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Technical Working Group for
Managed Printing Services

TERMS OF REFERENCE

Supply & Delivery of Toners with Printer

I. RATIONALE

The Office of the Solicitor General (OSG) recognizes the significance of efficient and cost-effective printing solutions in its day-to-day operations. The office aims to streamline its printing needs and enhance overall productivity by providing a managed printing service.

This strategic move will help the organization optimize costs by eliminating unnecessary expenses for maintaining and managing printing equipment. Moreover, adopting a managed printing service will enable the OSG to stay up to date with the latest technology and prevent obsolescence, ensuring that they have access to cutting-edge printing resources. By giving the chosen bidder responsibility for printer maintenance and consumable supplies, the OSG can concentrate on its primary responsibilities and leave the worries of printing to professionals.

To ensure the best possible printing performance and minimize potential complications, OSG sets a specific requirement for the bidder to furnish a printer equipped with genuine or original equipment manufacturer (OEM) consumables. This requirement is crucial as it guarantees the use of high-quality and compatible materials for the printing equipment, optimizing the output quality and minimizing the risk of technical issues. Ultimately, these requirements demonstrate the OSG's commitment to obtaining a reliable, efficient, and long-lasting printing solution that supports its core mission.

The OSG shall require the **BIDDER** to provide a printer supplied with genuine or OEM consumables.

II. APPROVED BUDGET OF THE CONTRACT (ABC)

The total ABC for the project is Four Million Six Hundred Thirty-Six Thousand Pesos Only (**PHP 4,636,000.00**), including all applicable government taxes and service charges.

III. BIDDER'S QUALIFICATION REQUIREMENTS

Item	Specification / Particular	Statement of Compliance
1	The BIDDER warrants that it will comply strictly with the terms and conditions of the project's Term of Reference.	
2	BIDDERS must have been an authorized partner, reseller, dealer, or distributor of the brand being offered for at least five (5) years. As part of the technical compliance, a valid certification from the manufacturer must be submitted and addressed to the OSG.	
3	BIDDERS 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 an Authorized Service Center 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 BIDDER participating in the bidding and addressed to the OSG.	
4	The BIDDER warrants, represents, and undertakes the reliability of the services and product updates and that their manpower complements are hardworking, qualified/reliable, and dedicated to doing the service required to the satisfaction of the OSG . It shall employ well-behaved and honest employees with their IDs displayed conspicuously while working within the OSG compound. It shall not employ OSG employees to work in any category whatsoever.	
5	The PROVIDER shall comply with the laws governing employees' compensation, PhilHealth, Social Security and labor standards, and other laws, rules, and regulations applicable to its personnel employed by the PROVIDER on account of the contracted services. The PROVIDER shall pay its personnel no less than the minimum wage and other benefits mandated by law.	
6	The PROVIDER , in the performance in its services, shall secure and maintain at its own expense all registration, licenses, or permits required by National or Local Laws and shall comply with the rules, regulations, and directives of Regulatory Authorities and Commissions. The PROVIDER undertakes to pay all fees or charges payable to any instrumentality of government or any other duly constituted authority relating to the use or operation of the installation.	
7	The PROVIDER shall coordinate with the authorized and/or designated OSG personnel to perform its jobs.	
8	The PROVIDER shall be liable for loss, damage, or injury incurred directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof, and the OSG shall be specifically released from any and all liabilities arising therefrom.	
9	The PROVIDER shall neither assign, transfer, pledge, nor subcontract any part or interest therein.	
10	The PROVIDER must submit written proof that their company has experience/specialization in deploying printing solutions for at least five (5) companies (government or private) for five (5) years or more.	
11	Raw materials of toners must be ISO 9001:2008 and ISO 14001:2004 certified.	
12	The PROVIDER and all its agents and personnel must comply with the data privacy protection requirements under RA No. 10173 (Data Privacy Act). It implements the Rules and Regulations and other issuances of the National Privacy Commission and other laws, rules, and regulations regarding the handling of OSG's personal data. All information obtained in the conduct of activities related to this project shall only be used to provide warranty services. Information obtained during the warranty period shall be disposed of after the end of warranty.	
13	For remanufactured toner, the PROVIDER must be Standardized Test Methods Committee (STMC) Compliant and certified by the International Imaging Technology Council/ISO (International Organization for Standardization) Certified. A valid certification must be submitted as part of technical compliance.	
14	The PROVIDER must be able to offer the OSG a "no-capital-outlay" for one (1) year.	
15	The PROVIDER must have a trained/experienced Toner Cartridge Technician.	

IV. CONTRACT PERIOD

The Contract shall be effective for one (1) year from the issuance of the Certificate of Inspection and Acceptance.

V. SCOPE OF WORK

The project involves the following:

Item	Specification / Particular	Statement of Compliance
1	Supply, delivery, and installation of One Hundred Eight (108) units of Brand New Network Ready Monochrome Laser Printers and Nine (9) Brand New Network Ready Colored Laser Printer.	
2	Supply, delivery, and installation of 395 units (388+7 for spoilage) of Toner Cartridge (11,000-page yield each at 5% print coverage) for monochrome printers, 22 pcs of Black, and 18 sets of each colored toner (CMY) with at least 8500-page yield for black and 6500-page yield for color, and OEM printing supplies (drum kits, etc.). An additional 2% of the total order quantity (i.e., 7 extra toners for a total of 395 toners) to serve as an initial buffer for any defective units.	
3	Provide two (2) in-house technicians. <ul style="list-style-type: none"> • The 1st technician will report to the OSG CMS for 8 hours x 5 days per week and will be the point of contact for customer support in the OSG MAIN building. Monday to Friday for 8 hours per day. • The 2nd technician will report to the CONVERGYS ONE building every Monday, Wednesday and Friday (MWF) and will be the point of contact for customer support in the OSG CONVERGYS ONE. On-call technician should be on standby on days that the provided technicians is unavailable. 	
4	The in-house technicians shall be assigned as the point of contact for on-site/end-user support and monitoring of printer machines per building assigned.	

VI. TECHNICAL REQUIREMENTS – PRINTER SPECIFICATION

I. The PROVIDER shall provide a good quality printing solution as specified by the Office of the Solicitor General (OSG) as follows:		
Item	Specification / Particular	Statement of Compliance
1	<p>The Brand-New Network-Ready Monochrome Laser Printers shall have the following minimum specifications:</p> <ul style="list-style-type: none"> a. Print speed: Up to 40ppm (A4) b. Printing method: Monochrome laser beam printing c. First Print Out Time: Approx.: 6.5 seconds or less d. Print quality: 1,200 × 1,200 dpi e. Printer languages: PCL 6, PostScript Level 3 Emulation, Native PDF printing, Apple AirPrint. f. Interface type: Hi-Speed USB 2.0 Host/Device Ports; Fast Ethernet 10 Base-T/100 Base-TX, Gigabit Ethernet 1000 Base-T, Wireless 802.3az (EEE) g. Operating System: Windows and Mac OS X h. Double-sided printing: Automatic (standard) i. Paper input (Standard): 250-sheet cassette, 100-sheet multi-purpose tray j. Media sizes Cassette (Standard and optional): A4, A5, A5 (Landscape), A6, B5, Legal, Letter, Executive, Statement, OFFICIO, Foolscap k. Duty cycle Max.: 120,000 pages per month l. Memory: 1GB or better m. Cartridge yield: 11,000 pages 	

2	<p>The Brand-New Network Ready Color Printers shall have the following minimum specifications:</p> <ul style="list-style-type: none"> a. Print speed: 29 ppm (letter) b. Printing method: Color Laser c. Print quality: 600 × 600 dpi d. First Print Out Time, A4: 10 sec e. Printer languages: PCL6, PostScript Level 3 Emulation, Native PDF printing, Apple AirPrint. f. Interface type: Hi-Speed USB 2.0 Host/Device Ports; Fast Ethernet 10 Base-T/100 Base-TX, Gigabit Ethernet 10/100/1000BASE-T network g. Operating System: Microsoft® Windows and Mac OS X h. Double-sided printing: Standard i. Paper input (Standard): cassette: 250 sheets; MP Tray: 50 sheets j. Media sizes Cassette (Standard and optional): A4, B5, A5, Legal (*1), Letter, Executive, Statement, Foolscap, Indian Legal k. Duty cycle Max.: 65,000 pages l. Memory: 1 GB or better m. Cartridge yield: Cartridge BK, High Yield: 8,600 pages n. Cartridge C/M/Y, High Yield: 6,900 pages 	
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VII. OTHER DELIVERABLES

Item	Specification / Particular	Statement of Compliance
	<p>The PROVIDER shall also deliver the following services:</p> <ul style="list-style-type: none"> a. Printer consumables (drum, developer, and fuser) and replacement parts free of charge (except breakable plastic parts due to user fault). b. Free on-site maintenance and technical support. c. No security deposit is required. 	

VIII. PRINTER DISTRIBUTION

The **OSG** printer device distributions are as follows:

OFFICES	Monochrome Printer	Colored Printer
Secretariat	2	1
Legal Divisions	82	
DMS	11	1
FMS	3	1
HRMAS	3	2
CMS	2	1
SCN	1	1
Planning	1	1
Internal Audit	1	
Library	1	
COA	1	1
TOTAL	108	9

** Deployment may vary per number of employees per division*

IX. OTHER PROJECT REQUIREMENTS IF AWARDED THE CONTRACT

Item	Specification / Particular	Statement of Compliance

	<p>A. PRE-INSTALLATION</p> <p>Provide a detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from the end user's printer services, print server, and Active Directory server within 15 calendar days from the receipt of the Notice to Proceed.</p>	
	<p>B. ACTUAL INSTALLATION</p> <ol style="list-style-type: none"> 1. Deliver and install the hardware in each office indicated in the distribution list. 2. Supply of original printing supplies (new toners, drum kits) installed on each machine upon delivery of the printers. 3. Complete the delivery, installation, and configuration within forty-five (45) calendar days from the receipt of the Notice to Proceed. Otherwise, the WINNING BIDDER 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. 	
	<p>C. CONFIGURATION</p> <ol style="list-style-type: none"> 1. Configure Drivers to all workstation accessing the printers. 2. Configure connectivity to Active Directory Services for printer visibility. 	
	<p>D. IMPLEMENTATION</p> <ol style="list-style-type: none"> 1. Managed Printing Services covering the Contract period shall commence from the issuance of Certificate of Inspection and Acceptance. 2. The in-house technician shall maintain all equipment in proper working order. 3. Provide an escalation list and procedure in reporting fault and outages. 	
	<p>E. MAINTENANCE</p> <p>The WINNING BIDDER, during the duration of the Contract, shall provide the following:</p> <ol style="list-style-type: none"> a. Response time within twenty-four (24) hours from receipt of request thru telephone, fax, or email from the authorized personnel of the Case Management Service of the Office of the Solicitor General b. Quarterly preventive maintenance c. Installation of printer, if necessary d. Repair or replacement of spare parts due to inherent defects and/or caused by normal wear and tear of printer. e. In case a printer would need repair and/or replacement due to ordinary wear and tear and/or inherent factory defects, the PROVIDER shall replace the printer with one in equally good working condition within twenty-four (24) hours. f. Shall collect the disposal of devices and consumables at the end of life. g. The WINNING BIDDER shall provide training to adequately instruct the personnel in the use of the equipment. The training shall also include orientation with the staff assisting with network setup at no additional charge. A manual or manuals containing operating and service instructions for the equipment shall be delivered with each unit. Necessary warnings and safety precautions should be included. h. The WINNING BIDDER shall respond with and provide both remedial and preventative service maintenance for all units at no cost. 	

X. DUTIES AND RESPONSIBILITIES OF OSG

- A. Grant the **WINNING BIDDER** 's authorized representative access to its premises, equipment, and facilities located therein to perform its obligations, provided that the duly assigned OSG CMS personnel shall accompany such representative.
- B. Responsible for the safe custody and use of the equipment installed by the winning **BIDDER/PROVIDER**.
- C. Issue Certificate of Inspection and Acceptance.

XI. PRE-TERMINATION OF THE CONTRACT

- A. The Contract may be pre-terminated by the **OSG** for violating the terms therein. In case of pre-termination, the **PROVIDER** shall be informed by the **OSG** thirty (30) days prior to such pre-termination.
- B. In case of pre-termination, The **PROVIDER** shall be liable for additional liquidated damages equivalent to one percent (1%) of the total contract price as provided by the Government Accounting and Auditing Manual (GAAM) and forfeiture of the Performance Security Bond.
- C. The **OSG** shall have the right to blacklist the **PROVIDER** in case of pre-termination.

XII. EXTENSION CLAUSE

- A. If the new contract is not yet awarded after the expiration of the present Contract, the parties shall extend the existing contract on a month-to-month basis, not to exceed six (6) months, under the same provisions, terms, and conditions stipulated in the Contract and Terms of Reference.
- B. If the initial purchased toner is insufficient, **OSG** guarantees to purchase the toners exclusively from the **WINNING BIDDER** at the same unit price provided in the bidding tender.

XIII. WARRANTIES ON TONERS

The **BIDDER/PROVIDER** shall provide a warranty covering any manufacturing defects, functional inefficiencies, or premature spoilage of toners within **12 months** from the date of purchase. As part of the supply contract, the supplier shall deliver an additional **2% of the total order quantity** (i.e., **7 extra toners for a total of 395 toners**) to serve as an initial buffer for any defective units. Should the number of defective or non-functional toners exceed this 2% threshold, the supplier will be obligated to replace the excess faulty units at no additional cost to the OSG. Defects may include, but are not limited to, leakage, poor print quality, and mechanical failure. The OSG admin is required to report the defect upon identifying the issue, accompanied by relevant documentation such as product serial number, and a description of the problem.

XIV. DELIVERIES OF THE CONTRACTOR

- 1. To guarantee the performance by the winning bidder of its obligations under the contract, it shall post a performance security prior to the signing of the contract. The performance security shall be in an amount not less than the required percentage of the total contract price in any of the following forms and in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required percentage of the Total Contract Price)
a) Cash or cashier's/ manager's check issued by a Universal of Commercial Bank.	5%

b) Bank draft/ guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.	5%
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	30%

2. The OSG shall pay the CONTRACTOR in accordance with the following schemes/schedules:

	Particulars	Remarks/ Conditions
First release (delivery of printers - 45 days after the issuance of notice to proceed)	35% of the Total Contract Price, or upon completion of delivery of printers.	The percentage of accomplishment must be 100% delivery and installation of printers. Delivery of 35% of Toners
Second release (Delivery of 50% of toners right after the completion of delivery and installation of printers)	35% of the Total Contract Price upon completion of delivery of toners.	The accomplishment must be the delivery of 35% of all types of toners.
Third release	30% of the Total Contract Price upon completion of full delivery of toners.	The accomplishment must be the delivery of 30% of all types of toners.
Fourth release	Release of 5% withheld warranty deposit of the Total Contract Price	For the procurement of Goods, to assure that the supplier shall correct manufacturing defects, warranty security shall be required from the contract awardee for a minimum period of three (3) months, in the case of Expendable Supplies, or a minimum period of one (1) year, in the case of non-expendable Supplies, after acceptance by the Procuring Entity of the delivered supplies.

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