

## Scope of Work for Multiple Functional Color Copier and Maintenance Service

### 1. Multiple Functional Copier

#### Specification of machine:

- Color copier
- Copy speed: at least 45page/min
- Paper size from A5- B5
- Automatic double-sided feed
- Two-sided copying
- Long paper printing
- 4 paper trays totally for at least 2000pcs of paper
- Scanning speed: at lease 150page/ min, automatic duplex scanning
- Fax machine function
- USB drive for scan and print
- Set department accounts in Copier, password needed for any actions

**Order Quantity: 4 pcs**

### 2. Finisher

#### Specification of Finisher:

- Collate
- Staple
- Side stitch for maximum 50 pages

**Order Quantity: 2 pcs**

#### Delivery time:

After next January 1<sup>st</sup>, actual date will be informed 1 week earlier upon delivery.

#### Warranty valid start date:

After delivery

#### Receiving Address:

5<sup>TH</sup>/ 6<sup>TH</sup>/ 12<sup>TH</sup> floor, Minsheng Bank Building, Xinhua Road, Jiangan District, Wuhan, Hubei Province

#### Billing term:

By Electronic Fund Transfer (EFT) within 30 days following RECEIPT of the order and your proper invoice, whichever is later.

**Basic training of operating the equipment and fix simple problem is mandatory.**

### **3. Maintenance Service Plan (no need to provide paper)**

Designated 1 person at Vendor's side for every issue as contact window. Indicate rate per machine including machine with finisher.

Service plan must include:

Route preventative maintenance

Emergency Response

Provision of necessary equipment, parts and supplies to ensure well-functioning copier.

Toner

#### **Service period:**

1 year with the option of purchasing additional years.

Quote the annual service fee for continuous 5 years, it will be considered into bidding process.

#### **Service response time:**

- within 30mins via phone call
- within 4 hours to be on-site for solving the problems

Will deduct 10% of the service fee if 3 times over promised response time during the payment period.

Will deduct 20% of the service fee if 5 times over promised response time during the payment period.

Will deduct 50% of the service fee if 8 times over promised response time during the payment period.

#### **Sign the confidentiality agreement with Consulate**

#### **Service Package:**

- Equipment Management

On-site solving paper stuck, any others technical issues, replacing consumables components, etc. Record all the problems and maintenance file, track the repair process time. For the errors that occur multiple times should replace the equipment to guaranty daily printing operation.

- Consumable Components Management

Ensure all the components and consumables are brand new and original brand. Service contractor should have internal standard process for applying, supplying, delivering and replacing of consumables. Regularly replace consumables, analysis of consumables usage and issue related report.

- Report Management

Issue quarterly report of print and copy usage by department of each copier, also be able to provide quarterly report including and not limited to Problem Response Report, Usage Counting Report, Applying consumables Report per copier and provide related sample report.

- Customer Satisfaction Management

Establish a user satisfaction survey process and improve the service accordingly.

#### 4. Contractor Qualification and Requirements

- Contractor must have branch office located at Wuhan, provide the copier of official business certification along with the quotation. The company name must match with further invoice and stamp on the quotation.
- Service contractor is equipment manufacturer or authorized agent (needs to provide Authorized Agent Certification), also has a spared part warehouse and exclusive technician team.
- Contractor has more than 5 years related serving experience for large and medium-sized enterprises in Wuhan and provide proof, such as copier of contract includes equipment quantity.
- Service contractor must guaranty all the consumables, spared part is all from original brand (needs to provide Product certificate).

#### 5. Password authentication function

Each department will have dedicated password for printing/ copying/ faxing/ scanning.

#### **Billing term:**

For commodity

One-time payment, by Electronic Fund Transfer (EFT) within 30 days following RECEIPT of the signed check bill with Consulate and your proper invoice, whichever is later.

For Service

Quarterly payment, by Electronic Fund Transfer (EFT) within 30 days following RECEIPT of the signed check bill with Consulate and your proper invoice, whichever is later.

## 多功能彩色复印机和全包服务的工作内容

### 1. 彩色多功能复印机

#### 机器详述：

- 彩色复印或打印
- 复印速度：>=45 页/分钟
- 纸张尺寸：A5 至 B5
- 自动双面进稿
- 双面复印功能
- 有长纸打印功能
- 纸盘：需配备四个纸盘，支持>=300gsm 厚度的纸张，总共可容纳 2000 张以上纸张；
- 扫描速度：支持自动双面扫描功能，扫描速度>=150 页/分钟
- 具备传真功能
- 可直接连接 U 盘读取文件扫描和打印
- 支持部门分账报表，可对所有操作加密

**订购数量：4 台**

### 2. 装订

#### 装订机规格：

- 排序整理
- 联机装订边订和角订
- 装订厚度>=50 张

**订购数量：2 台**

#### 送货时间：

在明年 1 月 1 日之后，具体送货时间将提前一周告知供应商。

#### 质保期：

验货成功当天为质保期起始日

#### 送货地址：

湖北省武汉市江汉区新华路民生银行大厦 5 楼、6 楼和 12 楼

乙方需对领馆提供针对设备操作的和简单的维修技能的培训。

### 3. 全包服务指南（无需提供纸张）

服务承包商需指派一位专业人员作为领馆的联络人。详细说明每一台机器，包括有装订功能的复印机的全包服务价格。

全包服务包括：

设备的常规保养

紧急问题的响应

提供必要的设备，零件和用品，以确保复印机运转良好

全套墨盒

**服务签署年限：**

1 年，1 年后可延期全包服务。

请提供连续 6 年的全包服务费，此项报价会计入投标总价格。

**服务响应时间：**

- 半小时内电话答复
- 4 小时内到场维修

如有超过 3 次未按时满足以上响应时间的要求，会扣除当季 10% 的服务费用；

如有超过 5 次未按时满足以上响应时间的要求，会扣除当季 20% 的服务费用；

如有超过 8 次未按时满足以上响应时间的要求，会扣除当季 50% 的服务费用。

**乙方需与领馆签署保密协议。**

**服务内容：**

- 设备管理

到现场处理卡纸问题，以及其它技术问题，更换易耗零部件等。对故障的维修报错记录，维修档案，维修流程时间等进行登记、追踪。对于连续多次出现的报错，需提供设备更换，确保正常使用。

- 耗材管理

确保提供原厂品牌原装耗材，零部件，服务承包商有内部成熟的耗材申请，耗材供应，耗材运送，耗材更换的流程，对消耗易损件进行定期更换，对耗材使用情况进行分析，出具相应的报表。

- 报告管理

提供每一台复印机上的按部门复印和打印使用量的季度汇总报告，包括且不限于故障相应报表，印量统计报表，每台机器的耗材领用报表，并提供相应报表示例。

- 客户满意度管理

建立客户满意度调查机制，根据员工意见反馈，及时对服务方案进行调整和改进。

#### **4. 乙方资质要求：**

- 投标者所投产品的品牌需在武汉设有分公司，并与提交报价时一并提供证明材料。公司名称需和发票及印章一致。
- 服务商必须是设备生产制造厂商或授权代理商（需提供原厂商授权代理证书），在本地有零配件仓库和专门的工程师团队。
- 服务承包商在武汉市内有与大中型企业提供类似 5 年以上的经验，并提供相关证明资料，例如服务合同复印件等，需显示设备数量。
- 服务承包商必须保证提供原厂品牌，原装耗材，零部件（需出具产品出厂证明）。

#### **5. 密码认证打印功能**

各部门有专属密码用于打印，复印，传真，扫描等。

#### **付款条款：**

关于产品货款：

产品交付并验货成功后开具发票，领馆核对对账单及发票无误后，在 30 天内完成一次性电汇。

关于服务费用：

针对季度的服务内容提供对账单和发票，领馆核对对账单及发票无误后，在 30 天内完成电汇。