



Tender Advertisement
Maintenance and Servicing Contract of Printers, Photocopiers and Duplicators

Want to work with one of the largest charities of its kind in Africa? Do you have experience in maintaining and servicing Photocopiers, Duplicators, and Printers of iNGOs and educational institutions? Have you done work in a school environment? Does it sound like we're talking about you... Keep reading!

About Us

The School of St Jude is a pioneering leader in charitable education within Africa. We are giving 1,800 students, quality education, 100's of graduates access to higher education. St Jude's is funded by generous supporters from around the world who make our mission of giving bright, poor Tanzanian students a free, quality education possible.

What you need

Interested parties are hereby invited to tender for the service and maintenance of the following; "RISO Duplicators – Lot 1, HP Printers – Lot 2 and SAMSUNG MFP – Lot 3"

Tender Reference: **TENDER NO: TSOSJ/2024/ Maintenance and Servicing Contract of Printers, Photocopiers and Duplicators) -**

July/12

Date: **9th AUGUST 2024**

1. Scope of Services

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The Services, initiated upon request by the Authority (the School of St. Jude), shall include both preventive and curative maintenance. The details are as follows:

1. Preventive Maintenance

This will involve the following every quarter of the year:

- Removing dust from the interiors of all printers, photocopiers, and duplicators once each quarter, four (4) times annually.
- Conducting routine inspections and performance testing/tuning of each printer, photocopier, and duplicator in collaboration with the IT Department once per quarter.
- Identifying and costing any parts that need replacement and presenting a service report with the required part to the IT Department for approval.
- Performing repairs, part replacements, cleaning, or adjustments as necessary, based on the inspection and testing results.
- Parts will be charged at the actual standard annual cost when replacements are made.
- Providing a checklist of all completed works, signed by the IT Department.





- Submitting a report of work done in every office, proposing improvements that meet the organization’s needs and ensure the best value for money.

2. Curative Maintenance

This will include:

- Inspecting, testing, and diagnosing any reported faults in equipment.
- Conducting repairs, replacing faulty parts, cleaning, or adjustments necessary to remedy any fault.

Annual Maintenance and service Contract

The school shall enter into an agreement for an annual Maintenance and service Contract with the successful bidder for the servicing and maintaining of printers, photocopiers, and duplicators. The Annual Maintenance Contract shall include.

2. Distribution of Equipment in the different areas

I. LOT I: RISO DUPLICATORS

No	Description	Location
1.	RISO SF5030 EII E (A4 Model)	Usa/Smith Campus/Admin Building/Admin Area
2.	RISO SF5030 EII E (A4 Model)	Moshono/Sisia Campus/Girls Secondary School/Admin Area
3.	RISO EZ 201 E (A4 Model)	Moshono/Sisia Campus/Primary School Admin Area
4.	RISO SF5030 EII E (A4 Model)	Moshono/Sisia Campus/IT Department
5.	RISO EZ 201 E (A4 Model)	Moshono/Sisia Campus/IT Department

II. LOT II: HP Printers

No	Description	Location
1.	HP LaserJet M402dne	Usa/Smith Campus/ICT Lab C9
2.	HP LaserJet M402dne	Usa/Smith Campus/ICT Lab C5
3.	HP LaserJet M402dne	Usa/Smith Campus/ICT Lab C6
4.	HP LaserJet CM1415fn	Usa/Smith Campus/Head Master’s Office
5.	HP LaserJet Professional P1606dn	Moshono/Sisia Campus/The Founders Office
6.	HP LaserJet Pro M428fdw	Moshono/Sisia Campus/Accounts Department
7.	HP LaserJet Pro M428fdw	Moshono/Sisia Campus/Purchasing Department





8.	HP LaserJet MFP M130a	Moshono/Sisia Campus/ Girls Secondary School/Senior Academic Managers Office
9.	HP LaserJet Pro M404dn	Moshono/Sisia Campus/ Girls Secondary School/ICT Lab 131
10.	HP LaserJet Pro M404dn	Moshono/Sisia Campus/ Girls Secondary School/ICT Lab 195
11.	HP LaserJet M402dbe	Moshono/Sisia Campus/ Girls Secondary School/Head Master's Office
12.	HP LaserJet Pro MFP M130nw	Moshono/Sisia Campus/ Head Office/Admin Building/Community Relations Department

III. LOT III: Samsung Monochrome MFP

No	Description	Location
1.	SAMSUNG SCX-8240NA/SEE CLX-92x1 93x1	Moshono/Sisia Campus/IT Department

3. Price Schedule for Service, and Maintenance

Items	Details	Quantity	Quarterly Maintenance Cost (VAT Inclusive)	Annual Maintenance Cost (VAT Inclusive)
1	RISO Duplicators (Lot I)	5		
2	HP Printers (Lot II)	12		
3.	Samsung Monochrome MFP (Lot III)	1		

4. Service and Maintenance Conditions

- ✓ *The Total Cost MUST cater for other reimbursable costs including subsistence and transport.*
- ✓ *Payment will be made for Printers, Photocopiers and Duplicators serviced/maintained during the quarter ONLY,*
- ✓ *Bidders are required to provide a comprehensive quotation for major spare parts normally required to be replaced for the tendered printers in the service, during the contract period for all the indicated equipment*
- ✓ *The Items MUST meet the specified requirements, including the capacity. Scanning, copying, and any additional functionalities required by the school.*
- ✓ *The Items should meet the quality and performance standards required for an educational institution.*





- ✓ *The Items MUST be energy-efficient and environmentally friendly, in alignment with the school's sustainability initiatives.*
- ✓ *The Items should come with 1 Year Warranty*

5. Additional Specific Conditions for Service Provider

- Initial Inspection of MFP, Printers and Duplicators. Upon award of the contract, the contractor shall have to check the printers under the scope of work and submit to the employer – via the IT Department equipment analysis report.
- Handing Over. The bidder shall submit the equipment analysis report for the printers to the employer – via the IT Department, after the expiry of the contract period and upon non-renewal of the contract
- Schedule Maintenance. Schedule preventive or un-scheduled breakdown maintenance including replacement of all un-serviceable parts free of cost by the contractor. The parts replaced will be new and equivalent to the original parts. The defective parts removed will be the property of the School of St. Jude. Schedule maintenance of printers shall be done up to the satisfaction of the School of St. Jude per Four (4) Quarters, annually. Scheduled preventive maintenance MUST be made at least once in every Four (4) quarters and on a requested, on-needs basis. A gap of a maximum of Ninety (90) days shall be maintained between Two (20 successive preventive maintenance dates. The service provider shall have to submit necessary quarterly reports along with the payment request for items to be replaced.
- Reporting Malfunction of Components. In case of a printer, MFP and Duplicator failure, the School of St. Jude – via the IT Department will inform the service provider over the telephone and follow-up with an email. Centralized registration and Escalation Matrix should be maintained by the service provider to record the calls and emails; and acknowledge each and every call and email with a unique docket/ticket number, which is to be used for further reference. Completion of the calls/tasks/emails are to be certified/verified by the School of St. Jude – via IT Department or its appointed representative.

6. What you need to apply

To be eligible for consideration of your tender suppliers should submit the following:

- Name and postal & physical address of the company;
- Name of Director / Owner;
- A list of referees' companies that you have supplied and serviced in the last twelve months (clearly indicate when supplied, contract value, location of the client and contact details);
- Valid Business license and any other applicable trading licenses;
- VAT and Tax Identification Number (TIN) registration;
- Must be able to provide a Proforma Invoice, Tax Invoice and **Legal EFD** receipts (the EFD receipt will be verified before the issuing of the award letter)
- Tendered price shall be fixed for a contract period of one year





- Bidder should submit relevant Manufacturer's Authorization or Dealership/Partnership certificate(s) – HP/RISO/SAMSUNG Authorization Certificate (presence of this will be advantageous)

7. Submission

All Tenders in one original copy, properly filled in, and enclosed in plain envelopes shall be submitted with the necessary documents not later than Thursday 29th August **2024 at 10.30 am** in a sealed envelope clearly marked “**TENDER FOR SERVICE AND MAINTENANCE OF “RISO DUPLICATORS, HP PRINTERS & SAMSUNG MFP TO THE SCHOOL OF ST JUDE SISIA CAMPUS, MOSHONO”** to the following physical address:

Purchasing Team Lead
The School of St Jude
Moshono Campus
P.O. Box 11875
Arusha

8. Opening of tenders

Tenders will be opened on 29th **August 2024 at 11.00am** in public. All the Tenderers or their representatives are invited to attend the tender opening at St. Jude's Boardroom, Moshono Campus. Any of the following reasons will lead to disqualification: Late submission of tenders, electronic tenders, and tenders not received will not be accepted for the tender opening ceremony for evaluation, irrespective of the circumstances.

9. Notification of outcome

Bidders shall be notified within 7 days of the tender opening. St Jude's reserves the right to disclose how the outcome was obtained.

10. Enquiries

Purchasing Team Lead
The School of St Jude
+255 693 141 235

7. No Solicitation statement

St Jude's conducts its activities in an honest, transparent and fair manner. All bidders will be given an equal opportunity and evaluated accordingly. Potential and/or any bidders shall not in any way attempt to influence the tendering process. Any form of solicitation in order for any bidder to be favored and/or for other bidders to be treated unfairly shall forthwith disqualify any bidder involved in such conduct.

8. Adherence to all instruction

Bidders are hereby encouraged to adhere to all instructions as provided above. Failure to follow instructions or partial fulfillment of instructions shall forthwith be a disqualification.





9. Quotations/Evaluation of bids

Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of contract will be made to the lowest price quotation by the issue of Purchase order.

10. Payments

Payments will be made in accordance with any resulting order within thirty (30) days of receipt of an invoice supported by a certificate of satisfactory completion/Goods receipt note.

Signed by;

For and on behalf of the School of St Jude
Lister Gerald
Acting Finance Manager

