



CLIENT :

The French School Society ("the French School")
Address: Masaki, Plot 280 Mawenzi Road Dar es Salaam represented by:
The President of the Board Committee

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**TENDER FOR THE LEASE OF TWO HIGH VOLUME PRINTERS
(A3)
FOR FLORENCE / ARTHUR CAMPUSES**

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Title 1: Project Purpose and Scope

The French International School is located in Masaki, Dar es Salaam, along Mawenzi Road on Plots 280 and 282.

Our school has two campuses, Nursery campus (Plot 280) and Elementary (Main) campus (Plot 282).



We have been involved in a copier contract for the past several years; this contract is due to expire in December 2023 for both buildings.

The French International School will be accepting proposals for a multifunction copier service agreement for the two buildings. We are seeking to secure a three-year lease agreement for two high-volume copiers – One for each campus respectively.

Proposals must be received by December 15th, 2023. Proposals need to be emailed to Caroline Martias – caroline.martias@frenchschooltanzania.org

1.1 Key Objectives

French School Tanzania desires to develop a strong partnership with a copier service provider that will assist in achieving the following key objectives:

- 1.) Create and implement an optimization and standardization strategy for school's copier fleet.
- 2.) Reduce the school's printing costs.
- 3.) Improve Customer Service and Customer Support
- 4.) Evaluate and recommend print/copy/scan flow improvements.
- 5.) Minimize downtime and maintenance calls.

Title 2: General Proposal Instructions And Conditions

2.1 Background Information

The French International School currently has two high-volume copiers (color) that have been leased. We currently have a single maintenance vendor who provides maintenance, customer support, and print supplies. Estimated maximum monthly usage is 10,000 (Color) and 3,000 (B/W) clicks total for both units. All copiers are maintained, configured, and repaired by the vendor. Bidders shall be required to interact with the school's IT staff to coordinate configurations and protocols.

Title 3: Acceptance of Proposal

The French International School Board of Directors reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities or informalities in proposals received where such acceptance, rejection, or waiver is considered to be in its best interest.

The Board of Directors also reserves the right to reject any proposal where evidence or information submitted by the bidder does not provide satisfactory proof that the bidder is qualified to carry out the details of the contract.

This RFP in no way constitutes a contract or commitment to purchase or lease. If all responses are rejected, The French International School reserves the right to publish an RFP at a later date.

Awarding of proposal is contingent upon an approved contract between bidder and The French International School.

The winner will be notified via email upon the decision of the Board of Directors.

Title 4: Pricing Structure

All pricing information should reflect a three (3) year leasing agreement of both buildings. Pricing should be shown as monthly payment.

Bidders should provide two pricing options:

4.1 Option 1 (Commitment)

B&W Copy Allocation

B&W copies will be paid for on a per sheet basis. Average monthly limit will be 3,000.

Color Copy Allocation

Colored copies will be paid for on a per sheet basis. Average monthly limit will be 10,000.

Additional expense due to overages will be invoiced on a monthly basis.

4.1.1 Option 2 (Rental)

B&W Copy Allocation

B&W copies will be paid for on a per sheet basis.

Color Copy Allocation

Colored copies will be paid for on a per sheet basis.

4.1.2 Terms of Payment

The vendor must send the invoice on the 5th calendar day of the following month for the French International School to make payment within 14 working days.

Title 5: Evaluation Criteria

The evaluation criteria will consider the following factors:

- 1.) Bidder's total proposed price.
- 2.) Product quality/appropriateness/compatibility/performance.
- 3.) Bidder's qualifications/experience.
- 4.) Bidder's support/service reputation and references.
- 5.) Bidder's warranty/maintenance.

The French International School reserves the right to seek clarification of any or all bidders in order to assist in the evaluation process.

5.1 System Requirements

5.1.1 Copier Minimum Standards

All copiers supplied will be new, U.L. approved, energy star compliant. In addition, all copiers supplied at the time of initial installation will be the latest current models.

Proposals are to include complete descriptive literature showing specifications of equipment offered.

Literature must contain information on electrical and space requirements, as well as provide the dimensions of the copiers with and without optional features. Measurements must include their maximum footprint widths, with optional features and paper cassettes attached. Each copier provided by the successful vendor(s) shall be expected to perform the intended functions, to operate satisfactorily, and to produce acceptable copy/print/scan quality during normal school operating hours. Normal operating hours are between 7:00 a.m. and 6:00 p.m. Monday through Friday, excluding school recognized holidays.

If a copier fails to operate at a minimum of 95% uptime during normal operating hours, then

the copier shall be replaced with a new copier. The measurement of 95% uptime will be based upon any consecutive three-month period over the duration of the lease. Such replacements will be at no-charge.

This performance guarantee shall apply for the entire lease period beginning with the delivery/acceptance date of the equipment. Failure to meet the 95% uptime standard as required will cause The French International School to take a service credit and withhold that amount from invoices owed to the Vendor(s), or The French International School will have the right to terminate the lease agreement.

The following is an overview of the key requirements by specific desired features:

5.1.2 Hardware:

High-Volume Copier (2 units)

- Estimated page/month usage (B/W): 3,000.
- Estimated page/month usage (Color): 10,000.
- Copy/Print speed: 25+ ppm B&W and color.
- Must have a duplex 2-sided copy/scan feature.
- Must have scan to mail feature.
- Must have print from USB.
- Must have scan to USB.
- Paper Requirements:
 - Large capacity paper tray.
 - Must accommodate paper handling for letter, legal, ledger.
 - Must be compatible with various label and envelope stock sizes.
- Printing Requirements:
 - Must be compatible with heavy and glossy stock.
 - Capable of producing photo quality prints/copies.

Software and User Features

- Configure user codes / PIN for prints/copies/scans
- Easy user-friendly menu interface.
- Easy access user directory/address book with configurable quick access directory.
- Configurable print/copy job presets.
- User scan/copy features which include reduce, enlarge, darkness control.

- Setup scanning ability for color and black/white PDF and JPG.
- Scanning to email.

5.1.3 Security, Maintenance, and Support

- Must be compatible with Windows Server 2022 or later (32 bit and 64 bit).
- Must be compatible with Windows 11 (32 bit and 64 bit) or later.
- Must be compatible with Apple OSX 10.5 and later.
- Must be able to setup and integrate with Active Directory.
- Download/provide from manufacturer, the very latest 32 bit and 64 bit drivers for each device.
- Setup drivers on 64-bit print servers by the school.
- Must allow Administrators ability to perform bulk changes and resources for copier users/user groups and device configurations.
- Must provide access to copier graphical user interface for administrator duties.
- Must allow administrators ability to perform adds, moves, changes to copier user(s)/user group(s).
- Allow administrators ability to configure security settings.
- Provide diagnostic tools for administrators to perform troubleshooting.
- Must allow administrators ability to perform copy/print meter read reports.
- Must provide long term warranty for all system hardware with month-to-month option at contract end.
- Provide 3-year maintenance agreement.
- Provide user and administrator training.
- Provide b/w & colour toner throughout the lease agreement.
- Must proactively empty toner waste bin before it gets full.

Title 6: Customer Support Services and Maintenance

Normal school office hours operate on Monday through Friday, 7:00 a.m. – 6:00 p.m. schedule.

The successful vendor(s) must provide ongoing telephone support regarding the use of the equipment to department end users and IT staff during office hours. Vendor(s) will provide a contact name and phone numbers for support and services staff.

Please include proposed method of managing service calls regarding:

- Service organization background and qualifications.
- Method for service call tracking per device.

- Level of service specifications.
- Average Response Time.

The lease agreement must include full maintenance and service for the full length of the lease agreement, INCLUDING toner and full network support services (Relating to the printer) for the full length of the lease agreement.

All proposal prices must include transportation, delivery, installation, network connectivity, and training of the equipment to the specified school locations.

Title 7: Proposal Format

Provide a narrative of the proposed solution including listing of all hardware and software components. Responses should address all items identified in the requirements section above as well as, in a separate section, other optional features recommended by the vendor(s). The vendor(s) should highlight features and capabilities that the vendor(s) feels are the strength of the proposed solution. The section should include the following major parts:

- Solution Overview
- System Functionality
- Technical Specifications
- System Requirements as mentioned including specific proposals regarding each of the following:
 - Hardware
 - Software and User Features
 - Security, Maintenance, and Support
- Implementation Requirements including specific proposals regarding each of the following:
 - Vendor Operating Procedures
 - Training
 - Warranty and Support

Title 8: Termination Of Contract

If the Board determines that the contractor has failed to comply with the terms and conditions of the bid and/or proposal upon which the issuance of the contract is based or that the contractor has failed to perform said service, duties, and/or efficient manner, then

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the Board shall have the authority to terminate the contract upon written notice setting forth the reason for termination and effective date of termination.

Termination by the Board of the contract does not resolve the contractor from potential liability for damages caused to the school by the contractor's breach of this agreement.

The Board may withhold payment due to the contractor and apply same towards damages once established. The Board will act diligently in accordance with governing statutes to mitigate damages. Damages may include the additional cost of procuring said services or goods from other sources.

The contractor further agrees to indemnify and hold the School harmless from any liability to subcontractors or suppliers concerning work performed.