**ANNEX III**

**PROPOSAL SUBMISSION FORM**

*Request for Proposal (RFP) no: RFP 19-036*

To: The RFP Committee

The Pacific Community

Po Box D5 - 98848

Noumea – New Caledonia

Dear Sir /Madam:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required services for the sum as may be ascertained in accordance with the Price Component attached herewith and made part of this proposal.

We acknowledge that:

* SPC may exercise any of its rights set out in the Request for Proposal documents, at any time;
* The statements, opinions, projections, forecasts or other information contained in the Request for Proposal documents may change;
* The Request for Proposal documents are a summary only of SPC’s requirements and is not intended to be a comprehensive description of them;
* Neither the lodgement of the Request for Proposal documents nor the acceptance of any tender nor any agreement made subsequent to the Request for Proposal documents will imply any representation from or on behalf of SPC that there has been no material change since the date of the Request for Proposal documents, or since the date as at which any information contained in the Request for Proposal documents is stated to be applicable;
* Excepted as required by law and only to the extent so required, neither SPC, nor its respective officers, employees, advisers or agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with any representations, opinions, projections, forecasts or other statements, actual or implied, contained in or omitted from the Request for Proposal documents.

We undertake, if our proposal is accepted, to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that you are not bound to accept any proposal you may receive and that a binding contract would result only after final negotiations are concluded on the basis of the Technical and Price Components proposed.

Company Name Dated this \_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_ 20\_\_\_.

…………………………………

Position of Representative

…………………………………

Name of Representative

…………………………………

Signature of Representative

…………………………………

***ANNEX IV***

**TECHNICAL PROPOSAL SUBMISSION FORM**

***“Request for Proposal (RFP)” –*** SPC/RFP 19-036

**Part A – Organisation background**

|  |  |
| --- | --- |
| **Registered name of the Organisation:** |  |
| **Year established:** |  |
| **Full Physical Address:** |  |
| **Postal Address:** |  |
| **Telephone contact:** |  |
| **Fax number:** |  |
| **Email address:** |  |
| **Contact person:** |  |
| **Number of employees:** |  |
| **Proprietor’s/shareholder’s details:** |  |
| **Experience in providing Printing and Imaging as a Service to an International Organisation in the Pacific. Please provide details, expanding as necessary :** |  |
| **A copy of the two latest audited financial statements attached to your proposal. If these are not available, please provide the most recent interim financial statement or management account of the entity along with an explanation as to why the audited financial statements are not available. Please indicate if the statements are attached or provide an explanation in the box:** |  |

**Reference 1**

|  |  |
| --- | --- |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:**  **Job title:**  **Email:**  **Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

**Reference 2**

|  |  |
| --- | --- |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:**  **Job title:**  **Email:**  **Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

## Technical requirements

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| --- | --- | --- | --- |
| **Req No.** | **Category** | **Description** | **Requirement included in service offering (yes, no, or comment)** |
| TR.01 | Mandatory | The multifunction device shall have the ability to transform scanned documents into usable electronic files (such as searchable PDFs, word and excel documents) using optical character recognition. |  |
| TR.02 | Mandatory | End users shall have the ability to print either directly to a multifunction device or via follow-me-print to *any* printer at *any* SPC office. |  |
| TR.03 | Mandatory | End users shall have the ability to print from any application either directly to a multifunction device or via follow-me-print. |  |
| TR.04 | Mandatory | End users shall have the ability to send print jobs from host-based printing either directly to a multifunction device or via follow-me-print. |  |
| TR.05 | Mandatory | End users shall have the ability to: - print documents, - print web pages, and - print from applications, using a range of devices such as desktops, laptops and tablets. |  |
| TR.06 | Mandatory | The multifunction device shall have the ability to print on the following paper and envelope sizes: A4, C3, C4, C5, C6, DLX and DL. (number of A3-capable printers to be determined in a scoping exercise) |  |
| TR.07 | Optional | The multifunction device shall have paper handling tray capacity at a minimum of 1100 sheets. |  |
| TR.08 | Mandatory | The multifunction device shall have the ability to copy and print documents at a speed of at least 50 pages per minute in black and white. This shall be applicable for duplex and single-sided printing. |  |
| TR.09 | Optional | The multifunction device print driver settings shall have the ability to apply a watermark to documents (e.g. confidential, urgent, draft, original, copy). |  |
| TR.10 | Optional | End users shall have the ability to view and cancel their own print jobs from their workstation device and at the multifunction device. |  |
| TR.11 | Mandatory | The multifunction device shall have the ability to scan documents at a suitable speed in colour, black and white and gray scale. This shall be applicable for duplex and single-sided scanning. A suitable speed, taking into account optimal output quality, may be determined through a scoping exercise. |  |
| TR.12 | Mandatory | End users shall have the ability to scan A4 and A3 document paper size using the multifunction device. (number of A3-capable scanning devices to be determined through a scoping exercise) |  |
| TR.13 | Mandatory | End users shall have the ability to scan documents into PDF format, tagged image file format (TIFF) and joint photographic experts group (JPEG) format using the multifunction device. |  |
| TR.14 | Mandatory | End users shall have the choice of either being able to scan documents to any SPC domain email address or a network folder using the multifunction device. |  |
| TR.15 | Mandatory | End users shall have the ability to search user name and email address from the SPC network address book using the multifunction device to send scanned documents to them. |  |
| TR.16 | Mandatory | The multifunction device shall have the ability to copy documents on both A4 and A3 paper size. |  |
| TR.17 | Mandatory | Primary end-user authentication at the multifunction device shall be through a vendor-supplied proximity card. Supplied cards should be compatible with SPC’s door access systems. |  |
| TR.20 | Mandatory | The end user shall not have the ability to send scanned documents through a multifunction device to an external domain email address. |  |
| TR.21 | Mandatory | The multifunction device shall have a document feeder that allows the end user to print, copy or scan multiple sheets. |  |
| TR.22 | Optional | The multifunction device shall have the ability to print labels that are available on an A4 sheet. |  |
| TR.24 | Mandatory | The multifunction device shall have the ability to send automated alerts by email to the vendor and the ICT Service Desk when the device requires a new consumable. |  |

## Non-technical requirements

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| --- | --- | --- | --- |
| **Req No.** | **Category** | **Description** | **Requirement included in service offering (yes, no or comment)** |
| NTR.01 | Optional | The print and imaging as a service shall have the ability to support a variety of electronic document and records management systems. |  |
| NTR.02 | Mandatory | The vendor shall ensure that a full set of spare consumables are supplied and maintained for each device. |  |
| NTR.03 | Mandatory | The vendor shall provide end-user training, as part of the change management process in relation to the use of the print and image as a service, and to maximise the benefits of the solution. |  |
| NTR.04 | Mandatory | The vendor shall provide ongoing preventive maintenance, and ensure corrective maintenance occurs within four (4) hours of a fault being detected. |  |
| NTR.05 | Mandatory | The vendor shall provide monthly monitoring reports of the multifunction device to SPC by email. |  |
| NTR.06 | Mandatory | The vendor shall be the primary point of contact for SPC at all times and provide helpdesk support for all aspects of the service regardless of whether they use external partners. |  |
| NTR.07 | Mandatory | The vendor shall provide a single telephone number and a single email address that can be used by SPC end users for helpdesk support in each country they and SPC operate. |  |
| NTR.09 | Mandatory | The multifunction device shall have the ability to print and copy in colour, black and white and gray scale at a minimum resolution of 600 x 600 dots per inch. |  |
| NTR.11 | Mandatory | The multifunction device shall have the ability to scan with a resolution at a minimum of 600 x 600 dots per inch (dpi) in colour, black and white and gray scale. |  |
| NTR.12 | Mandatory | The multifunction device shall be configured to have power management features at the time of supply to reduce total energy consumption. |  |
| NTR.13 | Mandatory | The multifunction device shall have the default print setting set for duplex printing. |  |
| NTR.14 | Mandatory | The multifunction device shall have the default print and copy setting set for black and white printing. |  |
| NTR.15 | Mandatory | The PIaaS shall have the ability to work on the following operating systems in both 32 and 64 bit platforms: - Windows 7, 8.1 & 10 - Macintosh OS X v10.2 and later |  |
| NTR.16 | Mandatory | The PIaaS shall provide user authentication restricting device access and enable follow-me-printing. |  |
| NTR.17 | Mandatory | The end user’s print job shall be available in the print queue for a period of nine (9) hours when using follow-me-print.  Archiving of print queue jobs should be provided as an option from user devices (desktop/ laptop etc.) (i.e. to re-print archived print jobs) |  |
| NTR.18 | Mandatory | When a multifunction device containing any storage device is removed or replaced by the vendor, the vendor shall undertake data cleansing activities to protect the confidentiality of the customer’s corporate information. |  |
| NTR.20 | Mandatory | The vendor shall not have the ability to read documents that have been processed by the multifunction device. |  |
| NTR.21 | Mandatory | The vendor shall inform SPC immediately by email of any known security incidents in relation to their print and imaging infrastructure. |  |
| NTR.22 | Mandatory | The vendor shall supply the hardware MAC addresses to SPC for the multifunction device to be configured to the dynamic host configuration protocol. |  |
| NTR.24 | Mandatory | The vendor shall not disclose any personal information of end users who use the multifunction device to external entities. |  |
| NTR.29 | Mandatory | The vendor shall provide the following options to SPC for hosting components of the print and imaging as a service: - on-premises - private cloud |  |
| NTR.31 | Mandatory | The end-user documentation for the multifunction device provided by the vendor shall be easy to understand and utilise for all end users. |  |
| NTR.32 | Mandatory | The interface elements on the multifunction device shall be easy to understand and utilise for all end users. |  |
| NTR.34 | Mandatory | In the event that an SPC division moves to another location, the vendor shall ensure that the multifunction devices are moved accordingly. |  |
| NTR.35 | Mandatory | The vendor shall provide consolidated billing each month to SPC by email. |  |
| NTR.36 | Mandatory | The vendor shall allocate costs accurately to each cost centre based on the usage of each user, in a format suitable for import into the SPC financial system. |  |
| NTR.38 | Optional | The PIaaS shall have the ability to support end users to enter and associate metadata when scanning at the device. |  |
| NTR.39 | Mandatory | The PIaaS shall have the ability to be scalable to handle increased amount of work based on the needs of SPC. |  |
| NTR.40 | Optional | The vendor shall have the ability to integrate PIaaS with other print management infrastructure – for example automatically re-routing large print jobs to SPC’s centralised Printery in Noumea, New Caledonia. |  |
| NTR.41 | Mandatory | The Contractor will be required to facilitate continuous improvement by gathering customer feedback where appropriate, as well as during monthly review meetings, and will be required to demonstrate how such feedback has facilitated a change/improvement in the delivery of the service. |  |
| NTR.42 | Mandatory | The successful vendor needs to provide a project management plan, outlining the deployment approach, communication plan, training plan, and project timeframe. |  |
| NTR.43 | Mandatory | The Contractor must identify how existing SPC printers are to be managed, either through retention or removal. If printers are not to be retained, the contractor should specify the value to SPC of each printer being removed and how that value is to be realised. |  |