

Terms of reference (ToR) for the procurement of services

Canon Copier and HP Printers Maintenance Work

PN B-751059

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Terms of Reference (ToR) for Cannon Copier and HP Printers Maintenance Work

1. General Information

This Terms of Reference (ToR) outlines the requirements for the maintenance and servicing of printers and copiers at the GIZ premises. The Business Partner will be responsible for preventive and corrective maintenance to ensure the optimal functioning and longevity of all printing and copying equipment.

The Business Partner must outline their approach to providing comprehensive printer and copier maintenance services, including preventive maintenance schedules, troubleshooting protocols, and repair processes.

2. Context

This Terms of Reference (ToR) outlines the requirements for the maintenance and servicing of printers and copiers at the GIZ premises. The Business Partner will be responsible for preventive and corrective maintenance to ensure the optimal functioning and longevity of printing and copying equipment.

GIZ shall hire the contractor for the anticipated contract term, from September 01, 2026, to August 31, 2028.

The contractor shall provide the following work/service

- Regular Cleaning: Thorough cleaning of all internal and external components to prevent dust and debris accumulation.
- Inspection and Testing: Regular inspection and testing of all mechanical and electronic components to identify potential issues before they become serious problems.
- Firmware Updates: Ensuring all printers and copiers have the latest firmware updates installed.
- Consumable Management: Checking and replacing consumables such as drums, and fusers as needed.
- Alignment and Calibration: Regular alignment and calibration of printers and copiers to ensure optimal print quality.
- Lubrication: Lubricating moving parts to reduce wear and tear.
- Record Keeping: Maintaining detailed records of all preventive maintenance activities for each piece of equipment.

Corrective Maintenance Tasks

- Troubleshooting: Diagnosing and fixing hardware and software issues as they arise.
- Repairs and Replacements: Replacing faulty components and making necessary repairs to restore functionality.

- **Enhancing Image Quality:** Corrective maintenance involves addressing issues with image quality, which may include adjusting settings or cleaning internal components to rectify problems such as lines, spots, or blurriness.
- **Error Resolution:** Resolving error messages and software issues to minimize downtime.
- **Emergency Support:** Providing rapid response to urgent repair needs to ensure minimal disruption to operations.
- **Quality Assurance:** Conducting post-repair testing to ensure all equipment is functioning correctly.
- **Client Communication:** Keeping the GIZ informed about the status of repairs and any potential impacts on their operations.

3. Qualifications of Proposed Staff

Expert 1: Team Leader

General Qualifications

- 5 years of experience in printer and copier maintenance and repair.
- Certification from recognized printers and copier manufacturers (e.g., HP, Ricoh, Canon, etc.).
- Strong understanding of various printer and copier models and technologies. Strong diagnostic and troubleshooting abilities. Ability to work independently and meet service deadlines.

Experience in the Region/Knowledge of the Country

- 3 years of experience working in Djibouti
- Familiarity with local operational challenges and conditions.

Language Skills

Proficiency in English and French (C1 Level).

Expert 2: Printer Maintenance Specialist

General Qualifications

- 3 years of experience in printer and copier maintenance and repair.
- Certification from recognized printers and copier manufacturers (e.g., HP, Ricoh, Canon, etc.).
- Strong understanding of various printer and copier models and technologies.

Experience in the Region/Knowledge of the Country

- 2 years of experience working in Djibouti
- Familiarity with local operational challenges and conditions.

Language Skills

Proficiency in English and French (C1 Level).

Reporting Line

The contractor will report to the Head of Service Unit and for all technical reports the IT department must be copied (CC) in email correspondence.

4. Detailed and Specific Tasks for Preventive and Corrective Maintenance Tasks

Preventive Maintenance Tasks

- Regular Cleaning: Thorough cleaning of all internal and external components to prevent dust and debris accumulation.
- Inspection and Testing: Regular inspection and testing of all mechanical and electronic components to identify potential issues before they become serious problems.
- Firmware Updates: Ensuring all printers and copiers have the latest firmware updates installed.
- Consumable Management: Checking and replacing consumables such as ink, drums, and fusers as needed.
- Alignment and Calibration: Regular alignment and calibration of printers and copiers to ensure optimal print quality.
- Lubrication: Lubricating moving parts to reduce wear and tear.
- Record Keeping: Maintaining detailed records of all preventive maintenance activities for each piece of equipment.

Corrective Maintenance Tasks

- Troubleshooting: Diagnosing and fixing hardware and software issues as they arise.
- Repairs and Replacements: Replacing faulty components and making necessary repairs to restore functionality.
- Enhancing Image Quality: Corrective maintenance involves addressing issues with image quality, which may include adjusting settings or cleaning internal components to rectify problems such as lines, spots, or blurriness.
- Error Resolution: Resolving error messages and software issues to minimize downtime.
- Emergency Support: Providing rapid response to urgent repair needs to ensure minimal disruption to operations.
- Quality Assurance: Conducting post-repair testing to ensure all equipment is functioning correctly.
- Client Communication: Keeping the GIZ informed about the status of repairs and any potential impacts on their operations. Transport Facility
- Service providers need dependable transportation to ensure punctual on-site maintenance and repair services, as well as off-site maintenance and servicing when necessary.

Response Time

- Service providers must guarantee a maximum response time of 4 hours for emergency repairs and next business day service for regular maintenance.

Contract Period: Period of assignment: September 01, 2026, to August 31, 2028.

5. Equipment Covered

The maintenance services shall cover the following equipment:

Equipment Type	Quantity	Brand
Multifunction Copier	2	Canon, Richo
Network Printers	13	HP Color Laser Jet
Scanners	2	HP ScanJet Pro 2500 fi

6. Milestones/Partial Works

Milestone	Date	Location	Responsibility	Criteria for Acceptance
Initial Assessment	First month of the contract	GIZ Premises	Service Provider	Detailed report of current equipment status
Monthly Preventive Maintenance Visits	To be Agreed on	GIZ Premises	Service Provider	Successful completion of scheduled maintenance tasks
Emergency Repair Response	As needed	GIZ Premises	Service Provider	Resolution of emergency issues within the specified response time
Final Yearly Review	To be Agreed on	GIZ Premises	Service Provider & GIZ	Comprehensive performance report and approval from GIZ

All maintenance activities will comply with GIZ's operational standards and requirements, ensuring minimal disruption to ongoing activities and maintaining the highest service quality standards.

7. Price Quotation Format

To ensure consistency and comparability, the service provider is requested to use the following format for submitting price quotations for the maintenance of different groups of printers and copiers:

Printer/Copier Group	Maintenance Type	Duration	Total Cost (DJF)
Heavy-duty Machines (> 25ppm)	Preventive Maintenance & Corrective Maintenance	Monthly	
Small/Medium duty printers	Preventive Maintenance & Corrective Maintenance	Quarterly	

Notes:

- Preventive & Corrective Maintenance: Cost per scheduled maintenance visit. The preventive and corrective maintenance includes service on a call basis. Whether the printer is serviced monthly if there is an issue with the printer the service provider should provide service without any additional fee.
- Parts Replacement: Printer parts can either be purchased directly by GIZ or provided by the service provider. In both cases, the procurement must have the written approval of the budget holder.

8. Confidentiality

The Business Partner shall maintain confidentiality of all information accessed during the assignment and comply with GIZ's policies and procedures.

9. Proposal Submission Requirements

Interested service providers should submit a proposal including:

- Company profile
- Detailed description of services offered
- Qualifications and certifications of technicians
- References and customer testimonials
- Proposed Service Level Agreements (SLAs)
- Detailed Cost breakdown