



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

Managed Print Services

TERMS OF REFERENCE

Project Title : **Managed Print Services**

Contract Duration : **Three (3) years**

I. Minimum Technical Specifications

A. Category A (A3 Multifunction Color Printer) x 28 units	
Functions	Print, Copy, Scan, Optional Fax
Connectivity	Networkable, via Gigabit Ethernet
Print Speed	35ppm in Black and Colour First page out (Letter): as fast as 6.4 secs (Black & Color)
Print Resolution	Black (best): 1200 x 1200 dpi
Scan Speed	Simplex/Duplex: Up to 50/100 ipm in Black and Colour @ 200 dpi
Scan Input Mode	Front panel applications: Copy; E-mail; Save to Network Folder; Save to USB; Save to Device Memory
Scan File Format	PDF, Hi-Compression PDF, JPEG, TIFF, PDF/A
Copy Resolution	600 x 600 dpi
Maximum Number of Copies	Up to 999 Copies
Copier Resize	25 to 400%
Memory	4 GB
Hard Disk	minimum 300 GB capacity
Monthly Duty Cycle	Up to 75,000 pages
Paper Handling	Input Capacities: One (1) 150-sheet multipurpose tray, One (1) 250-sheet input tray, One (1) 500-sheet input trays Auto Document Feeder Capacity: 150 Sheets, single-pass, two-sided scanning
Control Panel	5" Color Display Touchscreen
With Pedestal	Yes
Power Consumption	<ul style="list-style-type: none">• Operating – equal or less than 70W• Standby – equal or less than 50W• Sleep – equal or less than 2.0W• Power off – equal or less than 1.0W



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B. Category B (A4 Multi-Function Mono Device) x 5 units	
Functions	Copy. Print. Scan
Print Technology	Laser Monochrome
Connectivity	Networkable, via Gigabit Ethernet
Print Speed	(Letter) 43 ppm (default) First page out (Letter): as fast as 6.3 secs
Print Resolution	600 x 600 dpi
Memory	1,000 MB standard
Storage	2 GB eMMC
Monthly Duty Cycle	Up to 150,000 pages (Letter)
Paper Handling	Input Capacities: One (1) 100-sheet multipurpose tray, One (1) 550-sheet input tray
Control Panel	5.0" Color Display Touchscreen

II. Scope of Works

Support and Services Requirements	The bidder must provide the following:
	<ul style="list-style-type: none"> Brand new Multi-function Devices (MFD) (no remanufactured machines allowed) All MFDs that must have a scanning output file format of TIFF, JPEG, PDF, & PDF COMPACT.

Summary of Requirements:

Item	Main Units	Back up units	Total
A3 Color Laser MFP	28	2	30
A4 Mono Laser MFP	5	1	6
			36

Target Number of Pages

	Quarterly	Three Years
A4, Mono	260,507	3,126,080
A4, Color	226,001	2,712,013



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Support and Services Requirements	The bidder must provide the following:
	<ul style="list-style-type: none"> All supplies and accessories that must be brand new (No refurbished printers).
	<ul style="list-style-type: none"> All multifunction printers that can store documents on the printer's secured hard drive and reduce the amount of managed print queues by allowing users to authenticate and release their specific print jobs from the printer's memory.
Certification	<ul style="list-style-type: none"> The bidder must be an authorized service partner of the brand/product he is proposing as part of this bid. As a service partner, current accreditation and certification documents must be submitted as part of this bid.
Quarterly Assessment	<ul style="list-style-type: none"> Winning bidder must conduct a quarterly business review
Remote Management and Monitoring Solution	<ul style="list-style-type: none"> The bidder will provide a Remote monitoring solution wherein Printer Categories A and B can be managed and monitored. The remote monitoring solution will have: <ol style="list-style-type: none"> Dashboard where all printer device status is visible Real-time email alert notifications Remote driver and firmware installation
Delivery Lead Time	<ul style="list-style-type: none"> The delivery of goods is required within 30 calendar days upon issuance of the Notice to Proceed (NTP).
Single Large Account	<ul style="list-style-type: none"> All bidders should have completed, within the last 5 years from the date of submission and receipts of bids, a contract similar to the project which is at least fifty percent (50%) of the ABC.
Buffer Stock Toners and Replenishment	<ul style="list-style-type: none"> Must have at least three (3) sets of toners, for each model, as buffer stock toners. Lacking toners must be replenished as soon as possible to keep the complete number of buffer stocks, making them readily available at all times. Immediate stock toner replenishment ought to be done on the occurrence of any of the following instances: <ol style="list-style-type: none"> Any one or two of the toners of each set is/are already used up. Only one complete set of toners remains for any one or all of each printer models.



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III. Service Level Agreement and Maintenance

Response Time	<ul style="list-style-type: none"> • Within 4-hour response time after the reported concern.
Repair Time	<ul style="list-style-type: none"> • Resolution and repair time within 8 hours.
Service Unit Provision	<ul style="list-style-type: none"> • If the defect is not addressed within the resolution and repair time of 8 hours, a service unit of equal or greater capacity must be provided within 24 hours from the end of the 8-hour resolution time. • Provide at least three (3) service units onsite: Two (2) service units for Category A and one (1) service unit for Category B.
Quarterly Health Check	<ul style="list-style-type: none"> • Service Engineer to conduct quarterly health check, diagnostics, and repair if needed.
Billing and Payment	<ul style="list-style-type: none"> • Quarterly Billing including free pages (Quarterly Base Rate + Pages consumed in excess of free pages)
Onsite Technician	<ul style="list-style-type: none"> • The bidder will provide an onsite technician to the Agency during regular working days from 8:00 a.m. to 5:00 p.m.
Other	<ul style="list-style-type: none"> • Provide Print Management Software Administration Training Course for at least three (3) persons. All training expenses shall be for the account of the winning bidder.

Additional Technical Documents:	The bidders are required to submit the following:
	Manufacturer's letter certifying that the printers are brand new.
	Authorized Service Provider Certificate from the Manufacturer.
	Authenticity Certificate of Supplies from the Manufacturer.
	Manufacturer's letter certifying that the bidder is an authorized reseller/dealer of the brand being offered.



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REQUIREMENTS

1. The Bidder must be an authorized reseller/authorized dealer of the brand being offered. **A current valid certification** is required as part of the technical components on bid proposal.
2. The Bidder **must not exceed thirty (30) calendar days delivery lead-time** including installation, configuration, and commissioning upon receipt of Notice to Proceed.
3. The winning Bidder should replace a factory defective unit with a new unit within 30 days upon delivery of the item.

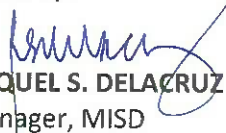
ESTIMATED PROJECT COST

Approved Budget for the Contract (ABC) is **TWENTY-NINE MILLION SEVEN HUNDRED THOUSAND PESOS ONLY (P 29,700,000.00)**

Prepared by:


ARLENE B. CERVANTES
IS Researcher

Noted by:


RAQUEL S. DELACRUZ
Manager, MISD

Approved by:


MARK T. LAPID
Chief Operating Officer