CONFIDENTIAL

Photocopy Rental Machine GIZ Contry Office Indonesia

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I. General information

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a German federal enterprise that supports the German Government in achieving its objectives in the field of international cooperation for sustainable development. Indonesia is a priority partner country of German international cooperation. On behalf of the German Government, GIZ has been working in Indonesia since 1975.

GIZ Country Office Indonesia (COI), located on the 46th floor of Menara BCA, Jakarta, requires reliable office equipment to support its daily administrative and operational activities. Photocopier and multifunction devices are essential for printing, copying, scanning, document management, and related office functions. To maintain operational continuity and support secure document handling, GIZ COI intends to engage a qualified service provider to supply, install, configure, maintain, and support devices throughout the contract period.

The required service includes secure printing through RFID card authentication, integration with Microsoft 365, preventive and corrective maintenance, the supply of original consumables, technical support, and secure handling of information stored or processed by the equipment.

The Contractor shall provide the equipment and services in accordance with this TOR, the agreed technical proposal, the approved Price Schedule, and the final contract.And the Contractor shall be responsible for all resources necessary to deliver the agreed services, except for items expressly excluded in the contract.

1. Context

The purpose of this assignment is to ensure the continuous availability COI's operational, administrative, technical, and information security requirements.

2. Objective and Excpected Results

The objectives of this assignment are to:

- Provide five (5) reliable multifunction devices suitable for GIZ COI's printing, copying, and scanning requirements.
- Enable secure print release through RFID card authentication.
- Ensure compatibility with GIZ's Microsoft 365 environment and the designated scan-to-email configuration.
- Minimize equipment downtime through preventive maintenance and timely corrective action.
- Ensure the continuous availability of original toner, spare parts, and other agreed consumables, excluding paper.
- Protect confidential documents and information stored or processed by the equipment.
- Establish transparent usage reporting, maintenance records, service-level monitoring, and cost control.

The expected results are:

- Five (5) devices installed include Big manchine Photocopier and Small Machine Photocopier, configured, tested, and accepted by GIZ.
- RFID-based secure printing operational on all five devices.
- Scan-to-email configured and tested in accordance with GIZ's IT requirements.
- Preventive maintenance performed at least once per month for each device.
- Technical support available in accordance with the agreed service levels.
- Monthly usage reports and quarterly consolidated maintenance reports submitted.
- No additional charges for services or consumables included in the agreed rental price.

3. The contractor shall provide the following work/service:

- **Customer Service Quality.** The Contractor shall provide professional, responsive, and high-quality customer service, ensuring effective communication, timely responses to inquiries, and appropriate follow-up on all requests, complaints, and reported issues.

- **Technical Support and Response Time.** The Contractor shall provide technical support and initiate appropriate troubleshooting and corrective actions within a maximum of two (2) hours upon receipt of a service request or notification from GIZ.

- **Equipment Availability and Operational Continuity.** The Contractor shall ensure the proper functioning and operational readiness of the equipment throughout the contract period. The Contractor shall take all necessary preventive and corrective measures to minimize service interruptions, including but not limited to those resulting from toner shortages, electrical or circuit failures, technical malfunctions, and other equipment-related issues.

- **Dedicated Technical Representative.** The Contractor shall designate a dedicated technical representative to serve as GIZ's primary point of contact for all technical matters. This representative shall be separate from the designated customer service contact and shall be responsible for coordinating technical support, troubleshooting, maintenance, and follow-up actions.

- **Replacement Equipment or Backup Unit.** In the event that the assigned equipment cannot be restored to proper working condition within one (1) operational day following the initial report, the Contractor shall provide and install replacement equipment or a suitable backup unit at no additional cost to GIZ. The replacement equipment or backup unit shall be fully operational and verified to be functioning properly no later than the next operational day.

- **Administrative, Financial, and Tax Documentation Support**. The Contractor shall provide comprehensive administrative and financial support to GIZ, including the timely preparation and submission of commercial invoices, VAT invoices, and all other supporting documents required for payment processing, tax restitution, tax exemption, or other applicable tax-related procedures, in accordance with GIZ's requirements and applicable regulations.

- **Advance Notification of Contract Expiration.** The Contractor shall notify GIZ in writing at least three (3) months prior to the contract expiration date to allow sufficient time for GIZ to assess the continuation of the services and determine whether to extend the existing contract, subject to applicable contractual provisions, or initiate a new tender process.

- **Maintenance Scheduling and Coordination.** The Contractor shall coordinate all preventive maintenance, routine servicing, and other planned maintenance activities with GIZ office management in advance. Maintenance shall be scheduled at mutually agreed times to minimize disruption to GIZ's daily operations and ensure the continued availability of the equipment.

4. Period of Assignment

GIZ shall hire the vendor for the anticipated contract term, from **1 December 2026 to 31 August 2027** covering an initial period of nine (9) months. The contract may be extended for an additional period up to (1) year, subject to GIZ’s requirement and satisfactory performance by the vendor.

II. Tender requirements

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

1. Scope Of Works

The Contractor shall provide a complete photocopier rental service covering equipment supply, installation, commissioning, operation support, maintenance, consumables, reporting, and end-of-contract activities.

The Contractor shall supply:

- Two (2) floor-standing digital color multifunction photocopiers.
- Three (3) small color multifunction devices.

All devices shall be brand new minimum years of 2025, fit for purpose, and compliant with the minimum technical requirements specified in this TOR.

2. Delivery and Installation

The Contractor shall:

- Deliver the equipment to the locations designated by GIZ.
- Install and configure the equipment, including the required network and security settings.
- Configure RFID secure printing and the applicable authentication solution.
- Configure and test scan-to-email functionality using the designated GIZ email configuration.
- Migrate existing scan destinations where technically feasible and authorized by GIZ.
- Conduct functional, connectivity, security, and performance tests.
- Provide user and administrator training.
- Obtain GIZ's written acceptance following successful testing.

All delivery, installation, configuration, commissioning, and initial training costs shall be included in the proposed rental price

3. Consumables and Spare Parts

The Contractor shall provide, at no additional cost within the agreed contract scope:

- Original toner cartridges.
- Developer, drums, maintenance kits, and other required consumables.
- Suitable replacement parts.
- Technical labor and repair services.
- Consumables and components necessary to restore normal operation.
- Paper shall be excluded from the Contractor's supply obligations.
- All toner and other consumables supplied shall be new, original, and suitable for the proposed equipment.

4. Maintenace and service requirements

the Contractor shall appoint technical representative on-site as GIZ's primary contact for technical matters.This representative shall coordinate troubleshooting, preventive maintenance, corrective maintenance, replacement equipment, technical reporting, and follow-up actions.

Service Request and Response Time

The Contractor shall acknowledge and respond to a technical service request within a maximum of two (2) business hours after receipt.The response period shall apply during the agreed business hours and working days specified in the contract.

For this purpose, a response means acknowledgement of the request, initial assessment, and initiation of appropriate troubleshooting or corrective action. It does not necessarily mean that the equipment has been fully repaired within two hours.

On-Site Technical Support

Where remote troubleshooting is insufficient, the Contractor shall arrange on-site technical support as soon as reasonably necessary.

The on-site attendance target and any applicable geographic or access-related conditions shall be stated in the final contract. The two-hour response requirement shall not be interpreted as an automatic two-hour repair guarantee.

Repair and Replacement

If an affected device cannot be restored to proper working condition within one (1) operational day following the initial service notification, the Contractor shall provide and install a suitable replacement device or backup unit at no additional cost.

The replacement device shall:

- Meet the applicable minimum technical requirements.
- Support the required security features.
- Be compatible with GIZ's approved network and authentication configuration.
- Be tested and confirmed operational before acceptance.

The Contractor shall coordinate any replacement with GIZ and shall ensure that data on the original device is securely handled before removal.

5. Costing Requirement

Qty Of Item	Equipment Of Category	Spesification	Indicative B/W Volume per Device	Indicative Color Volume per Device
2	Big Photocopier Machines	detail on Techinal Spesification **(Annex 2)**	6000	3500
3	Small Photocopier Machines	detail on Techinal Spesification **(Annex 2)**	3000	500

6. Contractor Qualifications

Qualifications of Company

- The CONTRACTOR must be competent and experienced in the field of leasing and maintenance of copier machines with a minimum of three (5) years prior experience on similar projects.
- The CONTRACTOR is required to submit a company profile, list of present and previous clientele.
- The CONTRACTOR must be an authorized reseller of the brand at the time of the bid. The CONTRACTOR is required to submit a manufacturer’s letter certifying the same.

- The CONTRACTOR must be an authorized service provider of the brand at the time of the bid. The CONTRACTOR is required to submit a manufacturer's letter certifying the same.
- The CONTRACTOR will provide leased equipment, servicing, toner, kits and suitable highest quality spare parts within the specified period to complete the project.

Terms and Conditions

- The CONTRACTOR shall undertake the works implementation of the "One- Year Lease/Rental of Brand New Multifunction Copier Machines", all in accordance with the specifications and subject to the terms and conditions of the contract.
- The CONTRACTOR shall perform the installation, testing, commissioning of all equipment. All necessary tests, services, and inspections to assure the system functions shall be checked and approved before the acceptance test. Consideration shall be given to the fact that installation or tests of other systems within the same building may be carried out during the same period.
- The CONTRACTOR shall enforce any precautionary measures required to ensure work is safe and protected.
- The CONTRACTOR shall provide GIZ to have the right to observe during the installation procedures.
- The CONTRACTOR shall supply all consumables, i.e., toner, developer, etc., and shall be for the account of the CONTRACTOR excluding copy paper.
- All toner and other consumables provided must be brand new and original. The CONTRACTOR must submit a manufacturer's letter certifying the authenticity of the toners and consumables.
- Without additional cost to the GIZ, the CONTRACTOR shall deploy technicians who shall conduct monthly unit inspection and calibration to keep the machines in good working condition at all times. The technicians shall report to GIZ and with the assistance of Administrative Professional, Mondays to Fridays, at 8:00 am to 4:00 pm. Any damage/unserviceable parts shall be repaired/replaced without charge to GIZ within the duration of the lease contract.
- The CONTRACTOR shall observe the maximum response time of within two hour (3) hours from the time GIZ makes its request for on-site services during regular working days. In case of prolonged or recurring mechanical failure on the unit/s and/or unserviceable within 24 hours or one day from the time of notice, the CONTRACTOR must provide replacement unit/s.
- The CONTRACTOR shall be responsible for the disposal of empty cartridges, toners, drums, and other waste materials obtained from the repairs and maintenance of the equipment.
- The CONTRACTOR shall conduct Technical Training to GIZ personnel for the administration, operation, maintenance and handling of the products to be supplied.
- This covers the requirements for operational and technical training to enable correct use, operation and maintenance of the leased machines.
- The comprehensive trainings shall be provided to ensure that operation and maintenance personnel will be capable to competently operate and maintain the system.
- The GIZ shall, without additional cost, benefit from any improvement that may be introduced in said machines due to advancements in technology.

7. Place and Period of Assignment:

GIZ Country Office Indonesia
Menara BCA Building, 46th Floor
Jl. M.H. Thamrin No. 1 Jakarta Pusat, Indonesia
Location of the machine:

1. Near Meeting room Kalimantan and Sumatra
2. Near Meeting room Timor leste
3. near finance and accounting
4. Mailbox area (behind GIZ Reception) and
5. HR Unit Team Room

No.	Description	Area (M2)
1	46th Floor	± 2,916.80 M2 approximate