



ASEAN SECRETARIAT

Terms of Reference

(as of February 2023)

Dedicated Managed Printing Service

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1. Background

The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. The mission of ASEC is to initiate, facilitate and coordinate ASEAN stakeholder collaboration in realizing the purposes and principles of ASEAN as reflected in the ASEAN Charter. In order to effectively fulfil its function in providing greater efficiency in the coordination of ASEAN organs and implementation of ASEAN Programs and Projects, ASEC needs to be equipped with sufficient tools and up-to-date technology.

Over the years, the printing systems adapted in ASEC have been set as clustered/ individual unit, with various type and brand. To support ASEC's goal and in order to be in line with the latest advancement in technology as well as to support the go-green campaign, a dedicated - centralised environment friendly managed printing service is becoming a mandatory need in ASEC.

2. Objectives

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.

3. Expected Deliverables

The expected deliverables include:

- 1) The complete set of equipment with the required/similar specifications as stated in the TOR.
- 2) Setup necessary configurations and proper locations.
- 3) Relevant training session to IT Division and ASEC Staff
- 4) Technical administrative and user guidelines.
- 5) Monthly and Annual reports on maintenance, supplies and usage.

4. 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.

5. 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.

6. Indicative Work Schedule

Vendor is requested to provide clear methodology and approach in carrying out this assignment. Vendor is required to provide indicative activities and estimated timelines for the service and delivery of the equipment.

A. Delivery

Items	Quantity	Expected Delivery Deadline
Unit MFP Printer Color	8	7 days after receiving PO
Unit MFP Black & white with OCR Scanner	1	7 days after receiving PO
Software Pull Printing (Print Anywhere)	9	7 days after receiving PO

B. Services/Setup

Items	Quantity	Expected Delivery Deadline
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Printer setup and Software installation	9	7 Days
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7. Vendor Qualifications and Experiences

The to-be-selected Vendor shall meet the following criterion:

- 1) An established company/company registration with proven records in provision of Managed-printing service for a multinational-companies, governmental agencies, or international organizations similar to ASEC (please provide evidence);
- 2) Provided 3 customer references and testimonials who have acquired the vendor for the provision of Printing Managed Service
- 3) Proven track records and experiences in handling bulk procurement on Printing managed service (please provided evidence)
- 4) Authorised partner and/or supports of hardware/particular brand to be supplied (please provide evidence)
- 5) Posses Principal's / Distributor Authorised Support letter (please provide evidence)

8. Hardware and Configuration Criteria

The IT Equipment shall meet the following minimum criterion:

Requirement and Specification for equipment:

Printer Colour MFP (Multi-Function Printer) Print, Scan, Copy

Number	: 8
Conditions	: in warranty
Print/Copy Speed	: Duplex printing, Minimum 40 ppm (Page Per Minute)
Print Technology	: Pigment Ink (Eco friendly grade)
Paper Size	: A4, F4 and A3
Resolution	: at least 1200 dpi
Scanner	: Full Colour Scanner with Flatbed, ADF, Duplex
Scan Speed	: at least Simplex and Duplex 50ipm/35ipm (A4)

for auto feeder)

Memory Standard : Minimal 2 GB

Network Capability : Gigabit 10/100/1000 Ethernet

Support : Windows, Android, Linux and Max OS

Electrical power : 475 Watt

Card reader : Internal

Printer Mono MFP (Multi-Function Printer) Print, Scan, Copy

Number : 1

Conditions : in warranty

Print/Copy Speed : Duplex printing, Minimal 30 ppm (Page Per Minute)

Print Technology : Laser

Paper Size : A4, F4 and A3

Resolution : at least 600 dpi

Scanner : Full Colour Scanner with Flatbed, ADF, Duplex with Keyboard

Scan Speed : at least Simplex and Duplex 120ipm/240ipm
(A4 for auto feeder)

Memory Standard : Minimal 2 GB

Digital Sending Features:

Blank page removal, Edge erase, Auto Colour sense,
Auto Crop to content, Auto Orientation, OCR

Network Capability : Gigabit 10/100/1000 Ethernet

Support : Windows, Android, Linux and Max O/S

Electrical power : 867 Watt,

Card reader : Internal

Services to be included in the contract are as follow:

- Printing Quota (accumulated for 9 machines)
 - : at least 540,000 pieces/year for black, white printing
 - : at least 192,000 pieces/year for colour printing
 - To provide the rate per printing for the exceeding printing quota.
 - Any balance/unused quota shall be recalculated to cover any exceeded quota either the black/white printing or colour printing respectively.
 - Any balance/unused quota (final calculation) shall allow to be bring over to the following year.
- Provide monthly and annual reports on the printing quantity/ usage.
