



## REQUEST FOR PROCUREMENT

Heartfile is seeking to identify and select outside independent individuals / organizations to perform the activities listed below for its office in Islamabad. Responsive bids must be received by **10<sup>th</sup> May 2014 5pm PST**. Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive and will not be evaluated for award.

### Services required:

1. 24 hour security services for the office premise

Services are required from a well reputed agency which could provide guards (around the clock) and a comprehensive security plan for the organization. Company with experience working with NGOs/developmental agencies will be given preference.

2. Office stationery procurements

A supplier is required to deliver stationary and office supply services as per office requirements which could vary from time to time. The service provider would ensure timely supplies of appropriate quality and having capacity to deliver on short timelines.

3. Generator support and maintenance services

Heartfile has a 50KV generator running on diesel oil. A vendor is required for regular maintenance and troubleshooting when required. The service provider needs to have core technical expertise and adequate experience in providing such support in a timely manner.

4. Photo copier support and maintenance services

A vendor is required for regular maintenance and troubleshooting of the photocopiers (DSM 750 and ADF) when required. The service provider needs to have core technical expertise and adequate experience in providing support in a transparent and efficient manner.

5. Printing services based on "as needed" requests

Heartfile is looking for a vendor who has expertise in printing posters/banners/monographs, has graphic designing experience and possesses appropriate technology to translate orders into products in a timely fashion.

6. Courier services, both nationally and internationally

Heartfile has a high volume of communications through post. Services are required from an accredited and well reputable organization that provides timely and efficient courier services around the clock and has adequate resources to meet organizational needs at short timelines.

7. Car rental services based on "as needed" requests

Heartfile needs transport for staff in Islamabad, Rawalpindi, Karachi, Hyderabad, and Peshawar. The service provider should have a readily available vehicles that are dependable and have backups readily available with trained drivers who know of routes, rules and regulations and are trustworthy. The organization needs to be responsive and efficient as well as having capacity to deal with services in remote areas as well.

8. Website maintenance services based on "as needed" requests

Heartfile requires service providers to maintain its website, [www.heartfile.org](http://www.heartfile.org). The entity should have experience in graphic and website designing and have expertise in back end management, having resource and capacity to respond to queries and issues by the organization.

9. Legal services based on “as needed” requests

Legal services are required from an individual/firm which has experience dealing with organizational contracts. The service provider should have appropriate experience handling legal matters of non-profit organizations.

10. Editing services for manuscripts based on “as needed” requests

Services are required of an individual or an organization for editing manuscripts (e.g., blogs, reports). The entity should have excellent editing skills and command over the English language. The potential resource should be proactive in his/her approach and add value to the existing nature of work, besides having appropriate experience in the field.

11. Travel agent based on “as needed” requests

Heartfile staff and consultants make frequent national and international trips. Services are required of a travel agent who can offer competitive rates and can be responsive 24/7 for flight scheduling.

Responses to these RFP must include:

**1. A Cover letter, which includes**

- Name and address of the entities that are submitting the proposal;
- Name, title, telephone number, and e-mail address of the person authorized to commit the service provider to a contract;
- Name, title, telephone number, and e-mail address of the person to be contacted regarding the content of the proposal, if different from above; and

**2. National tax number**

**3. In the case of agencies proof of incorporation**

**4. Summary of past experience:** Describe the organization experience and capabilities in providing similar services. Be specific and identify projects, dates, and results

**5. References:** Proposers must include in their RFPs, a list of all (clients/buyers/organizations) with whom the proposer has done business like that required by this solicitation within the last (12months). For each client/buyer/organization, the proposer must include the name, title, address, and telephone number of a contact person along with a brief description of the project or assignment which was the basis for the business relationship references

Any questions concerning technical specifications, contractual terms and conditions or proposal format must be directed to [saba@heartfile.org](mailto:saba@heartfile.org)

Award of the contract resulting from this RFP will be based upon the most responsive service provider whose offer will be the most advantageous to Heartfile in terms of cost, functionality and quality

Heartfile reserves the right to:

- Reject any proposal without obligation or liability to the potential service provider;

- Withdraw this RFP at any time before or after submission of bids, without prior notice, explanation or reason
- Accept an offer other than the lowest price offer;
- Decide not to award any contract to any service provider responding to this RFP;
- Award its total requirements to one service provider or apportion those requirements among two or more service providers, as Heartfile may deem necessary.
- Faxed copies will not be accepted. Late quotations are subject to rejection.
- Heartfile reserves the right to request additional data, information, discussions, or presentations to support either a part or the entire bid proposal.