

Invitation to tender

5-year Contract for 2 Color Multifunction Printer Workstations

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Invitation to Tender

This specification invites tenders for a 5-year contract on the maintenance of 2 color multifunction printer workstations tailored to meet the printing, scanning and copying demands of the organisation.

About the Organisation

The Singapore Association for the Deaf (SADeaf) is a member of the National Council of Social Service (NCSS), and is supported by Ministry of Social and Family Development (MSF) and Ministry of Education (MOE). SADeaf has been serving the Deaf and Hard-of-hearing community for the past six decades to assist the deaf to achieve a better quality of life and to enable them to integrate and contribute to society.

SADeaf has around 40 staff working across various key function areas such as Corporate Affairs which oversees fundraising and volunteer management; Community Services that provides gamut of programmes to assist the Deaf in achieving a better quality of life and enable them to integrate into and contribute to society; Deaf Access Services that provides communication support by offering interpretation and note taking services for individuals and organisations as well as conduct sign language courses for the general public including the deaf and hard-of-hearing community.

Project Aims

The aim of this system is to support the staff in their daily printing, copying and scanning within SADeaf. With this new system, it should ensure that the demands of copying, scanning and printing would be met well especially during peak periods like General Annual Meeting. Delivery of toners should be done within 3 hours of our urgent calls. Spare toners are provided for backup.

It will be used by 40 staff from various departments.

Tender Information

Background

The Singapore Association for the Deaf (SADeaf) is currently using 2 printer workstations. The 5-year contract with our printing vendor is going to end soon.

Technical Requirements

Category	Requirements
General Functions	<ul style="list-style-type: none">• 2 color printer workstations should skip blank page for copying, scanning and printing• Touch Screen for easy operation• Print/Copy/Scan (1st workstation)• Print/Copy/Scan/Fax (2nd workstation)• Mailbox – Print data can be sent to a Mailbox on the machine• Energy-saving features. When not in use, they should be put to sleep automatically• <u>u</u> User Database where users can be added in or deleted for mailbox, storage, etc.• ·Supported Media Sizes (A3, A4, A4R, B4, B5, A5 and A5R)• · 2 Cassettes and Multi-Purpose Tray

<p>Network Print/Copy Speed</p>	<p><u>1st workstation</u> At least 30 ppm (Black & White) At least 30 ppm (Color)</p> <p><u>2nd workstation</u> At least 40 ppm (Black & White) At least 40 ppm (Color)</p>
<p>Scan</p>	<p>Scan to various media types (pdf, jpg, tiff, xps)</p>
<p>Technical Support & Training</p>	<p>Support via phone and email should be provided for issues pertaining to the system. Training for admin roles are to be provided and held onsite.</p>
<p>System Administration</p>	<p>The system should have the capability to allow us to make further changes or customization to the system by ourselves through an admin account.</p>

Tender Requirements

Tender Proposal

Candidates should deliver a concise tender, focusing on the requirements. The tender should also include the following information:

1. Candidate or organisation details including name, legal status, full contact details and lead contact
2. Reasons for interest in undertaking the work
3. User training for admin roles
4. B/W and Color Copy Charge
5. Monthly leasing
6. Final Payment
7. Contract length in years
8. Maintenance Guarantee
9. Potential or actual conflicts of interest ([Refer to Conflicts of Interest section below](#))
10. A signed certificate of non-collusion and declaration ([Refer to Appendix A](#))
11. A signed certificate of non-canvassing ([Refer to Appendix B](#))

Reasonable Adjustments

SADeaf will consider reasonable adjustments as requested.

Conflicts of Interest

In the event that a director, partner, employee or employee's representative of the candidate has an interest or connection in SADeaf, please provide that person's full name, position and the nature of the connection or interest in SADeaf.

Payment

The monthly leasing and copy charge will be payable through GIRO

Selection Criteria

In awarding the contract, SADeaf will consider the balance between the quality of the tender and value for money, taking account of the factors listed in this ITT. Each candidate's tender shall be assessed on the following:

1. Conformity to the requirements of the specification
2. Feasibility of deliver maintenance service to a high quality within 3 hours from phone call /email
3. Understanding of the need to work closely with SADeaf throughout the contract
4. Overall value for money

Submission

Please mail **hard copy** of your response to:

Tender documents enclosed – DO NOT OPEN

Ms. Sylvia Teng
Executive Director
The Singapore Association for the Deaf
227 Mountbatten Road
Singapore 397998

Your submission should arrive no later than 13 February 2018, 6 pm. SADeaf shall have the right to disqualify any candidates who submit incomplete or late tenders.

Timing

The project should start within 1 week after signing of contract. The candidate should note the following key dates:

Deadline for receipt of tenders : 13 February 2018, 6 pm

Award of tender to successful candidate : 20 February 2018

The dates set out in above are provisional only and may be altered by SADeaf at its discretion.

Reporting Responsibilities

The successful tenderer will report to Neo Hock Sik, IT & Facilities Manager (CA Department). Project status reports are to be sent by email to hocksik@sadeaf.org.sg

Further Information

For further details, please contact:

Neo Hock Sik
IT & Facilities Manager (CA Department)
Mobile: 93266306 (whatsapp or sms)
Email: hocksik@sadeaf.org.sg

Any queries about this ITT should clearly reference the appropriate paragraph in the documentation. The deadline for submitting queries is 12 February 2018.

SADeaf will respond to all reasonable requests for clarification of any aspect of this ITT and supporting documents as soon as is reasonably possible. Please note that no pre-tender negotiations are permitted.

Confidentiality Statement & Disclaimer

The information contained in this ITT and all other information made available at any time to the candidates by and on behalf of SADeaf is supplied on the basis that the candidates will keep such information confidential at all times and that such information will be used only for the purposes of participating in the bidding process.

No information contained in this ITT or any other written, oral or other information made available to the candidate shall form the basis of any warranty, representation or term of any contract by SADeaf with any third party.

SADeaf does not accept any responsibility or liability for the accuracy or completeness of the ITT or any other oral or written information provided by SADeaf to any candidate.

SADeaf reserves the right not to follow this ITT in any way and/or to withdraw from or amend the procurement process. SADeaf may reimburse expenses incurred by candidates in attending interviews as part of the selection process on request.

SADeaf Rights

SADeaf reserves the right, without prior notice and in its absolute discretion, to change or terminate the tendering procedure for the project, including requesting additional information, at any time before signing the contract with the successful candidate.

All quotation submission shall remain valid for acceptance for the period of thirty (30) days following the close of the Invitation to Quote. SADeaf will not entertain any claims of costs incurred in the preparation and submission of the quotations.

SADeaf reserves the right not to accept the lowest or any proposal. SADeaf also reserves the right to award full quotation or part thereof from one or more suppliers.

Appendix A

Certificate of non-collusion and declaration

I certify that:

- The prices in the tender have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other candidate or with any competitor.
- Unless otherwise required by law, the prices which have been quoted in the tender have not knowingly been disclosed by the candidate, directly or indirectly, to any other candidate or competitor, nor will they be so disclosed.
- No attempt has been made or will be made by the candidate to induce any other person or organisation to submit or not to submit a tender for the purpose of restricting competition.

- No attempt has been made directly or indirectly to canvas any employee or adviser of SADeaf concerning the award of the contract which is the subject of this invitation to tender.

I acknowledge that any price fixing or collusion with other candidates shall give SADeaf the right to exclude a candidate from the procurement process and may constitute an offence.

I am authorised by the candidate (and all relevant associated companies and organisations) to supply the information given in the tender.

I declare that, at the date of signing this declaration, the information given is complete and accurate to the best of my knowledge having made reasonable enquiries.

Name & Signature

Date

Appendix B

Certificate of non-canvassing

I certify that:

- No attempt has been made to canvass or solicit any director, officer or employee of SADeaf in connection with the award of this tender or any other tender or proposed tender for the services and that no person employed by the candidate or acting on the candidate's behalf has done/will do any such act.

I declare that, at the date of signing this declaration, the information given is complete and accurate to the best of my knowledge having made reasonable enquiries.

Name & Signature

Date

