PROVISION OF MANAGED PRINT SERVICES
Terms of Reference

1. OBJECTIVE

The Department of Science and Technology (DOST) – Advanced Science and Technology Institute (ASTI) seeks to procure a managed print services to effectively monitor and control its printer usage, save money and improve productivity. Also, DOST – ASTI expects to promote sustainability and document security.

The DOST – ASTI shall require the Service Provider to provide printing and scanning services and supply genuine and original equipment manufacturer (OEM) consumables and will charge monthly services for the duration of the contract.

2. APPROVED BUDGET OF THE CONTRACT

The engagement of Managed Print Services shall be for the period of twelve (12) months, with an Approved Budget for the Contract (ABC) amounting to **One Million Five Hundred Pesos (₱1,500,000.00).**

3. LOCATION OF DELIVERY

The equipment, supplies and other accessories included in the contract shall be delivered to the DOST – ASTI with address at DOST – ASTI Bldg., C.P. Garcia Ave., UP Technopark Complex, UP Campus, Diliman, Quezon City 1101.

4. QUALIFICATIONS OF THE SERVICE PROVIDER

4.1.   Service Provider must be a reseller, dealer or distributor of the brand being offered for a period of at least five (5) years.

4.2.   Service Provider must be an authorized Service Center of the brand being offered for the last five (5) years up to the present. A current and valid certification as to its being an Authorized Service Provider of the manufacturer shall be submitted as part of the technical component of its bid proposal. The said certification must be issued by the manufacturer directly in favor of the service provider participating in the bidding.

5. **SCOPE OF SERVICES**

The contract shall include the following:

5.1   Supply, delivery and installation of ten (10) units Laser Monochrome 2019 Model of Multifunction Devices and two (2) units Laser Color Multifunction Devices;

5.2   Assistance in the installation of printer to all staff desktops/laptops;

5.3   Supply, delivery and installation of genuine and OEM printing consumables (toners, drum kits, etc. and not refilled or refurbished);

5.4   Inclusive of at least 200,000 Mono A4 pages and at least 90,000 Color A4 pages;

5.5   Delivery and set-up of Multifunction Device Fleet Management Software:

  5.5.1   Cloud Based Fleet Management;
  5.5.2   Centralized Cloud Job Accounting System and Dashboard;
  5.5.3   Single Print Driver Solution – 1 Print Driver for All Network Device;
  5.5.4   Pull Printing Capability – Follow me Print;
  5.5.5   Email and Pin Authentication;
  5.5.6   Capable of Proximity Card Authentication with Card Reader;
  5.5.7   Support for Windows 10, 8, 8.1, 7, MAC 10.13 – 10.15, Ubuntu 16.04, 18.04 (both 64-bit), Redhat 8.0 (64-bit);
  5.5.8   Firewall;
  5.5.9   Firmware Integrity Security;
  5.5.10 BIOS Integrity Security;
  5.5.11 Commercial-level Workstation capable of accessing and maintaining the Fleet Management Software;

5.6   Provide one (1) onsite service unit. Service unit shall be the same model as the Laser Monochrome Multifunction Devices;

5.7   Provide Service Engineer/Technician within 24 hours upon escalation of report;

5.8   Submit Monthly Summary of Printer Usage Report;

5.9   Provide Multifunction Device Fleet Management Software Administration Training Course for at least three (3) persons. All training expenses shall be for the account of the winning bidder;

5.10 Provide one (1) session of End-User Training for Agency employees; and

5.11 Contract period of one (1) year.

6. **PROJECT REQUIREMENTS**

6.1   Guaranteed Print Volume:
Mono Pages: at least 200,000
Color Pages: at least 90,000

6.2   Technical Specifications
  6.2.1   Nine (9) Units Laser Monochrome Multifunction Device (with fabricated table)
    6.2.1.1   Copy/Print/Scan

6.2.1.2 Mono networkable

6.2.1.3 With a minimum speed of 43pm (ISO, A4)

6.2.1.4 First page out (A4, ready): As fast as 5.7 secs

6.2.1.5 Print resolution of up to 1200 x 1200

6.2.1.6 Max number of copies: Up to 999

6.2.1.7 Gigabit Ethernet 10/100/1000T Network

6.2.1.8 Memory: 1GB minimum

6.2.1.9 Processor Speed: No minimum

6.2.1.10 Paper Tray: Two (2) 500-sheet input tray (at least) and One (1) 100-sheet multi-purpose bypass tray

6.2.1.11 Monthly Duty Cycle (A4): Up to 150,000 pages

6.2.1.12 A least 8.0" Touchscreen Control Panel or LCD Panel

6.2.1.13 Production Model: 2019 or later

6.2.2 One (1) unit Laser Monochrome Multifunction Device (with fabricated table)

6.2.2.1 Copy/Print/Scan

6.2.2.2 Mono networkable

6.2.2.3 With a minimum speed of 43pm (ISO, A4)

6.2.2.4 First page out (A4, ready): As fast as 5.7 secs

6.2.2.5 Print resolution of up to 1200 x 1200

6.2.2.6 Max number of copies: Up to 999

6.2.2.7 Gigabit Ethernet 10/100/1000T Network

6.2.2.8 Memory: 1GB minimum

6.2.2.9 Processor Speed: No minimum

6.2.2.10 Paper Tray: Two (2) 500-sheet input tray (at least) and One (1) 100-sheet multi-purpose bypass tray

6.2.2.11 Monthly Duty Cycle (A4): Up to 150,000 pages

6.2.2.12 At least 8.0" Touchscreen Control Panel or LCD Panel

6.2.2.13 Supports Optical Character Recognition (OCR). Said feature may be built-in to the printer in a separate bundled software.

6.2.2.14 Production Model: 2019 or later

6.2.3 Two (2) units Laser Color Multifunction Device (may be requested, if necessary)

6.2.3.1 Copy/Print/Scan

6.2.3.2 Color networkable

6.2.3.3 Paper Size: Up to A3 size

6.2.3.4 With a Minimum Speed of 40ppm (A4)

6.2.3.5 First page out (A4, ready): As fast as 10 secs (Black and Color, A4)

6.2.3.6 Print resolution of up to 1200 x 1200

6.2.3.7 Scan speed of up to 90 ppm (Black and Color)

6.2.3.8 Max number of copies: Up to 999

6.2.3.9 Gigabit Ethernet 10/100/1000T Network

6.2.3.10 Memory: 7 GB

6.2.3.11 Processor Speed: No minimum

6.2.3.12 Monthly Duty Cycle (A4): Up to 300,000 pages

6.2.3.13 Paper Tray: Two (2) 500-sheet input tray (at least) and One (1) 100-sheet multipurpose bypass tray

6.2.3.14   At least 8.0" Touchscreen Control Panel or LCD Panel

6.2.3.15   Supports Optical Character Recognition (OCR). Said feature may be built-in to the printer in a separate bundled software.

6.2.3.16   Production Model: 2017 or later

7.   OTHER REQUIREMENTS

7.1   Installation

7.1.1   Deliver and install the hardware in each office indicated in the distribution list (see "**Annex A**").

7.1.2   Supply of genuine and OEM printing supplies (toners, drum kits, not refilled or refurbished) installed on each machine upon delivery of the printers.

7.1.3   Complete the delivery, installation and configuration within forty-five (45) calendar days from the receipt of the Notice to Proceed. Otherwise, the Service Provider shall pay the corresponding penalties/liquidated damages in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay.

7.1.4   Provision and set-up of Multifunction Device Fleet Management Software

7.2   Testing and Inspection

7.2.1   The Service Provider shall notify DOST – ASTI prior to the required inspection/testing of the managed print services.

7.2.2   The acceptance test procedure shall be in accordance with the following:

7.2.2.1   The acceptance testing will be undertaken for a period of 1-3 calendar days.

7.2.2.2   No offline printer/s with errors during the test period.

7.2.2.3   One (1) print test page and scanned document on each Multi-Function Printer (MFP).

Start of the service provider's billing shall be based on the certification to be issued by Property and Supply Section.

During the testing period, the Service Provider shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations or failure or malfunction of DOST – ASTI's own network equipment.

7.3   Implementation

7.3.1   Managed Print Services shall commence only from 01 January 2021, or upon acceptance of delivery, until 31 December 2021;

7.3.2   The Service Provider shall be able to provide Customer Service Support within four (4) working hours upon receipt of report; and

7.3.3   Provide an escalation list and procedure in reporting fault and outages.

7.4   Training

       7.4.1   Provide Multifunction Device Fleet Management Software Administration Training Course for at least three (3) persons.
       7.4.2   Provide one (1) session of End-User Training for DOST-ASTI Employees for at least five (5) persons.
       7.4.3   All trainings must be conducted within 20 working days from the acceptance of delivery and installation of hardware.
       7.4.4   All training expenses shall be for the account of the Service Provider.

7.5   Other Documentary Requirements
       7.5.1   Certificate from the local distributor/manufacturer indicating that the bidder is authorized reseller/dealer of the brand;
       7.5.2   Certificate from the local distributor/manufacturer indicating that the bidder will provide genuine parts and toners.
       7.5.3   Certificate from the local distributor/manufacturer indicating that the bidder is an Authorized Service Provider of the brand.
       7.5.4   Certificate from the local distributor/manufacturer indicating that the bidder is an Authorized Service Provider to print/copy management software for device and accounts and transaction monitoring and reporting.

8. DUTIES AND RESPONSIBILITIES OF DOST – ASTI

8.1.   Provide server hardware where the print server will be used according to service provider's server specifications; and
8.2.   Responsible for the safe custody and use of the equipment installed by the Service Provider.

9. TERMS OF PAYMENT

Payment shall be made on a monthly basis for twelve (12) months subject to submission of billing statement and other supporting documents by the Service Provider. Services shall only be billed based on the actual services received by DOST – ASTI, hence, may be computed by a fraction of a month.

10. DELIVERY SCHEDULE

Delivery shall be within thirty (30) calendar days upon issuance of Notice to Proceed (NTP).

DISTRIBUTION OF PRINTERS		
OFFICE / UNIT	**COLORED PRINTER**	**MONO PRINTER**
Office of the Director (OD)	✓	
Solutions and Services Engineering Division (SSED)	✓	
Knowledge Management Division (KMD)		✓ (with OCR)
Accounting Section		✓
Cashier / Budget / Procurement Management Section		✓
Property and Supply Section		✓
Commission on Audit		✓
Research and Development Division – 1		✓
Research and Development Division - 2		✓
Ground Receiving Station		✓
Computer Software Division		✓
Philippine Research, Education, and Government Information Network (PREGINET) Area		✓