



ANNEX A: TERMS OF REFERENCE (TOR)

Provision of Maintenance Services for Canon Multifunction Printers for UNHCR Offices in South Africa

Background

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

We work to ensure that everybody has the right to seek asylum and find safe refuge, having fled violence, persecution, war or disaster at home.

We help to save lives and build better futures for millions forced from home.

The UNHCR offices in South Africa use Canon multifunction printers that require the services of a maintenance provider to service them on routine basis (Preventive Maintenance) and repair faults (Corrective maintenance) in a timely manner with minimum downtime.

Objective

The objective is to contract an experienced ICT Service Provider (company) to provide preventive and corrective maintenance for all UNHCR South Africa Canon Multifunction Printers in order to enhance our level of effectiveness and efficiency of programme delivery.

General descriptions:

UNHCR South Africa shall:

- a) On a timely basis, make available to the Service Provider all information available and is necessary to facilitate smooth and successful implementation of the service.
- b) Provide access to the printers for maintenance.
- c) Ensure that there is adequate power supply during the maintenance activities to avoid any delay in the time schedule to be mutually agreed upon.

The contractor shall:

- a) Provide the services set forth in the TOR i.e. choose the most suitable processes, methods and equipment to perform their services.
- b) Undertake to perform the services with the highest standards of professional, ethical competence and integrity.
- c) Be responsible for any damages done to equipment as a result of the service provider's negligence.
- d) Be ready and willing to carry out interventions after working hours or weekends if routine maintenance work would interfere with normal work or operations at the UNHCR offices.
- e) Implement a remote monitoring system to facilitate timely maintenance and replacement of consumables.

Scope and extent of work:

a) Preventive Maintenance Services/ Activities

- Conduct regular physical check of the printers, test the state of the printers and verify correct operation.
- Cleaning of the external and internal parts of the printers, of fuser units and of all moving parts.
- Perform industry standard diagnostic tests.
- Resolve all error conditions indicated by diagnostics testing and visual inspections and continue to perform testing until an error-free condition exists.
- Avail technicians on call at all times when need arises at the UNHCR offices.

Note: Regular preventive maintenance shall be performed on a quarterly basis i.e. within the first week of the month at the start of each quarter.

b) Remedial/ Corrective Maintenance Services/ Activities

The corrective maintenance consists of a punctual intervention to restore a device to good working condition when anomalies or problems arise such as power supply problems, system start up, error codes, etc.

These services consist of:

- Replacement of damaged parts of the printers. Defective units/ parts are replaced with the same quality and specification.
- Repairing and adjusting paper trays; removing all pieces of paper and other accessories that are causes of paper jam; adjusting heating time of the machine; and undertaking system integrity checks.

- All replaced equipment/ units/ parts diagnosed to be unserviceable are returned to the ICT/ Admin departments for verification and for proper disposal procedure to be executed.

Notes:

- The contractor will specify the expected response times from their technicians, following notification from a UNHCR office about a fault with any of the printers.
- Corrective maintenance services will be charged separately and are to be undertaken subject prior approval of the UNHCR ICT/ Admin sections.

Deliverables

- Properly installed and functioning multifunction printers in the UNHCR South Africa offices.
- A yearly maintenance plan with costs for the work schedule.
- Quarterly comprehensive reports submitted to the ICT manager for better decision making on conditions of the printers indicated in this TOR.
- Ready availability of good quality printer consumables and spare parts whenever required.
- Provision of training to UNHCR ICT focal points on how to best utilise the printers.

Supervision and performance evaluation:

The services will be supervised by the UNHCR country ICT team with support from the Admin team

Qualification of service provider

- Must be a legally registered Organization, Business, Company with requisite experience and background.
- A company of a stable financial position.
- Minimum 5 years of experience in maintenance of printers/photocopiers/ scanners with a track record for providing a similar service to reputable organizations or institutions.
- Possess excellent skills in the planning and execution of preventive and corrective maintenance.
- The company must have technical personnel qualified in the areas of Engineering, Computer Sciences or any other related fields, and with hands-on experience in troubleshooting and maintenance of Canon multifunction printers.

The proposal for offer of services must include the following:

- The company background/ profile
- CVs of key personnel in the firm or company
- A list of institutions where similar services were provided.

- Valid registration certificate
- Tax compliance certificate

Visit to premises

All applying parties may make arrangement for a visit to assess the printers prior to submission of offer.

Application process:

All interested/ qualified enterprises/ companies are requested to submit an RFQ on or before XX/XX/XXXX at 5:00 PM to be either delivered physically to the UNHCR Offices on 209 Waterkloof road Brooklyn, Pretoria, or by e-mail to the address rsaprsup@unhcr.org.

Annex: List of Canon multifunction printers covered by the TOR

	Device model	Serial number	Year of purchase	Location
1	Canon ImageRUNNER ADVANCE C3525i	(21) XTV07427	2018	UNHCR Pretoria
2	Canon ImageRUNNER ADVANCE C3525i	XTV07127	2018	UNHCR Pretoria
3	Canon ImageRUNNER ADVANCE C3525i	XTV08084	2018	UNHCR Pretoria
4	Canon ImageRUNNER ADVANCE C3525i	XTV06603	2018	UNHCR Pretoria
5	Canon ImageRUNNER ADVANCE C3525i	XTV07796	2018	UNHCR Pretoria
6	Canon ImageRUNNER ADVANCE C3525i	XTV07222	2018	UNHCR Pretoria
7	Canon ImageRUNNER ADVANCE C3525i	2GE14469	2020	UNHCR Pretoria
8	Canon ImageRUNNER ADVANCE C3525i	2GE19153	2020	UNHCR Pretoria
9	Canon ImageRUNNER ADVANCE C3525i	2GE22215	2020	UNHCR Pretoria
10	Canon ImageRUNNER ADVANCE C3525i	XTV07213	2018	UNHCR Cape Town

Note: The list of printers may change due to addition of new printers, new location or retirement of old printers. The service provider will be notified accordingly whenever this is to happen. The proposal should accordingly include an indication of the cost of every additional printer added to the contract. There might be a possibility of requiring services at our Durban office in future.

Technical Evaluation Criteria:

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score, while 30% will be the financial score.

	TECHNICAL EVALUATION	Score
1	Valid registration certificate/incorporation certificate. Provided - 5marks, Not provided - 0.	5
2	Valid Tax Compliance Certificate: Provided - 5marks, not provided - 0.	5
3	Detailed Proposal covering Preventative and Corrective maintenance plan Quality of annual preventative maintenance plan: 1 – 5 scale (Poor to Excellent). Provision of adequate buffer stock for printer consumables: Provided 5 marks not provided 0. Quality of training plan for UNHCR staff included: 1 – 5 scale (Poor to Excellent). Provision of remote monitoring system and brief explanation of how it works: 1 – 5 scale (Poor to Excellent). SLA covering minimum time to repair and respond, should cover weekends and after working hours when required: Provided 5 marks not provided 0.	25
4	Ability to provide support at same SLA in both for Pretoria and Cape Town. Provided - 5marks, not provided - 0.	5
5	The Applicant should possess a minimum of 5 years of experience in maintenance of printers/photocopiers/ scanners with a track record for providing a similar service to reputable organizations or institutions. The Applicant shall attach relevant proof which may include previous/current Contracts, Purchase orders or any other documents which may be subject to confirmation. Each previous or current contract will earn the applicant 5 marks. A maximum of 3 separate contracts will suffice to earn the applicant maximum points.	15
6	Provision of CANON proof of certification as official agent: Provided - 5 marks, not provided - 0. Attach certification of training on Printer models and proof of Genuine parts: Provided – 5 marks, not provided - 0.	10
7	Possibility of adding/removing new and old printers to the contract as and when required: Provided-5 marks, not provided-0.	5
	Total Score	70