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TENDER FORM

The Chairman – Tender Opening Committee

PNG Power Ltd

P. O. Box 1105

BOROKO 111 NCD

Papua New Guinea

Phone: (675) 324 3381

Fax: (675) 3250791

Email: supplyhelpdesk@pngpower.com.pg

We (full name of company).....

.....

.....

.....

hereby tender for the undermentioned goods and services subject to the conditions of tendering and at the prices quoted in the scheduled therein

TENDER No. 23/2018

CLOSING AT 4.00 PM FRIDAY 07th DECEMBER 2018

**FOR PRINTING SERVICES FOR PNG POWER Ltd
NATIONWIDE – SUPPLY, INSTALLATION AND
MAINTENANCE OF PRINTERS AND PRINT
MANAGEMENT SOLUTION.**



INVITATION TO:

TENDER NO:23/2018

**TO PROVIDE PRINTING SERVICES – SUPPLY,
INSTALLATION & MAINTENANCE OF PRINTERS &
PRINT MANAGEMENT SOLUTION**

Date Of Issue		
Compulsory Briefing	N/A	
Closing Data		
Place	PNG Power Head Office	
Enquiries	Team Leader Training & Administrations	Email : npatini@pngpower.com.pg Phone: 324 3597 Mobile 71237344
PNG Power business hours	08:00 – 16:30	
Category	ICT	

TABLE OF CONTENTS

ITEM	DESCRIPTION	PAGE NUMBER
1	Invitation to Tender	3
2	PNG Power Background	3
3	Scope of terms of reference	3
4	Tender Information and Instructions	4
5	Requirement for Quotation submission	5
6	Bid evaluation and point allocation framework	5
6.1	Points awarded for price and SLA	5
6.2	Responsiveness to tender requirement	6

7	Evaluation Criteria	8
7.1	Qualifying Criteria	8
7.2	Functional and Technical Specifications	8
8	Special conditions	10
9	Form of contract	10
10	Further information	10
11	Appendix 1 – Current MFD Print Room and Fleet Devices	11

1. INVITATION TO TENDER

Bids are invited from reputable PNG ICT companies to bid for the provision of a New Multi-Function Printers, Installation, Maintenance and Manage Print Services Solution for PNG Power Limited.

Interested parties must comply with the instructions to Bidders and all other requirements of this Invitation to Tender. Non-compliance may lead to a bid not being considered by PNG Power Ltd.

2. PNG POWER BACKGROUND

PPL is a fully integrated power authority responsible for generation, transmission, distribution and retailing of electricity throughout Papua New Guinea and servicing individual electricity consumers.

PNG Power Limited is a State Owned Entity corporatized under the Electricity Commission (Privatisation) Act 2002 as the successor company to the Papua New Guinea Electricity Commission (ELCOM).

The Independent Public Business Corporation (IPBC) holds the shares for corporatised state entities as trustee of the General Business trust. The IPBC acts as the sole shareholder on behalf of the Government.

PPL services customers in almost all urban centres throughout the country encompassing industrial, commercial, government and domestic sectors. Where possible, the services extend to rural communities adjacent to these urban centres.

PPL's Information and Communications Technology network infrastructure covers all centres of these operations. The network covering all these centres is via its WAN.

3. SCOPE OF TERMS OF REFERENCE

- The objective of this bid is for the Supply, Installation and Maintenance of Multi-Function Printers (MFPs) nationwide and Manage Print Services at all PPL offices Nationwide.

PNG Power would like to contract with a supplier that will provide PNG Power with the following advantages;

- Supply, install, and maintain network of MFPs nationwide
- Supply and maintain a print management software
- Print Management Solution with the capability to produce user friendly reports
- Scheduled preventative and remedial maintenance
- Consumables and parts clearly stated in the agreement to be part of the agreement

- Understand PNG Power's internal payment processes and arrange for best fit payment term agreements, e.g. 45 days invoicing instead of 30 days
- Reduce operational costs through leveraging existing devices
- Reduce monthly cost through print management solution
- Reduce operational cost by providing PPL the best options;
 - competitive corporate billing rates;
 - on purchased contract terms and conditions on the fleet;
 - lease contract terms and conditions on the fleet;
 - trade off discounts if replacing the fleet.
- Points of presence in centres

PNG Power reserves the right to terminate without penalty if the successful Bidder is not able to honour the terms and conditions specified by the tender requirements.

4. TENDER INFORMATION AND INSTRUCTIONS

The Tender submission and assessment process will be conducted in compliance with the Public Finance Management Act and PNG Power's Procurement Policy.

The following terms shall have the following meanings:

Invitation to Tender:	This Document
Contact Person:	ICT Division – Team Leader Administration PNG Power Ltd P.O. Box 1105, BOROKO. NCD Phone: 3243597 Email: npatini-ben@pngpower.com.pg
Public Entity:	PNG Power LTD
Bidder:	The person / organisation submitting a bid to PNG Power Ltd under this tender.

PNG Power Ltd invites Bidders in accordance with the information in this pack to submit Tender for the provision of New Printers, Installation and Maintenance of printers and Manage Print Services Solution. Bidders are required to submit detailed evidence to demonstrate its ability to provide the Printing Solution they will deliver on this Tender. A detailed specification of the Printing solution required by PNG Power is contained in section 7.2 of this document.

The tenderer must provide a pricing schedule which clearly identifies the pricing against the components and or subsystems of the Printing solution offered.

The following documents (SBD1 & SBD2) must be submitted as part of the response to this bid request. (Need to refer to the pricing section in the agreement)

Form No:	Document Description
1 SBD1	Invitation to Bid
2 SBD2	Pricing Schedule

Each bidder should ensure that it is thoroughly familiar with the Tender documents and understands the obligations that will apply if the Tender is accepted by PNG Power.

The award of the tender is subject to receiving final approval from the PNG Power Board.

It is the responsibility of each Bidder to obtain for itself at its own expense any additional information necessary for the preparation of the tender. All information supplied by the PNG Power in connection to this invitation to tender shall be treated as confidential.

Should Bidders believe that they require further information, they are invited to contact the Tenders & Contracts Management team.

Any queries relating to the Tender Documents should be sent in writing to the Tender & Contracts Unit to arrive no later than five days before the date for submission of the tender. PNG Power may if necessary issue written circulars to Bidders amending or clarifying the Tender Documents and Bidders shall comply with these.

5. REQUIREMENT FOR TENDER SUBMISSION

The tender and accompanying documents shall be carefully parcelled, sealed and be delivered as per the set times. Failure to comply with these instructions may result in the tender being considered ineligible.

No late tender shall be considered. Late tenders will be opened after the Contract has been awarded, for the sole purpose of identifying Bidders. Tenders will be opened in accordance with the relevant procedures.

6. BID EVALUATION AND AWARD CRITERIA

PNG Power will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

Preference points for this bid shall be awarded for:

- Price and annual SLA
- Responsiveness to the tender requirements.

6.1 Points awarded for price and SLA

A cost estimate for the total Printing Solution, which must include assumptions and details make up.

- (i) Costs must be quoted per item required
- (ii) The total quotation must be inclusive of VAT
- (iii) Compatible annual SLA rates

NOTE: No variation, to the accepted quote, will be allowed unless the service provider has obtained prior written approval from PNG Power.

Quotes should include the following;

- All prices must include VAT.

- A complete solution has to be provided. Service providers must add required equipment/ services that are not mentioned to ensure a workable solution.
- Service providers are welcome to add an Annexure with a more comprehensive cost breakdown, however the following minimum prices/costs must be provided
- Offer to be valid for **90 DAYS** from the closing date of the Tender.

6.2 Responsiveness to tender requirement

Preference points will be awarded for responsiveness to the tender requirements as per the solutions requirements.

SOLUTION REQUIREMENTS

The following section provides a high level overview of the suggested requirements for the new Printing environment, details of these requirements will be handled in section below.

Printing Services Location

PNG Power offices Nationwide.

WAN Requirements

PNG Power has a well deployed, highly available WAN. MFPs and Printing Management Solution should be connected in PPL WAN.

PNG Power will be responsible for ensuring:

- WAN availability and link failover/redundancy
- WAN Quality of Services

REQUIREMENTS SPECIFICATION

Provide an Audit System for Device Management and Support

- The vendor must be committed to provide robust device and fleet management tools and utilities
- The vendor should provide a set of robust web management tools and reporting systems
- The MFPs and Print Management Tools must easily integrate with PPL existing network.
- The MFPs and Print Management Tools should provide remote diagnosis, remote services and proactive suppliers ordering
- The vendor must provide a visible consistent quality of service. There must be a report produced at the end of each service.

MFP cost or value benefits

- The vendor must provide a solution/application to assess costing and the return of investment
- All products with different models must come with the same functionality across the product family
- The vendor should give a competitive corporate supply cost
- The product range of toners must reduce cost

Seamless network Integration

- The vendor should provide a web-based software that configures, manages, monitors and reports on printing devices throughout the enterprise

- The scanner must create industry-standard file formats, such as PDF (including searchable PDF), TIFF, and JPEG
- The users must scan to their PC for immediate viewing and/or repurposing
- The MFPs should create text-searchable PDF files, which provide greater access to documents archived in shared files or EDMS applications

Performance and management features

- The MFPs should have compatible drivers with our Microsoft operating system software
- The MFPs should optimize scanning file compressions to reduce network traffic
- The MFPs should handle heavy weight papers
- The MFPs should include standard memory of at least 128MB, with room for optional memory
- The MFPs should print quality at 600 x 600 dpi or higher

User friendly

- The MFPs should require fewer IT resources for training and problem management
- The MFPs must be very user friendly
- The MFPs must have an online help and documentation available for reference
- The MFPs must have the functions of printing, scanning and copying all work in the same manner

Multitasking

- The MFPs must allow for stopping/pausing of heavy prints to print an urgent priority prints
- The MFPs must allow copying, scanning and accessing machine status or information simultaneous without stopping a process

Bi-directional Communications

- The MFPs must communicate timely and accurate information to users and IT helpdesk to solve, prevent, or anticipate problems
- The MFPs must deliver job and device status to users' desktops
- The MFPs must provide sufficient information, tools, and controls to anticipate problems and reduce machine downtime

7. EVALUATION CRITERIA

7.1 QUALIFICATION CRITERIA

The service provider must meet the following competency requirements to qualify:

- All equipment, software, application support and services must be supplied by a single systems integrator who takes full responsibility.
- Bidders must comply with all general specifications and requirements for the MFPs and Print Management Software in order to qualify.
- After fulfilling the qualification criteria as set out above for the procurement of the MFPs and Print Management Software solutions, the short-listed service providers will be evaluated in terms of the technical specifications criteria.

7.2 TECHNICAL SPECIFICATIONS CRITERIA

Functionality of the bids will be evaluated according to the predetermined evaluation criteria set out in the Evaluation Criteria below.

During this stage Bidders will be evaluated for functionality in two stages:

- The bidder must obtain minimum overall score of 344 out of 400 points for functionality to move to the next stage of evaluation; those Bidders who fail to meet the minimum qualifying score will be disqualified from the process.
- Bidders will not rate themselves, but need to ensure that all information is supplied as required.
- The Bid selection team (ICT Division) will evaluate technical and functional requirements and score all the bids.
- The panel members will individually evaluate the compliant bids received for functionality against the criteria as set out below. The average scores shall be accepted as final.

Technical Evaluation Criteria – PRINTING SERVICES PNG POWER

No	Sub	Criteria	Points ***
1		Contractors years' experience in providing Printing Services Nationwide systems in PNG 5 – 9 years' experience = 10 points 10 – 20 years' experience = 20 points	30
2		No of engineers or technicians in the company directly related to this tender 1 – 2 = 10 points 3 – 4 = 20 points 5 – 7 = 30 points	30
3		Competitive Operational Cost on either purchased or lease contract agreement on the fleet.	30
4		Competitive Corporate Rates on Billing	30
5		Supplier must provide the MFPs with the Print Management Software.	30
6		Provide trade off discounts facility for replacement of MFPs.	30
7		The vendor accepts one hundred and fifty thousand kina (K150,000.00) as the credit limit.	30
8		The vendor should provide a web-based software that configures, manages, monitors and reports on printing devices throughout the enterprise.	30
9		Print Management System must at least produce standard reports on print volume per departments, drilled down to colour and mono, age of machines, costings, requesting and completed services, location of all printers nationwide, their serial numbers, status of consumable and related matters.	30
10		Contractor must be able to use existing PNG Power network infrastructure.	30
11		Provide full details of proposed installation for the Printing services within NCD and centres.	40

12	The vendor must have a point of presence in other centres apart from Port Moresby.	30
13	The tenderer must provide 3 written references or prove where a similar Printing solution has been implemented with similar criteria.	30
14	Solution is flexible and adaptable to PNG Power's business model (Expand and shrink), consumption based.	30
	Total points	430

Proposals with functionality points of less than the pre-determined minimum overall percentage of **80% (430)** and less than **50%** on any of the individual criteria will be eliminated from further evaluation.

PNG Power reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the PNG Power.

PNG Power reserves the right to invite bidders for presentations before the award of the bid. At least three days' notice will be given to bidders required to attend a presentation as well as the details of the venue for the presentation. Presentations shall only affect the marks awarded for functionality.

8. SPECIAL CONDITIONS

PNG Power reserves the right to reject any proposal found to be inadequate or non-compliant to the Terms of Reference.

The Bidder may not intend to assign, in whole or in part, any of its obligations to perform in terms of the contract to any third party, unless prior consent is obtained in writing.

A bidder may not intend to cede his right to payment in terms of a contract to a third party without prior written consent.

9. FORM OF CONTRACT AND TERMS OF PAYMENT

PNG Power Ltd and the successful Bidder will enter into a written contract and or Service Level Agreement in respect of the operation and maintenance of the Printing Solution as detailed in section 3 and 7 of this Invitation to Tender.

The implementation should commence within two months of tender award date and completed 6 months thereafter.

The form of contract and/or Service Level Agreement will be as agreed between PNG Power and the successful Bidder.

The successful bidder must demonstrate financial capacity by accepting to progress the project without delay once it has been awarded the bid. The successful bidder must provide a payment schedule as a percentage of the total price commensurate with completion of each specified milestone of the project. The payment schedule and the milestones must be clearly defined by the bidder in its proposal.

10. FOR FURTHER INFORMATION

List of PNG Power ICT officers

Name	Position	Phone	Email Address
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Henao Korema	A/Manager ICT	3243195 7201187	hkorema@pngpower.com.pg
Noreen Patini-Ben	Team Leader Training & Administration	3243597 71237344	npatini@pngpower.com.pg

Appendix 1 – Current MFD Print Room and Fleet Devices

Below is a list of the current contracted devices with the existing provider; please note that the lease termination values are for information only, and are not to be accounted for within any pricing presented. Also note that this does not include any legacy print devices which still exist within the company, for various department specific activities.

Contract	Contract Line item	Contract Duration	Model	MFD Make Model	Location	Production/ Fleet	Colour/ Mono	Floor/ Desktop
Contract 1	1.	18 months	Konica Minolta	BH 227	Office area	Fleet	Mono	Floor
	2.			BH 224			Mono	
	3.			BH 284e			Mono	
	4.			BH 284e			Mono	
	5.			BH 284e			Mono	
	6.			BH 284e			Mono	
	7.			BH 364e			Mono	
	8.			BH 423			Mono	
	9.			BH 554e			Mono	
	10.			BH 554e			Mono	
	11.			BH 754e			Mono	
	12.			BH C224e			Colour	
	13.			BH C258			Colour	
	14.			BH C284			Colour	
	15.			BH C364e			Colour	
	16.			BH C364e			Colour	
	17.			BH C364e			Colour	
	18.			BH C364e			Colour	
	19.			BH C364e			Colour	
	20.			BH C364e			Colour	
	21.			BH C368			Colour	
	22.			BH C368			Colour	
	23.			BH C368			Colour	
	24.			BH C452			Colour	
	25.			BH C454e			Colour	
	26.			BH C458E			Colour	
Contract 2	27.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 554e	Office area	Fleet	Mono	Floor
Contract 3	28.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH C364e	Office area	Fleet	Colour	Floor
Contract 4	29.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 423	Office area	Fleet	Mono	Floor

Contract 5	30.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 554e	Office area	Fleet	Mono	Floor
Contract 6	31.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 195	Office area	Fleet	Mono	Floor
Contract 7	32.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 367	Office area	Fleet	Mono	Floor
Contract 8	33.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH C364	Office area	Fleet	Colour	Floor
Contract 9	34.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 554e	Office area	Fleet	Mono	Floor
Contract 10	35.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH C364	Office area	Fleet	Colour	Floor
Contract 11	36.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 423	Office area	Fleet	Mono	Floor
Contract 12	37.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH C364	Office area	Fleet	Colour	Floor
Contract 13	38.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 554e	Office area	Fleet	Mono	Floor
Contract 14	39.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 423	Office area	Fleet	Mono	Floor
Contract 15	40.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH 554e	Office area	Fleet	Mono	Floor
Contract 16	41.	n/a, based on Time & Materials [T&M]	Konica Minolta	BH C364	Office area	Fleet	Colour	Floor
N/A	42.	Nil	Ricoh	Aficio MP 4002	Office area	Fleet	Mono	Floor
N/A	43.	Nil	Ricoh	MP C2003	Office area	Fleet	Colour	Floor
N/A	44.	Nil	Canon	iR C3080	Office area	Fleet	Colour	Floor
N/A	45.	Nil	Canon	iR 3235	Office area	Fleet	Mono	Floor
N/A	46.	Nil	Canon	MF 4400	Office area	Fleet	Mono	Floor
N/A	47.	Nil	Brother MFC	9970 CDW	Office area	Fleet	Colour	Desktop
N/A	48.	Nil	Brother MFC	9970 CDW	Office area	Fleet	Colour	Desktop
N/A	49.	Nil	Brother MFC	L8600 CDW	Office area	Fleet	Colour	Desktop
N/A	50.	Nil	Brother MFC	9970 CDW	Office area	Fleet	Colour	Desktop
N/A	51.	Nil	Brother MFC	L8600 CDW	Office area	Fleet	Colour	Desktop
N/A	52.	Nil	Sharp	MX 2630N	Office area	Fleet	Colour	Floor
N/A	53.	Nil	Kyocera	TASKalfa 2551ci	Office area	Fleet	Colour	Floor
N/A	54.	Nil	Kyocera	TASKalfa 3551ci	Office area	Fleet	Colour	Floor
N/A	55.	Nil	Fuji Xerox	DP M355	Office area	Fleet	Mono	Floor
N/A	56.	Nil	Fuji Xerox	DC SC2020	Office area	Fleet	Colour	Floor
N/A	57.	Nil	Sindoh	36C-6 series	Office area	Fleet	Colour	Floor
N/A	58.	Nil	Sindoh	36C-6 series	Office area	Fleet	Colour	Floor
N/A	59.	Nil	Sindoh	36C-6 series	Office area	Fleet	Colour	Floor
N/A	60.	Nil	Sindoh	36C-6 series	Office area	Fleet	Colour	Floor
N/A	61.	Nil	Hewlett Packard	LJ200 MFP	Office area	Fleet	Colour	Desktop
N/A	62.	Nil	Hewlett Packard	OJ Pro 8600	Office area	Fleet	Mono	Desktop
N/A	63.	Nil	Hewlett Packard	OJ Pro 8610	Office area	Fleet	Colour	Desktop
N/A	64.	Nil	Hewlett Packard	OJ Pro 8600	Office area	Fleet	Mono	Desktop
N/A	65.	Nil	Hewlett Packard	OJ Pro 8600	Office area	Fleet	Mono	Desktop
N/A	66.	Nil	Hewlett Packard	OJ Pro 8600	Office area	Fleet	Mono	Desktop
N/A	67.	Nil	Hewlett Packard	LJ CM1415	Office area	Fleet	Colour	Desktop

N/A	68.	Nil	Hewlett Packard	OJ Pro 8100	Office area	Fleet	Mono	Desktop
N/A	69.	Nil	Hewlett Packard	LJ 400	Office area	Fleet	Colour	Desktop
N/A	70.	Nil	Hewlett Packard	LJ 400 MFP	Office area	Fleet	Mono	Desktop
N/A	71.	Nil	Hewlett Packard	OJ Pro 8600	Office area	Fleet	Mono	Desktop
N/A	72.	Nil	Hewlett Packard	Photosmart 5520	Office area	Fleet	Mono	Desktop
N/A	73.	Nil	Hewlett Packard	LJ P2035	Office area	Fleet	Mono	Desktop
N/A	74.	Nil	Hewlett Packard	LJ P2035	Office area	Fleet	Mono	Desktop
N/A	75.	Nil	Hewlett Packard	LJ 4700	Office area	Fleet	Mono	Desktop