



ASEAN SECRETARIAT

Request for Proposal

Dedicated Managed Printing Service 2026

PROPOSAL MUST BE RECEIVED BY
Thursday, 17 September 2026

DELIVER/MAIL PROPOSAL TO:

ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Prepared by	:	Information Technology Systems Division
Date	:	September 2026

1 EXECUTIVE SUMMARY

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.

To support ASEC's goals 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, environmentally friendly managed printing service is becoming a mandatory need in ASEC.

ASEC intends to maintain an environmentally safe and centrally 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 who will be assisting the vendor on the procedure and facilitation.

2 SCOPE OF SERVICES

- a. Provide recommendation of equipment with the required or similar specifications for printing service, as stated in the Hardware and Configuration.
- b. 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.
- c. Perform the services as specified in the schedule.
- d. Provide relevant training, especially on technical configurations and user set-up to IT Division, maximum of 2 hours end-user training on usage (i.e., scanning, printing and copying) in two (2) group sessions.
- e. Develop and provide technical administrative guidelines and user guidelines.
- f. Provide all necessary support which includes supplies/consumables, maintenance and or resolve any problems (replace any defect product) of the equipment during service contract period.
- g. Provide genuine consumables and original parts for the relevant brand, supported by an authorised support letter (distributor or principal level).
- h. Deliver, install, set up and placement the equipment at assigned/located floors of ASEC premises in timely manner.
- i. Perform UAT to ensure the system works accordingly.
- j. Provide fast response in any technical matters.
- k. Monthly and annual reports on maintenance, supplies, and usage.

2.1 TECHNICAL REQUIREMENTS (HARDWARE AND CONFIGURATION)

The Printer shall meet the following minimum criteria:

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

Number of printer	13
Print/Copy speed	Duplex printing, Minimum 40 ppm (Page Per Minute)
Print Technology	Pagewide Industrial-grade ink technology or equivalent (e.g. pigment ink)
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
OS Support	Windows, Android, Linux and macOS
Electrical power	475 Watt (maximum)
Card reader	Internal/integrated card reader compatible with ASEC's required authentication

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

Number of printer	1
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, and on-screen interface/control panel, Duplex with Keyboard (on-screen panel)
Scan Speed	at least Simplex and Duplex 240ipm/120ipm (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
OS Support	Windows, Android, Linux and macOS
Electrical power	867 Watt (maximum)
Card reader	Internal/ Integrated card reader compatible with ASEC's required authentication

Pull Printing (Print Anywhere)

The solution shall provide secure pull-printing functionality that enables authorised users to submit print jobs and securely release them from designated MFPs through user authentication. The solution shall support centralised administration, print usage monitoring and reporting.

Services to be included in the contract are as follows:

1. Printing Quota accumulated for 14 machines:
 - Minimum **504,000 pages per year** for **black-and-white printing**.
 - Minimum **252,000 pages per year** for **colour printing**.
2. The contractor to provide the applicable **per-page rate** for any printing volume exceeding the annual quota stated above.
3. The contractor recalculates any **unused quota balance** to **offset any excess usage** in either the black-and-white printing quota or the colour printing quota, as applicable.
4. The contractor to provide **monthly and annual reports** detailing printing volumes and usage for all machines covered under this Contract.

2.2 VENDOR QUALIFICATIONS AND EXPERIENCES

The selected Vendor shall meet the following criteria:

- 1) Be an established and legally registered IT-related company with its headquarters and/or representative office in Jabodetabek (Greater Jakarta), preferably located within 10 KM from ASEC.
- 2) Have a proven track record in providing managed printing services for at least three (3) years.

- 3) Have a proven track record in providing managed printing services to government agencies, private companies, state-owned enterprises, or multinational companies. Experience with international organisations, such as ASEAN Secretariat is preferable.
- 4) Provide at least three (3) good customer references for managed printing service.
- 5) Demonstrate proven experience in handling bulk managed printing services, involving at least eight (8) units for a customer.
- 6) To ensure continuity in the supply of consumables and parts, it is required that the vendor also possesses an authorized support letter from the distributor level. Authorized letter at principal/manufacturer level is a plus.
- 7) Vendor to provide Multifunction printers with features as stated in the Technical Requirements (Hardware and Configuration)
- 8) Vendor should deliver, install and configure the printers within 7 calendar days.

2.3 INDICATIVE WORK SCHEDULE

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

Delivery and Setup

Items	Quantity	Expected Delivery Deadline
Unit MFP Printer Colour	13	7 calendar days upon receiving PO
Unit MFP Black and White with OCR Scanner	1	7 calendar days upon receiving PO
Setup Software Pull Printing (Print Anywhere)	14	7 calendar days upon receiving PO

2.4 DURATION OF SERVICE

Maintenance, supplies/consumables and all necessary support is for an initial period of 12 months (one year) from the date of acquisition to ASEC. The contract might be extended for up to another 36 months, subject to annual satisfactory performance and service.

2.5 SERVICE LEVEL AGREEMENTS

Vendor must confirm its commitment in meeting the following Service Level Agreements (SLA)*

- Within /Within two (2) hours upon receipt of problem escalation when addressing critical issues**

- Within 3-5 hours upon receipt of problem escalation when addressing non critical issues.

* The applicable service hours shall be from 08:30 to 17:30, Monday to Friday, excluding public holidays.

** Critical issue: An incident resulting in 50% or more of the printers being non-operational.

3 RFP REQUIREMENTS PROCESS

Interested companies 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 **Thursday, 17 September 2026** by the following options:

3.2.1. HARDCOPY (preferable)

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chair of Sub-Committee on Tender

Administration and General Affairs Division

The ASEAN Secretariat

JI Sisingamangaraja No.70A

Jakarta Selatan 12110

Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial and Administrative Rules and Procedures (AFARP), the vendor shall submit Tender Bids in **two** sealed envelopes as follows:

1) First Envelope (Technical Proposal):

a. Technical Proposals (original and copy)

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) Second Envelope (Financial Proposal):

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

Any notices with respect to this RFP should also be mailed to the above contact and address.

All documents not submitted in English shall not be considered and quoted price in the hardcopy submission shall be in ***Indonesia Rupiah (IDR) for local company and US Dollar/IDR for overseas company***.

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

3.2.2. SOFTCOPY

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

Chair of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Subject of the Email:

- **Technical Proposal_Title of Tender_Name of Vendor**
- **Financial Proposal_Title of Tender_Name of Vendor**

Compliance

The softcopy of Technical and Financial proposals must be sent **separately** protected by a **different password** for each proposal in encrypted format at PDF/ZIP file.

1. Technical Proposal:

- 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 **Indonesia Rupiah (IDR) for local company and US Dollar (USD)/IDR for overseas company**.

3. Do not mention the password in the email body.

4. Inform the password only when the procurement staff contact you to request it.

3.3 RFP TERMS & CONDITIONS

3.3.1 Bid Expiration Date

*Received tender proposals shall be valid until **31 December 2026**.*

3.3.2 Implementation/Delivery Schedule

01 October 2026

3.3.3 Pre-bid Meeting

Date : Monday, 7 September 2026
Time : 02.00 P.M – finish (GMT+7 Jakarta Time)
Platform : <https://meet.google.com/sjv-sotd-fsg>

Participant's confirmation to the pre-bid meeting and questions can be share via email to: procurement@asean.org beforehand.

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	Company Profile	Be an established and legally registered IT-related company with its headquarters and/or representative office in Jabodetabek (Greater Jakarta), preferably located within 10 KM from ASEC.	Vendor to provide the company legal registration showing full address
2	Years of experience	Have a proven track record in providing managed printing services for at least three (3) years.	Vendor to provide track records of their past experiences (past projects)
3	Past clients	Have a proven track record in providing managed printing services to government agencies, private companies, state-owned enterprises, or multinational companies. Experience with international organisations, such as ASEC, is preferable.	Vendor to provide track records of their past clients
4	Customer references	Provide at least three (3) good customer references for managed printing service.	Vendor to provide customer references (refer to Appendix 1a of RFP)
5	Number of units	Demonstrate proven experience in handling bulk procurement of managed printing services, involving at least eight (8) units for a customer.	Vendor to provide information number of units in their past projects
6	Authorised support	To ensure continuity in the supply of consumables and parts, it is required that the vendor also possesses an authorised support letter from the distributor level. Authorised letter at principal/manufacture level is a plus.	Vendor to provide authorized support from either distributor or principal, to guarantee the Genuity of supplies/parts
7	Printers	Multifunction printers with features as stated in the Technical Requirements (Hardware and Configuration)	Vendor to provide detail hardware specification and its software for anywhere printing
8	Time Schedule for delivery and readiness	Vendor should deliver, install and configure the printers within 7 calendar days	Vendor to provide work plan

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Unit	Price/unit	Month	Total
1	MFP Printer Colour (include software and installation)	13		12	
2	MFP Black and White with OCR Scanner (include software and installation)	1		12	
	Grand Total				

Remarks:

- Vendor to add another cost as required (if any)
- Vendor to provide rate per-page for color print and black-and-white print
- Please also specify the Terms 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**

**Chair 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**

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