to end.

Scope of Service – As a minimum, the Insurance shall repair or replace the Product if it experiences operational or structural failures that impact the Product’s functionality resulting under normal operating conditions and handling due to:

- liquid spills,
- unintentional bumps or drops,
- an electrical surge,
- screen failure, or
- mechanical breakdown.

Coverage Period – The period of service shall begin on date of commissioning for a maximum of five (5) years.

Repairs – in case of an accidental damage that result in a repair. The contractor warrants that the replacement component parts are new and genuine. The services will be performed in a workmanlike manner.

Replacement – In case of a full replacement of the Laptop device. The Contractor warrants that the replacement is genuine, new, unused and of the most recent models in line with the Minimum Specifications as listed in Section 4 of this contract at no additional cost.

Termination Period - The accidental insurance policy of every laptop shall be terminated if a one (1) full replacement of the laptop device is taken.

Covered Product Features – As a minimum, the Insurance shall cover Product components installed in the Device at time of Purchase, including the internal central processing unit, integrated Solid State Drive, integrated keyboard, integrated pointing device, integrated display screen, motherboard and the laptop chassis.

The contractor must set up a fully-fledged Service Centre in Malta. The Service Centre shall be opened from Monday to Friday from 9:00 am till 17:00 pm and Saturdays from 9:00 am till 14:00. The building should be accessible to all.

The contractor shall effect the repair or the replacement as per the fix time (referred to in Section 2.3.5 – Service Level Agreement) includes the time during which the repair is being performed and the actual notification to the client that the problem has been resolved.

If the incident cannot be solved within the fix time, the contractor must provide a workaround or a replacement. The workaround should be without degradation to the use of the equipment. The Fix time is halted if an appropriate and acceptable workaround is provided to the users of the equipment.

Any replacement equipment provided by the contractor shall at all times adhere to the technical specifications set out in section 2.1 – Technical Specifications of this RFQ.

### **3. Expected Delivery Time**

After receiving the bids and selecting the awardee, the order must be delivered to the SfCE within 48 days of the signing of the contract.

### **4. PRICE OFFER**

Quotations in response to this RFQ must be priced including Taxes, Other Duties & Discounts but excluding VAT. Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offers are requested to provide quotations on official letterhead or format.

### **5. EVALUATION PROCEDURES AND CRITERIA**

Best-offer quotations are requested. It is anticipated that award will be made solely based on these original quotations. However, SfCE reserves the right to conduct any of the following:

- SfCE may conduct negotiations with and/or request clarifications from any offeror prior to award.
- SfCE may cancel this RFQ at any time.

The sole award criterion will be the price. The contract will be awarded to the offeror submitting the cheapest priced offer satisfying the administrative and technical criteria.

### **6. INSTRUCTIONS ON SUBMISSION OF OFFERS**

In submitting the RFQ, the Offeror accepts in full and in its entirety, the content of this RFQ document, including subsequent Clarifications issued by the Secretariat for Catholic Education (SfCE), whatever the economic operator's own corresponding conditions may be, which through the submission of the RFQ is waived. Offerors are expected to examine carefully and comply with all instructions.

No account can be taken of any reservation in the RFQ in respect of the procurement documents; any disagreement, contradiction, alteration or deviation shall lead to the RFQ offer not being considered any further.

Prospective offerors must submit their offer by email addressed to [tenders.schools@maltadiocese.org](mailto:tenders.schools@maltadiocese.org)

RFQ reference number and RFQ title must be clearly indicated. Prospective offerors take full responsible to submit their offer by the set RFQ submission deadline.



The Offeror will bear all costs associated with the preparation and submission of the RFQ. The Secretariat for Catholic Education (SfCE) will in no case be responsible or liable for such costs, whatever the conduct or outcome of the procedure.

The SfCE reserves the right to accept or reject any RFQ and/or to cancel the whole RFQ procedure and reject all RFQs. The SfCE reserves the right to initiate a new invitation to RFQ and the right to accept or reject offers for one or more lots and/or service level agreement and insurance.

The SfCE may cancel the RFQ process where:

- the RFQ procedure has been unsuccessful, namely where no qualitatively or financially worthwhile RFQ has been received or there has been no response at all;
- the economic or technical parameters of the project have been fundamentally altered;
- exceptional circumstances or force majeure render normal performance of the project impossible;
- all technically compliant RFQ exceed the financial resources available;
- there have been irregularities in the procedure, in particular where these have prevented fair competition.

In the event of a RFQ procedure's cancellation, Offerors will be notified by the SfCE. In no circumstances will the SfCE be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of a RFQ, even if the SfCE has been advised of the possibility of damages. The publication of a contract notice does not commit the SfCE to implement the project or works announced.

## **7. QUESTIONS AND REQUESTS FOR CLARIFICATIONS**

Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than Sept 3, 2020 by email to [tenders.schools@maltadiocese.org](mailto:tenders.schools@maltadiocese.org) Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—will be sent to all offerors by email.

## **8. NOTIFICATION OF SELECTION**

Prior to the expiration period of proposal validity, SfCE will notify the offeror who submitted the most reasonable offer in writing by email. Clarifications and revision of minor errors and omissions may be requested. Upon completion of either, offeror may be required to submit a revised quote.

## 9. Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include in response to this RFQ:

- Cover letter, signed by an authorized representative of the offeror as per Section 11.
- Official quotation, including specifications of offered goods (see Section 10 for example format)
- Copy of offeror’s registration or business license.

## 10. Specifications and Technical Requirements

The table below contains the technical requirements of the commodities/services. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format.

Item No.	Description of item required		Description of the item being offered	The Brand / Model Number / Reference / country of manufacture, CE compliance certificate of the items being offered are to be inserted next to each item in the space provided below
0.	<p><u>Energy Star - All products must meet the latest ENERGY STAR standards for energy performance.</u></p> <p><u>Verification:</u></p> <p><u>All products carrying the ENERGY STAR label will be deemed to comply. Any other appropriate means of proof, such as a technical dossier of the manufacturer or a test report from a recognised body demonstrating that the criteria are met will also be accepted.</u></p>			

	<p><u>Notebooks must be designed so that the memory is easily accessible and can be changed.</u></p> <p><u>Verification: All products carrying the EU Ecolabel will be deemed to comply. Other appropriate means of proof will also be accepted.</u></p>		
1.	<p><u>Operating System and Software</u></p> <p>OS: Windows 10 Professional OEM</p> <p>Drivers: Windows 10, 64bit version</p>	1	
2.	<p><u>Processor</u></p> <p>Core i5 – 8th Generation (minimum) or equivalent (the bidder must provide evidence of the technical equivalence in the absence of certificates of conformity with the standard)</p>	2	
3.	<p><u>Graphics</u></p> <p>Integrated HD Graphics</p>	3	
4.	<p><u>RAM</u></p> <p>8GB DDR4 single module (upgradable to 16GB)</p>	4	
5.	<p><u>Internal Storage</u></p> <p>500GB Solid State Drive (storage must not be soldered)</p>	5	

6.	<u>Display</u> 13 inch Minimum Resolution: 1920 x 1080 Aspect Ratio: 16:9 IPS, Anti-glare Display should open up 180 Degree	6		
7.	<u>Ports and Connectors</u> 3 x USB Type A Ports 3.0 OR 2 x USB Type A and 1 USB Type C  1 x HDMI 1 x Headphone & Microphone Audio Jack 1 x SD Card Reader 1 x RJ45 OR USB to RJ45 adapter	7		
8.	<u>Keyboard</u> Built-in QWERTY UK keyboard	8		
9.	<u>Webcam</u> Integrated widescreen HD (720p) or better	9		

10.	<u>Speakers</u> Built-in speakers	10		
11.	<u>Wireless</u> Wi-Fi standard 802.11ac	11		
12.	<u>Bluetooth</u> 5.0	12		
13.	<u>Battery</u> 5 hours of continuous use or better	13		
14.	<u>Power Adapter</u> 3-pin plugs (type G) with trailing cable	14		
15.	<u>Weight</u> 1.8kgs maximum	15		
16.	<u>Carry Case</u> Comfortable padded handles and a removable, adjustable strap.	16		

17.	<u>Certificates</u> C E Marked ROHS Windows Compatibility	17		
18.	<u>Military Tested</u> Mil-STD-810G (A certificate must be provided)	18		

**11. Offer Cover Letter**

*The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:*

To: Secretariat for Catholic Education

Reference: SfCE 08/2020

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to supply the required laptops and other requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ— are eligible to participate in this procurement.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and

The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.

All information in our proposal and all supporting documentation is authentic and accurate. We understand and agree to Counterpart' prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Company Telephone and Website: \_\_\_\_\_

Company Registration or Taxpayer ID Number: \_\_\_\_\_

Contact Person details: \_\_\_\_\_