

# TERMS & CONDITIONS

## By Submitting Quotation Company Complies/Agrees To:

- 1- Company Must Deliver Devices to Final Place (Office + Labs + Classroom). Company Must do Unboxing, Cabling, Installing SQU Image, installing Drivers, Printing Tags (SQU Asset Number), Tagging Devices (Stick TAG Label on ALL Devices) and Filling the Inventory Form/Excel File about Delivered Devices. After Delivery Company Must Install ALL Devices Within [(No. of Devices \* 0.334) +3] Days. If not Then (-1) Mark Will be Scaled Down for Each Delayed Week For Future Quotation For the Next (+Scale Down Mark) Starting From Date of Finishing Installation. If SQU Technician Helps in Completing Company Duty Task then -3 for Each Device.

**Example:**

3 Devices Delivered. To be ALL Installed within  $(3 * 0.344) + 3$  days=4 day. If not a Negative Mark Will be Added to Total Mark in each Purchasing Evaluation Report for Next (+Scale Down Mark) Months. A -1 for each Delayed Week. If Same Company Late Again Within The Same 6 Months Period Then A -1 Mark Will be Added for Each Delayed Week..

- 2- Only Two Quotations are allowed for Each Product Type (Item) of Purchase Requested. If Not the THIRD Option will be **NEGLECTED** Automatically.
- 3- Quotation MUST Include Total Price + VAT For Each Group of Device.

**Example:**

Monitor | Qty 33 | Unit Price | Total Price for 33 + VAT  
Scanner | Qty 20 | Unit Price | Total Price for 33 + VAT

- 4- SQU Standard Warranty Means ALL Period is Covered by Manufacturer OEM Warranty.
- 5- ALL Delivered Devices are in Check Status during ALL SQU Standard Warranty Period. By any Mean, SQU Reserves Whatever Action it Feels May be Appropriate if Contractor is failing its Obligations. Company Will be Blocked for 12 (Twelve) Moths if Delivered Devices or Devices Warranty not as Mentioned in Quotation Summary.
- 6- ALL Components inside Devices are attached By OEM. if not By any Mean, SQU Reserves Whatever Action it Feels May be Appropriate if Contractor is failing its Obligations.
- 7- After Winning, the Delivering Company MUST Provide Certificate of Warranty From OEM Covering ALL the Standard SQU Warranty for Delivered Devices.  
  
Also MUST Provide List of Serial Numbers, Product Numbers, or Service Tag for all delivered devices.
- 8- Conditions of Excluding Quotations Written in Next Page.
- 9- If Delivery is not in Clear Direct Total Days Then Mark is Zero.
- 10- Purchase Report, ALL SQU Standards May Change Without Notice.

## SQU Standards for Warranty

(Years of Warranty are ALL Covered by OEM)

Next Business Day + On Site Support

Warranty Standard Period Per Device Type: If Less Quotation Will be Excluded.

Desktop + Monitor + ALL in One = 5 (Five) Years

Laptop + Workstation + Printer + Scanner = 3 (Three) Years

Others = 1(One) Year

## Conditions of Excluding Quotations

*“The SQU may, at its sole discretion, waive minor irregularities, bid formalities, or defects in a proposal in response to this Tender.”*

### **1-About Company Information**

- a. Company did not Write Sales and Support Contacts in Quotation Summary
- b. Riyadh Companies Will be Given Automatically 5 Points.

### **2-About Quotation Summary**

- a. Company did not Attached Quotation Summary Form along with its Official Quotation.
- b. Company Attached a Very Old , Version 2.46- ,or not The Proper Quotation Summary Form along with its Official Quotation.
- c. Providing Wrong Information Inside Quotation Summary.
- d. Missing Similarity between Quotation Summary and Company Official Quotation.
- e. Neglecting in Filling Quotation Summary.

**NOTE: Latest Quotation Summary Could be downloaded from:**

<https://drive.google.com/file/d/1ML0yNGRPRuX31agwaund0CmSyrdUAGYC/view?usp=sharing>

### **3-About Specifications**

- a. Quoting for Unknown Device Model or Specifications or Non Business Class or Not Workgroup Class Device.
- b. Quoting For Different or Unknown Processor Generation or Unknown Form Factor Chipset.
- c. Quoting for Different Device or Model or Old Model or Different Processor or Screen Size.
- d. Quoting for an Old or Non Q Chipset Family Processor (*ex: 13-th Generation for PCs & AiO, 12-th Generation for Laptops*).
- e. No RJ45 / Ethernet Port in System Unit or ALL in One or Laptop or Printer
- f. Quoting for Non Compatible RAMs (Non OEM) Which Affect Price.
- g. Quotation is not including the Essential Part of Specification. (*ex:Special Graphic Card*).
- h. Quoting for Devices Which were not OEM Assembled (Not Original Factory Assembled) .
- i. Quoting Non ADF for MF Printers, Non Pro Class , Non Automatic Duplex, Non Ethernet Printers.

### **4-About Currency | Quantity | Price | Delivery | Installation | Warranty | After Sale Support**

#### **4-About Currency | Quantity | Price | Delivery | Installation | Warranty | After Sale Support**

- a. Quoting With Different Currency (Not Omani Rial).
- b. Quoting For Less Than 90% of RFP Quantity.
- c. Total Price Does not include VAT or it is not Mentioned for Each Device.
- d. Company did not Include Unboxing or Installation of Delivered Device or not Clear.
- e. Company did not Mention Type of Warranty or not Clear.
- f. Company did not Mention Warranty, or not Clear Device Warranty, or Warranty Does not Meet SQU Warranty Standards, or Warranty Does not Meet Warranty Requested by End-user.
- g. Company did not Provide On-Site Support or it is not Clear.
- h. Company has Missed Deadline to Repair Under Warranty Devices.