



Citizens Bank PLC

**Information & Communication Technology Division
Chini Shilpa Bhaban-2,76- Motijheel
Dhaka-1000**

Request for Proposal

Procurement and implementation of Managed Printing Solution (MPS) Services

Last data of Submission: 23/10/2022



5. Pricing and Billing

The vendor must submit pricing in a cost-per-page format by model. The vendor must mention one side/duplex print unit cost. This cost per page should be completed including the cost of toner, maintenance kits, parts and labor for break-fix support, account management, reporting and training. Do not base the pricing on minimums or maximums. You should only pay for pages printed. Scanning must be free of cost.

6. Value-Added Services

The vendor should explain other processes and programs the client can take advantage of to improve the workflow or lower the overall costs of printing.

7. Service Area

Anywhere in Bangladesh

8. Pre-Sales Consulting.

Vendor shall provide on request, pre-sales onsite user consulting services that include but are not limited to, user consultations, written configurations, price quotes, and product specification materials. Vendor shall always provide information on updates to the manufacturer's product line that exhibit new technology that may improve the user experience, workflow, or economics.

9. Training.

Vendor shall always provide Key Operator training on devices that are new adding without additional charge.

10. Installation.

Vendor shall install products within 1 days of delivery. All work must be performed during regular business hours. There may be certain circumstances where the in-house staff installs and sets up new devices. In those cases, the vendor will be advised. Installation services should be provided at no additional charge.

11. Manuals.

Vendor shall provide manuals and documentation for all equipment purchased at the time of installation. Additional manuals may be requested for a nominal per page cost from the vendor.

12. Management Reports.

Vendor shall provide to us the following reports in both electronic / paper format. They should be provided at least quarterly or upon request:

- Volume Trends
- Device Utilization
- Device Aging
- Problematic Device

As one of the most important deliverables to a managed print service, the vendor should never charge for standard reporting. It should be included in the per page costs.

13. Service Response Time.

Vendor shall commit to a guaranteed on-site service response time of NO MORE than 2 hours for locations in major markets. These means 2 hours from the time of the initial call to the time a service technician arrives on-site. For satellite locations, Next Business Day is generally acceptable.

14. First Time Fix Success.

The vendor should have a verifiable first-time fix rate of greater than 85%. This means in over 85% of all service calls, the tech was able to fix the printer on the first visit. This demonstrates the vendor has trained and qualified technicians and supports those technicians with available repair parts.



24. General terms and conditions

01. The bidder shall prepare technical and financial proposal separately. The bidder shall seal the financial & the technical proposal in two different envelop clearly mark as "TECHNICAL PROPOSAL" & "FINANCIAL PROPOSAL". All pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. The name, address, Mobile number &/ Telephone number of the contact person should be mentioned in the forwarding letter submitted with the technical proposal.

DELIVERS PROPOSAL TO:

Senior Vice President &
Head of ICT Division
Citizens Bank PLC
Chini Shilpa Bhaban-2
76, Motijheel C/A
Dhaka-1000

02. In the "TECHNICAL PROPOSAL" envelop please submit the copy of the following documents:
- i. List of the professional certified maintenance and service personnel (respective Brand) along with their CV and certificate copy duly signed by the authorized personnel of the Vendor.
 - ii. Authorized dealership / distributorship / Partnership certificate from the manufacturer / Principle of the products.
 - iii. In case limited company, the certificate of incorporation.
 - iv. Copies of Audited Annual Report for the last financial year.
 - vi. Income tax clearance certificate for the current financial year along with the copy of TIN certificate
 - vii. Trade license copy.
 - viii. VAT registration certificate (Up to date).
 - ix. Relevant works performance certificate from Bank or financial institute
03. Must be provided for pick up & delivery services of equipment from and to our Head Office, Regional Office, Branches and Sub-Branches at your responsibility within the regular office hours (10AM-6PM).
04. The supplier shall be entirely responsible for all Taxes, Duties, License fees and other levies imposed
05. The rate of related services will be valid for at least 3(three) years from the date of awarding the bid. The Bank may increase the validity period upon mutual understanding with the bidder.
06. Mention your existing coverage area of the managed printing service (MPS).
07. Mention the list of your existing clients into two lists (i) Banks & NBFIs (ii) Other Corporate Clients.
08. Mention your total number of support engineers for the managed printing service (MPS).
09. The Bank is not bound to purchase the items/services from the lowest bidder(s). Service quality, coverage area, experience etc. may also be the considerable criteria. The bank reserves the right to extend the time period or any other change described in the schedule.
10. The Bank reserves the right to accept or reject any or all quotations without assigning any reason.



- Service attain within 3 hours at Dhaka city and out of Dhaka city next business day onsite support.
- Web-based Service claim system. (For online ticket issue for service & support)

Printer Specification:

- Brand: Please Mention
- Model: Please Mention
- PPM: Min. 25PPM
- Memory: Min. 2GB
- HDD: Min. 320GB
- Type: Network
- Services: Printing, Photocopying, Scanning etc.
- Maximum Original Size: A3
- Resolution: Print Resolution Min. 1200x1200 dpi, Copy Resolution: 600x600 dpi
- Copy/Print Speed: Min. 25PPM but depends on demand then supplier must be installed higher PMM, Up to 40 or More. Zoom: From 25% to 400%
- Paper Capacity: Min. standard 1000 sheets
- Interface: SD slot, USB Host Interface, Ethernet 10 base-T/100 base-TX/ 1000 Base-T
- Print/Copy: B/W
- Scan to: Email (with LDAP support), Folder (SMB/FTP), URL, Media (USB/SD card)
- Print Management Software: Supported with card reader
- Display: Min 6" android
- Automatic Reversing Document Feeder (ARDF).

“FINANCIAL PROPOSAL”

Prices should be quoted in BDT inclusive of VAT, TAX and any other applicable Government duties.

SL#	Description	Unit Price in BDT including VAT & TAX.
1	Printing/ Photocopy per page BW (A4/Letter/ legal)	
2	Duplex Printing/Photocopy per page BW (A4/Letter/ legal)	
3	Printing/ Photocopy per page BW (A3)	
4	Any type of Scanning	

BW: Black&White

