



LAND BANK OF THE PHILIPPINES

ISO 14001 CERTIFIED

Official Depository of the Republic of the Philippines

BID BULLETIN NO. 2 For ITB No. 2015-3-298

PROJECT : Two (2) Years Managed Laser Print Services
IMPLEMENTOR : Procurement Department
DATE : March 10, 2016

This Bid Bulletin is issued to modify, amend or clarify items in the Bid Documents. This shall form an integral part of the Bid Documents.

The modifications, amendments or clarifications are as follows:

1. For Lot 2, the cost monitoring functionality of the embedded software shall be optional.
2. The list of recipients of printers, i.e. Schedule A and Schedule B are attached in this Bid Bulletin.
3. The supplier is required to provide one (1) unit each of monochrome and color laser printers as service units. The color laser printer service unit should be multi-function printer.

ALWIN I. REYES
Assistant Vice President
Procurement Department and
HOBAC Secretariat

TERMS OF REFERENCE

Managed Monochrome Laser Print Services

I. SCOPE OF WORK

1. Supply, delivery and installation of brand-new monochrome laser printers;
2. Supply of one (1) unit spare toner for each and every printer;
3. Provision of free comprehensive maintenance services which covers labor, parts (including consumables such as developers and drums), service and support;
4. Provision of a help desk that will provide free first line assistance; and
5. Provision of a standby service unit which is also compliant with the minimum technical specifications below (suppliers which have existing standby service units with LANDBANK are exempted from this requirement).

II. QUALIFICATIONS OF SUPPLIER

1. The Supplier or its Principal (manufacturer of offered machine and consumables) must have been in the business of supplying printers or printer consumables in the Philippines for at least three (3) years.
2. The supplier or its Principal must have a business office, consumables depot and service center within Metro Manila. A list of the Supplier's or its Principal's business offices, depots and service centers with their respective addresses, contact persons and contact numbers shall be submitted.
3. The supplier or its Principal must have in its employment at least five (5) technicians who are trained in the maintenance and repair of laser printers. A list containing the names of the technicians and copies of their respective resumes should be submitted.
4. The Supplier or its Principal must have a company-owned delivery car/van and a service vehicle for their technicians. A copy of the current motor vehicle registration certificates must be submitted by the supplier.
5. The Supplier must be enrolled in the PhilGEPS. A proof of PhilGEPS enrollment must be submitted by the Supplier.

III. MINIMUM SPECIFICATIONS

A. Monochrome Laser Printer

- a. Brand-new and delivered in its original packaging
- b. Print, copy, scan
- c. Capable of automatic back-to-back printing
- d. With automatic document feeder
- e. Print and copy speed up to 38 ppm (A4)
- f. Print resolution of 600 x 600 dpi equivalent (1200 equivalent by 600 dpi quality)
- g. Can accommodate A4 and Legal size papers
- h. Paper input: built-in cassette tray (250 sheets) and multi-purpose tray (50 sheets)
- i. With 256MB memory
- j. With USB 2.0 and network connectivity
- k. With embedded solutions for device management, task automation, error notification, job accounting and usage and cost monitoring

B. Toners

- a. Genuine and delivered in their original packaging (compatible, re-filled and re-manufactured toners are not acceptable)
- b. Page yields based on ISO/IEC 19752 must be indicated in the package and/or must be verifiable via the Manufacturer's corporate website. LANDBANK may require the submission of ISO/IEC 19752 test results, if it deems necessary, and non-submission of the same shall be a ground for disqualification in the award of contract.
- c. Toner and Monochrome Laser Printer must be of the same brand.

IV. DELIVERY

1. The initial deployment of printers shall be based on the attached list of recipients (Schedule A). The timing of succeeding deployment of printers shall be based on the actual need of LANDBANK and availability of printer units from the Supplier.
2. The printers shall be deployed by the supplier at the designated LANDBANK offices **within five (5) calendar days upon receipt of Notice to Proceed (NTP)**. The NTP may be sent through email, fax, courier, mail and by any other means and shall be considered received by the supplier once receipt of the message has been confirmed by any of the supplier's employee or agent.

V. CONTRACT DURATION

1. The contract shall end after **two (2) years reckoned from the date of deployment of the first batch of printers in designated LANDBANK offices or when the total amount of payments made to the supplier has already reached the contract price, whichever comes first.**
2. The contract may be pre-terminated by any of the parties for reasons stated in the Bid Documents, for non-compliance with service level agreement for 5 times or more within a one-month period and breach of contract, subject to sixty (60) days advance notice.

VI. PAYMENT TERMS

1. The supplier shall be paid on a monthly basis based on the actual number of pages printed during the billing period. The amount to be paid shall be equivalent to the **total number of pages printed (net of 2% spoilage allowance) multiplied by the unit price per page.**
2. There shall be no required minimum amount of payment for each printer under this contract.
3. All replacement parts necessary to restore the printers into operating condition, other consumables like drum, repair and maintenance services and support services shall be for the account of the Supplier.
4. The billings shall be paid by LANDBANK within forty five (45) calendar days after receipt of complete billing documents (e.g. Statement of Account, schedule of printer usage and machine readings).
5. The payments shall be credited to the deposit account of the supplier which shall be maintained with LANDBANK. The supplier shall open a deposit account with LANDBANK within 14 calendar days upon receipt of Purchase Order.
6. There shall be no adjustment in the quoted cost per page throughout the contract duration.

VII. PROBLEM MANAGEMENT

1. All service calls made to the supplier shall be immediately responded through telephone assistance within 15 minutes upon receipt of call. Calls not addressed through telephone assistance shall be handled according to their severity levels, as follows:

Severity Level	Definition	Response Time
Emergency	Printer has problem and not able to continue operation	Within 2 hours
Priority 1	Printer has problem but able to continue operation	Service calls made from 8:00 A.M. to 3:00 P.M. shall be responded within 24 hours upon receipt of call if the LANDBANK office is within Metro Manila or within the province/city where the supplier's service centers are located. Service calls made beyond 3:00 P.M. and those for which the response time falls on a non-working day shall be responded on or before 5:00 P.M. of the following banking day.
Priority 2	Printer or print management software has no problem but needs maintenance; spare toner supply needs replenishment	Within 5 calendar days

2. A defective printer shall be replaced immediately with a service unit if it cannot be repaired on-site within 2 hours from start of repair work in order to avoid interruptions in the operation of LANDBANK. Another service unit shall be provided once the existing service unit has been deployed such that there shall be an available service unit at any given time.

VII. OTHER TERMS AND CONDITIONS

1. LANDBANK may request for replacement of printers which are untidy, noisy, unfit for corporate use and for other reasons which may have negative implications on the bank's corporate image, may cause disturbance in the working environment or jeopardize the health and safety of its employees.
2. Routine check-up, cleaning and maintenance shall be conducted by the supplier to keep the printers tidy and in good running condition.
3. The supplier shall maintain ample supply of toners and timely replenish the inventory of spare toners of LANDBANK offices.
4. The supplier shall orient and train the designated personnel of LANDBANK offices on printer operation and first-level maintenance.
5. All printers shall be provided with stickers indicating the supplier's name and customer service numbers.
6. The supplier shall regularly collect used cartridges and dispose of waste materials properly.
7. The supplier shall pull-out all its printers from LANDBANK offices within 30 calendar days upon termination of the contract. LANDBANK shall not be liable for damaged or lost printers which are not pulled-out by the supplier within the specified period.

TERMS OF REFERENCE
Managed Color Laser Print Services

I. SCOPE OF WORK

1. Supply, delivery and installation of color laser printers;
2. Supply of genuine high-yield toners;
3. Provision of free comprehensive maintenance services which covers labor, parts (including consumables such as developers and drums), service and support;
4. Provision of a help desk that will provide free first line assistance;
5. Provision of a standby service unit which also complies with the minimum technical specifications below (suppliers which have existing standby service units with LANDBANK are exempted from this requirement); and
6. Provision/Installation of free licensed print management software that is capable of managing networked printers and tracking print jobs.

II. QUALIFICATIONS OF SUPPLIER

1. The Supplier or its Principal (manufacturer of offered machine and consumables) must have been in the business of supplying printers or printer consumables in the Philippines for at least three (3) years.
2. The supplier or its Principal must have a business office, consumables depot and service center within Metro Manila. A list of the Supplier's or its Principal's business offices, depots and service centers with their respective addresses, contact persons and contact numbers shall be submitted.
3. The supplier or its Principal must have in its employment at least five (5) technicians who are trained in the maintenance and repair of laser printers. A list containing the names of the technicians and copies of their respective resumes should be submitted.
4. The Supplier or its Principal must have a company-owned delivery car/van and a service vehicle for its technicians. A copy of the current motor vehicle registration certificates must be submitted by the supplier.
5. The Supplier must be enrolled in the PhilGEPS. A proof of PhilGEPS enrollment must be submitted by the Supplier.

III. MINIMUM SPECIFICATIONS

A. Color Laser Printers

a. Multi-function Color Laser Printer

1. Brand-new and delivered in its original packaging
2. Print, fax, copy, scan, PC fax (receiving and sending)
3. Capable of automatic back-to-back printing
4. With automatic document feeder
5. Print and copy speed up to 24 ppm (A4)
6. Print resolution of 600 x 600 dpi equivalent (1200 equivalent by 600 dpi quality)
7. Can accommodate A4 and Legal size papers
8. Paper input: built-in cassette tray (250 sheets) and multi-purpose tray (50 sheets)
9. With 33.6 Kbps fax modem speed
10. With 256MB memory
11. With USB 2.0 and network connectivity
12. With embedded solutions for device management, task automation, error notification, job accounting and usage and cost monitoring

b. Single-function Color Laser Printer

1. Brand-new and delivered in its original packaging
2. Print
3. Capable of automatic back-to-back printing
4. Print speed up to 24 ppm (A4)
5. Print resolution of 600 x 600 dpi equivalent (1200 equivalent by 600 dpi quality)
6. Can accommodate A4 and Legal size papers
7. Paper input: built-in cassette tray (250 sheets) and multi-purpose tray (50 sheets)
8. With 128MB memory
9. With USB 2.0 and network connectivity
10. With embedded solutions for device management, task automation, error notification, job accounting and usage and cost monitoring

B. Toners

1. Genuine and delivered in their original packaging (compatible, re-filled and re-manufactured toners are not acceptable)
2. Toner of multi-function printers should be compatible with single-function printers, and vice versa

B. Toners

1. Genuine and delivered in their original packaging (compatible, re-filled and re-manufactured toners are not acceptable)
2. Toner of multi-function printers should be compatible with single-function printers, and vice versa
3. Page yields based on ISO/IEC 19798 must be indicated in the package and/or must be verifiable via the Manufacturer's corporate website. LANDBANK may require the submission of ISO/IEC 19798 test results, if it deems necessary, and non-submission of the same shall be a ground for disqualification in the award of contract.
4. Toners and Color Laser Printers must be of the same brand

- C. Print management software can manage and track usage of networked printers and gather/store data related to users, files printed, pages printed and print-out coverage.

IV. EVALUATION CRITERIA

1. The breakdown of the Bid Price should be provided by the Supplier following the format below.

	Unit Cost (A)	Page Yield Per Unit (B)*	Total Page Yield Required (C)	Units Required (D)**	Total Cost (E = A X D)
A. For Multi-function Printer					
1. Basic fee	_____			60	_____
2. Consumables					
Cyan	_____	_____	2,160,000	_____	_____
Magenta	_____	_____	2,160,000	_____	_____
Yellow	_____	_____	2,160,000	_____	_____
Black	_____	_____	2,160,000	_____	_____
					Sub-total
B. For Single-function Printer					
1. Basic fee	_____			60	_____
2. Consumables					
Cyan	_____	_____	1,440,000	_____	_____
Magenta	_____	_____	1,440,000	_____	_____
Yellow	_____	_____	1,440,000	_____	_____
Black	_____	_____	1,440,000	_____	_____
					Sub-total
Grand Total (Bid Price)					=====

* Based on ISO/IEC 19798

* $D = C / B$, rounded off to the next higher whole number

2. The Bid Price shall not exceed the Approved Budget for the Contract (ABC). Any bid which exceeds the ABC shall be automatically disqualified for the award of the contract.

V. DELIVERY

1. The initial deployment of printers shall be based on the attached list of recipients (Schedule B). The timing of succeeding deployment of printers shall be based on the actual need of LANDBANK and availability of printer units from the Supplier.
2. The printers shall be deployed by the supplier at the designated LANDBANK offices **within five (5) calendar days upon receipt of Notice to Proceed (NTP)**. The NTP may be sent through email, fax, courier, mail and by any other means and shall be considered received by the supplier once receipt of the message has been confirmed by any of the supplier's employee or agent.
3. The color laser printers shall be loaded by the Supplier with complete set of consumables, including the following genuine toners (additional toners may be provided to meet the required page yields), upon installation:
 - a. Black – minimum of 2,500 copies page yield
 - b. Cyan, Magenta and Yellow – minimum of 1,500 copies page yield for each
4. Each of the color laser printers shall be provided by the Supplier with one (1) spare set of High-Yield Toners (Cyan, Magenta, Yellow and Black) upon installation of the same.
5. The Supplier shall install and configure the print management software, in a computer provided by LANDBANK, upon installation of the color laser printer units. It shall also train designated LANDBANK users on the usage and maintenance of the software. A copy of the license of the software (if applicable) must be submitted to LANDBANK by the Supplier.
6. For LANDBANK's succeeding toner orders, the Supplier shall deliver them to LANDBANK – Procurement Department within five (5) calendar days upon receipt of Delivery Order. The Delivery Order may be sent by LANDBANK offices concerned through email, fax, courier, mail and by any other means and shall be considered received by the Supplier once receipt of the same has been confirmed by any of the Supplier's employee or agent.

V. CONTRACT DURATION

1. The contract shall end after **two (2) years reckoned from the date of deployment of the first batch of printers in designated LANDBANK offices or when the total amount of payments made to the supplier has already reached the contract price, whichever comes first.**
2. The contract may be pre-terminated by any of the parties for reasons stated in the Bid Documents, for non-compliance with service level agreement for 5 times or more within a one-month period and breach of contract, subject to sixty (60) days advance notice.

VI. PAYMENT TERMS

1. The Contract Price shall be the Bid Price of the winning supplier. All payments under this Contract (basic fee and cost of toners) shall be based on the breakdown of the Bid Price submitted by the winning supplier.
2. The initial payment to the Supplier shall be comprised of the basic fee and the cost of two (2) sets of toners (Cyan, Magenta, Yellow and Black) for each of the color laser printers which will be installed/delivered. The payment shall be subject to the complete installation/delivery of the goods and services required per Section V above.
3. The succeeding orders for toner shall be paid by LANDBANK to the Supplier within 45 calendar days upon receipt of complete billing documents (e.g. Sales Invoice, Delivery Receipt and Delivery Order).
4. LANDBANK shall order toners with not less than 144,000 and 96,000 page yield for each of the multi-function printers and single-function printers, respectively. This guaranteed minimum page yield shall be deemed complied with by LANDBANK when the total page yield of toners it has ordered under this contract (regardless of whether they are Black, Cyan, Magenta or Yellow) has already reached the total required page yield for all the deployed printers. For example, LANDBANK shall order a total of 1,440 toners (with 6,000 page yield each or 8,640,000 total page yield) for a deployment of 60 units multi-function printer and 960 toners (with 6,000 page yield each or 5,760,000 total page yield) for 60 units single-function printer.
5. All replacement parts necessary to restore the color laser printers into operating condition, other consumables like drum, repair and maintenance services and support services shall be for the account of the Supplier. Only

the basic fee and the cost of toners shall be paid by LANDBANK under this Contract.

6. There shall be no adjustment in the quoted prices throughout the duration of this Contract.

VII. PROBLEM MANAGEMENT

1. All service calls made to the Supplier shall be immediately responded through telephone assistance within 15 minutes upon receipt of call. Calls not addressed through telephone assistance shall be handled according to their severity levels, as follows:

Severity Level	Definition	Response Time
Emergency	Color laser printer or print management software has problem and not able to continue operation	Within 2 hours
Priority 1	Color laser printer or print management software has problem but able to continue operation	Service calls made from 8:00 A.M. to 3:00 P.M. shall be responded within 24 hours upon receipt of call. Service calls made beyond 3:00 P.M. and those for which the response time falls on a non-working day shall be responded on or before 5:00 P.M. of the following banking day.
Priority 2	Color laser printer or print management software needs check-up/maintenance but able to continue operation	Within 5 calendar days

2. The color laser printer shall be replaced immediately if it becomes defective and could not be repaired on-site within 2 hours from start of repair work in order to avoid interruptions in the operation of LANDBANK. Another service unit shall be provided once the existing service unit has been deployed such that there shall be an available service unit at any given time.

VII. OTHER TERMS AND CONDITIONS

VII. OTHER TERMS AND CONDITIONS

1. LANDBANK may request for replacement of a color laser printer which is noisy or unfit for corporate use and for other reasons which may have negative implications on the Bank's corporate image, may cause disturbance in the working environment or jeopardize the health and safety of its employees.
2. Routine check-up, cleaning and maintenance shall be conducted by the Supplier to keep the color laser printers tidy and in good running condition.
3. The Supplier shall orient and train the designated personnel of LANDBANK office where the color laser printers will be delivered/installed on the usage of the print management software, color laser printer operation and first-level maintenance.
4. The color laser printers shall be provided with sticker/tag indicating the Supplier's name and customer service numbers.
5. The Supplier shall provide waste bin/s and regularly collect used cartridges and other waste materials and dispose of them properly.
6. The Supplier shall pull-out the color laser printers from LANDBANK premises within 30 calendar days upon termination of the contract. LANDBANK shall not be liable for damage or loss of the color laser printers if the same are not pulled-out by the Supplier within the specified period.

LIST OF RECIPIENTS FOR MONOCHROME LASER PRINTER

	DEPARTMENT/UNIT	QTY.
1	Administrative Accounting Department (AAD)	3
2	ATM & Cash Management Department (ACMD)	3
3	Administrative Legal Department (ALD)	2
4	Branch Banking Sector (BBS)	1
5	Branch Banking Support Department (BBSD)	2
6	Banking Operations Group (BOG)	1
7	Business Risk Management Department (BRMD)	1
8	Bond Servicing Department (BSD)	1
9	Balance Sheet Management Department (BSMD)	1
10	CASH	1
11	Corporate Banking Department 1 (CBD 1)	2
12	Corporate Banking Department 2 (CBD 2)	2
13	Corporate Banking Department 3 (CBD 3)	1
14	Credit Card Administration Department (CCAD)	2
15	Central Clearing Department (CCD)	6
16	Conditional Cash Transfer – Program Management Office (CCT-PMO)	2
17	Customer Information System & Central Liability System (CIS-CLS)	1
18	CARP Legal Services Department (CLSD)	2
19	Central Management Information System Department (CMISD)	1
20	Compliance Management Office (CMO)	1
21	Capital Markets Trading Department (CMTD)	3
22	Commission on Audit (COA)	1
23	Corporate Planning & Economics Policy Studies Department (CPEPSD)	1
24	Credit Policy Risk Management Department (CPRMD)	2
25	Credit Review Department (CRD)	1
26	Customer Service & Product Development Department (CSPDD)	1
27	Debit Cards & ATM Management Department (DCAMD)	2
28	Data Center Management Department (DCMD)	1
29	Technology Management Group (TMG)	1
30	Domestic Remittance & Marketing Department (DRMD)	1
31	E-Banking Systems Department (EBSD)	2
32	Electronic Products Department (EPD)	1
33	Environmental Program & Management Department (EPMD)	1
34	Employee Relations Department (ERD)	2
35	Enterprise Systems Department (ESD)	3
36	Financial Accounting Department (FAD)	3
37	Foreign & Domestic Remittance Department (FDRD)	5
38	Financial Institution Department (FID)	2
39	Facilities Management Department (FMD)	3
40	Facilities & Procurement Services Group (FPSG)	1
41	Fx Sales & Hedging Solutions Department (FSHSD)	1
42	Head Office & Systems Tech. Audit Department (HOSTAD)	1
43	Investment Banking Department 1 (IBD 1)	1

LIST OF RECIPIENTS FOR MONOCHROME LASER PRINTER

	DEPARTMENT/UNIT	QTY.
44	Investment Banking Department 2(IBD 2)	2
45	Information Technology -- Project Management Office (IT-PMO)	4
46	International Trade Department (ITD)	3
47	Landowners Assistance & Policy Department (LAPD)	2
48	Landowners Compensation Department (LCD)	3
49	Litigation Department (LD)	2
50	Loans Implementation Department (LID)	2
51	Loan Recovery Department (LRD)	3
52	Liquidity & Reserve Management Department (LRMD)	2
53	Lending Support Department (LSD)	2
54	Legal Services Group (LSG)	1
55	Mortgage Banking Department 1(MBD 1)	2
56	Mortgage Banking Department 2(MBD 2)	2
57	MDS & Collections Management Department (MCMD)	4
58	North NCR Branches Group (NCRBG)	1
59	Network Operations Department (NOD)	1
60	Organizational Development Department (ODD)	3
61	OFW Remittance Group (ORG)	1
62	Overseas Remittance Marketing & Support Department (ORMSD)	2
63	Personnel Administration Department (PAD)	4
64	Provident Fund Office (PFO)	4
65	Program Management Department 2 (PMD 2)	1
66	Project Management and Engineering Department (PMED)	2
67	Procurement Department (ProcD)	4
68	Public Sector Department (PSD)	1
69	Physical Security Office (PSO)	2
70	Property Valuation & Credit Information Department (PV-CID)	4
71	Retail Banking Systems Department (RBSD)	4
72	Rates & FX Trading Department (RFTD)	6
73	Systems Implementation Department (SID)	3
74	SME Lending Department (SLD)	4
75	Systems & Methods Department (SMD)	2
76	Special Assets Department (SPAD)	2
77	Treasury Operations Department (TOD)	6
78	Trust Portfolio Management Department (TPMD)	1
79	Trust Accounts Management Department (TAMD)	1
80	Treasury Risk Management Department (TRMD)	2
81	Trust Operations Department (TROD)	1
82	Treasury Support Department (TSD)	1
83	Reserved	27
	TOTAL	200