

# Managed Print Service

**Scope:**

Implementation of the Managed Print Service at SCCI

**Requirement:**

**Contract Period:** 3 years

<b>Hardware</b>	
<b>Model</b>	<b>Quantity</b>
Kyocera TASKalfa2551ci – Color A3 MFP at 25PPM	9
<b>Software</b>	
<b>Model</b>	<b>Quantity</b>
MYQ – Software with units Card Readers	9
<b>Free Copies (3 years)</b>	
<b>Color</b>	<b>Black &amp; White</b>
324,000	432,000

**SLA**

- Response & Resolution Time should be 4-8 Hours
- In case the equipment need off site repair the company undertakes to provide the customer with a standby unit of similar functionality until the unit has been repaired.
- In case the fault cannot be repaired within 48 hours and requires workshop repair, the company shall provide an equivalent functionality standby machine, until the repair is completed, customer shall bear only the click charges of the standby machine provided
- Toners for all machines will be supplied at FOC according to the Consumable Request Form provided by customer with current meter readings. The toners will be delivered by the company within (2) working days. Customers will be provided with 1 additional set of toner in stock to use during such periods. The Company

shall deliver the consumables (toners, drums, etc.) in compatibility with the required standards of the machine manufacturer.

**Notes:**

- The free copies will be open for the entire contract period of 3 years
- The contract covers all parts & consumables except paper
- The following points need to be mentioned in the proposal:
  - The cost for exceeding the Free copy limit (both color & B/W)
  - The cost for adding additional printers (with & without free copies)