



**[OFFICE OF THE OMBUDSMAN]
[P/BAG 348, LILONGWE]**

REQUEST FOR QUOTATIONS (FOR GOODS)

PROCUREMENT REF NO. OMB/RFQ/HQ/BANNER/PR/2024/6

To: PRINTING SUPPLIERS

Date: 26th June, 2024

The Procuring Entity named above invites you to submit your quotation for the goods described herein. Partial Quotations may be rejected, and the Purchaser reserves the right to award a contract for selected items only. Any resulting order shall be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders (available on request) except where modified by this Request for Quotations.

SECTION A: QUOTATION REQUIREMENTS:

1) Description of Supply and Delivery

ROLL-UP BANNERS WITH OFFICE INFORMATION

➤ **20cm Width x 85cm Height -2**

➤ **See Below Sample**

2) Quotation prices should be based on: **MWK** for goods supplied from within Malawi;

3) The delivery period required is **7 DAYS** days/weeks/months from date of order.

4) Quotations must be valid for [**30 DAYS**] from the date for receipt given below.

5) The warranty/guarantee offered shall be: **6 months**.

6) Quotations and supporting documents as specified in Section B must be marked with the Procurement Number (**Mark on the Envelope and Description**) given above, and indicate your acceptance of the terms and conditions.

7) Quotations must be received, **in sealed envelopes**, no later than: [**10:00 AM**] on [**01/07/2024**]

Quotations must be returned to: **Procurement Section, Office of the Ombudsman, P/Bag 348, and Lilongwe AT THE RECEPTION-DEPOSIT IN a TENDER BOX**

8) The attached Schedule of Requirements at Section C, details the items to be purchased. You are requested to quote your delivered price for these items by completing and returning Sections B and C.

9) [**Attach valid certificates: VAT; Tax Clearance; PPDA; Company Registration; Withholding tax Exemption and MSME Certificates**]

10) Note: If the Bidder attach expired certificates or not attach any certificate will be rejected.

Award of contract will be made to the lowest priced quotation by item or by total through the issue of a Local Purchase Order. And payment will be made within **45 days**.

Signed:

Name: **Snowden Serenje**

Title/Position: **Procurement Officer**

For and on behalf of the Purchaser

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Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information/certification required within this RFQ.

SECTION B: QUOTATION SUBMISSION SHEET

- 1) Currency of Quotation: Malawi Kwacha
- 2) Delivery period offered: days/weeks/months from date of Purchase Order.
- 3) The validity period of this Quotation is: days from the date for receipt of Quotations.
- 4) Warranty period (where applicable):..... months.
- 5) We attach the following documents:
 - i. Section C of the Request for Quotations completed and signed;
 - ii. A copy of our Trading Licence,
 - iii. A copy of our Annual Tax Clearance Certificate (for the last Financial Year),
 - iv. A list of recent Government contracts performed,
 - v. *[Insert any other documentation required by the Procuring Entity].*
- 6) We confirm that our quotation is based on the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders.
- 7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address:
.....

If any additional documentation is attached to your quotation, a signature and authorisation at Section B and Section C is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Section B and Section C, the quotation may be rejected.

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**PROCUREMENT REF NO. OMB/RFQ/HQ/BANNER/PR/2024/6
ROLL-UP BANNER 20cm Width and 85cm Height-Sample**

**OFFICE OF THE
OMBUDSMAN**



**CUSTOMER SERVICE
DELIVERY CHARTER**

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIME TO ACCESS THE SERVICE
Front Office Services	<ul style="list-style-type: none"> - Visit - Letter - On line inquiry 	Free	<ul style="list-style-type: none"> - 5 minutes - 24 hours after receiving the letter/inquiry
Receipt of Complaint (Advice and acknowledgment)	<ul style="list-style-type: none"> - A concise summary of a complaint - Particulars and contacts details of complainant - Internal complaints redress mechanisms exhausted - Name of institution or person who received the injection - Where the injection happened and when - Related documents of the complaint - Remedies sought 	Free	- 1-20 days
Resolution of Complaints I. Seek comments from respondents II. Go spot investigation III. Mediation IV. Public Inquiry V. Determination VI. Issue closure notification	<ul style="list-style-type: none"> - Presence of both parties with relevant documents and all witnesses 	Free	- 3-6 months depending on complexity of the case
Feedback on complaint status from time to time	<ul style="list-style-type: none"> - File number of the complaint - Correspondence on file 	Free	- 3-5 minutes-21 days
Enforce resolution and determination compliance	<ul style="list-style-type: none"> - Copy of determination - Documentary evidence of case settlement 	Free	- 3 to 6 months depending on complexity of the case

The Office of the Ombudsman is committed to courtesy and excellence in the discharge of its mandate. If you are dissatisfied with the Ombudsman's decision, seek a review within 3 months after the determination. If you are dissatisfied with the level of an officer's service, contact his/her supervisor or the Ombudsman.

The Ombudsman, St. Martin's House, Private Bag 348, Capital City, Lilongwe 3. Tel: +265 3 795 888
Email: ombudsman@ombudsman.mw

If you are dissatisfied with level of the Ombudsman's service, contact the Speaker of National Assembly.

The Speaker of National Assembly, Parliament Building,
Private Bag 8282 Lilongwe 3. Tel: +265 3 773 566

These services can be physically accessed at the head office and the following regional offices:

Northern Region Office: Wanda, Green Building (Private Reserve Barrs),
Private Bag 22, Mwanza. Tel: +265 1 234 736

Central Region Office: Lilongwe, St. Martin's House,
Private Bag 3422, Capital City, Lilongwe 3. Tel: +265 3 795 846

Southern Region Office: Blantyre, Centre Government Store Building,
Private Bag 571, Blantyre. Tel: +265 3 824 227

Eastern Region Office: Solinja, Dorenda the Meepra,
Private Bag 557 Solinja. Tel: +265 3 52 49 52