



ASEAN SECRETARIAT

Request for Proposal

Provision of Dedicated Managed Printing Service

**Contract Period: One (1) year with possible extension to 24 months
subject to yearly satisfactory performance**

**PROPOSAL MUST BE RECEIVED BY
Monday, 27 March 2023**

Prepared by	:	Information Technology Systems Division
Date	:	March 2023

1 EXECUTIVE SUMMARY

Objective

ASEC intends to replace/substitute its existing printing systems with environmentally save and central manageable printing service. ASEC is seeking a vendor who is able to facilitate and provide the service with the required technical specification. The selected vendor will work with Information Technology System Division (ITSD) staff(s) who will be assisting the vendor on the procedure and facilitation.

The selected vendor shall be tasked to achieve the following objectives:

- 1) Provide recommendation of equipment with the required or similar specifications for printing service, as stated in the Hardware and Configuration.
- 2) Deliver the equipment in timely manner.
- 3) Perform the services as specified in the schedule.
- 4) Install and Setup the equipment at assigned/located floors of ASEC premises.
- 5) Provide the necessary services, support and maintenance, including necessary supplies/consumables, throughout the services period which will, at least, covering replacements, parts, labour and onsite.

2 SCOPE OF SERVICES

The vendor shall work closely with ITSD staffs to achieve the above objectives as well as undertake the following indicative tasks:

- 1) Deliver, setup and placement the equipment in timely manner.
- 2) Perform UAT to ensure the system works accordingly.
- 3) Provide relevant training especially on technical configurations and user setup to IT Division.
- 4) Provide a maximum of 2-hours end-user training on usage (i.e., scanning, printing and copying) in two (2) group sessions.
- 5) Develop and provide technical administrative guidelines and user guidelines.
- 6) Provide all necessary supports which includes supplies/consumables (i.e., genuine product proven by product/ principal's / Distributor support letter), maintenance and or resolve any problems (replace any defect product) of the equipment during service contract period.
- 7) Provide Equipment with its supplies/consumables which will be fully managed by the vendor.
- 8) Provide any necessary increasing demand of usage or additional printer(s) as added services when needed by ASEC.
- 9) Provide fast response to replace equipment

2.1 PROJECT REQUIREMENTS

Vendor Qualification:

Any vendors who will be conducting business with ASEC are required to follow the requirements that are stated in detail in the Term of Reference Part **No 6. Vendor Qualification**

2.2 DURATION OF SERVICE

Maintenance, supplies/consumables and all necessary supports is for an initial period of 12 months (one year) from the date of acquisition to ASEC. The contract might be extended up to 24 months subject to yearly satisfactory performance and service.

3 RFP REQUIREMENTS PROCESS

Interested company should submit a Technical Proposal and a Financial Proposal.

3.1 PROPOSAL SUBMISSION INSTRUCTION

- a. All proposals must be submitted in English.
- b. **Vendors should not include any financial/cost data in the Technical Proposal. Failure to adhere to this will lead to disqualification.**
- c. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and send to:

Procurement Unit
Administration and General Affairs Division
ASEAN Secretariat
Email : procurement@asean.org

3.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later than **Monday, 27 March 2023** as per following direction:

3.2.1. HARDCOPY

The Technical and Financial proposals shall be sent separately to the following address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
ASEAN Secretariat
JI Sisingamangaraja No.70A Jakarta Selatan 12110
Indonesia

Compliance

1. Technical Proposals;

a. **First set**; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and Completed Compliance Checklist as per Appendix 4;

b. **Second Set**; which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements;

2. **Financial Proposal:**

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**.

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in **IDR for local bidder and USD for international bidder**.

3.2. **RFP TERMS & CONDITIONS**

3.2.1. **Bid Expiration Date**

Received tender proposals shall be valid until 30 June 2023.

3.2.2. **Implementation/Delivery Schedule**

For e.g. 'as stated in Annex A – Term of Reference'

3.3.3. **Pre-Bid Meeting**

Not required

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

Appendix 1
 Company General Information
To be submitted together in the Technical Proposal

Company LEGAL Name:			
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1a.

Customer Reference

*To be submitted together in the **Technical Proposal***

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project Title	

APPENDIX 2
Technical Requirements
To be submitted in the Technical Proposal

No	Description	ASEC Requirements	remarks
1	Registered Company for handling IT Equipment in Indonesia.	HQ in Jadetabek, with proven records in provision of IT Equipment for a multinational companies or governmental agencies (Provide evidence)	Vendor to comply
2	<u>Customer references</u>	Provide 3 references related to the project, including UAT document with <u>good testimonials</u> for each customer	Vendor to comply
3	Authorized partner of the brand to be supplied	Possess Authorization Letter of the brand to be supplied. (Provide evidence)	Vendor to comply
4	Information of Product	Provide detail information of brand to be supplied	

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Unit	Price/unit	Month	Total
1	Multi Function Printer Color include software and installation	8			
2	OCR Scanner with black and white printing include software and installation	1			
	Grand Total				

- ***Please refer to the Requirement as per TOR***
- ***Please also specify the term of payment in the financial proposal***

APPENDIX 4

Checklist for the Completeness of Documents Submitted

The checklist must be used to ensure that you have provided all documentations for the tender and should be submitted in the Technical Proposal.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes	
3	The envelopes must be sealed and labeled accordingly. i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put on each envelope.	

II. Technical Proposal

No.	Description	Checklist
1	Technical Specifications of the service refer to the proposal	
2	All required information have been addressed accordingly	
3	Schedule of delivery	
4	Manpower/consultant requirement	
5	List of vendor's equipment (if any)	
6	Customer Reference Customer testimonials on the similar project	
7	Company profile	
8	Copy Company Legal Documents, i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number	
9.	Latest audited financial statement	
10.	Authority of signatory	

III. Financial Proposal

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount (excluding value added tax)	
3	Payment schedule	

Appendix 5
Template for the Proposal Envelope
First Envelope – Technical Proposal

**Company Name &
Address**

**Technical Proposal - Title of the
Tender**

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Second Envelope – Financial Proposal

**Company Name &
Address**

**Financial Proposal - Title of the
Tender**

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**