Section - VI
Employer's Requirements
University of Jaffna

Provision of Non-Revenue Managed Print Services (MPS) for the University of Jaffna

1. Background

The University of Jaffna intends to procure a **Non-Revenue Managed Print Services (MPS)** solution for its academic, administrative, and support units. The objective is to obtain a professionally managed printing environment through the supply, installation, operation, maintenance, monitoring, and support of multifunction printing devices under a fully managed service arrangement.

Under this Contract, the Service Provider shall provide the required fleet of multifunction printers together with all associated software, accessories, consumables, spare parts, maintenance services, and technical support necessary for continuous operation throughout the Contract period.

The University shall use the equipment solely for its internal operations. The Service Provider shall not collect any payments directly from University staff, students, or any third party. All payments shall be made exclusively by the University in accordance with the Contract.

The Contract is intended to provide predictable, reliable, and cost-effective printing services while minimizing equipment downtime and reducing the University's responsibility for equipment maintenance and consumable management.

Payments shall be made in accordance with the pricing schedule specified in the Contract, based on the actual verified usage and any other payment mechanism specified in the Price Schedule.

2. Objectives

The objectives of this Contract are to:

1. Supply, install, configure, and commission the required printing equipment and systems.
2. Provide a reliable and efficient Managed Print Services (MPS) solution for the University.
3. Train University staff to independently operate the printing system.
4. Ensure uninterrupted printing services through preventive and corrective maintenance.
5. Provide all consumables, toner, spare parts, and technical support required for continuous operation.
6. Provide a cost-effective managed printing environment through an agreed pricing mechanism.
7. Ensure proper monitoring, reporting, and accountability of printing usage.

3. Scope of Services

The Service Provider shall perform all services necessary for successful provision, operation, and management of the Managed Print Services.

3.1 Supply, Installation, and Commissioning

The Service Provider shall:

- Supply and install the required printing machines, accessories, and related equipment.
- Supply and configure print management and monitoring software.
- Configure network connectivity and user access controls.
- Conduct testing and commissioning of all equipment and systems.

- Ensure all equipment is fully operational prior to acceptance.
- Provide all necessary cables, connectors, drivers, and installation materials.

3.2 Training and Knowledge Transfer

The Service Provider shall provide comprehensive training to University personnel covering:

- Machine operation
- Printing workflows
- Print queue management
- User authentication and access control
- Basic troubleshooting procedures
- Routine operational maintenance
- Usage monitoring and reporting
- Safe handling of equipment

Training shall include:

- Initial training during commissioning
- Refresher training sessions if required
- User manuals and operational guides

The objective of the training is to enable to train designated University personnel to efficiently operate the managed print environment and perform routine user-level functions.

3.3 Maintenance and Technical Support

The Service Provider shall provide:

- Preventive maintenance services
- Corrective maintenance services
- Emergency breakdown support
- Remote and on-site technical support
- Software updates and technical patches
- Replacement of defective parts and components

The Service Provider shall ensure minimum downtime and maintain continuous operational availability of the printing system.

3.4 Consumables and Spare Parts

The Service Provider shall provide all consumables included within the agreed contract pricing:

- Toner cartridges
- Drums
- Developer units
- Fusers
- Rollers
- Spare parts
- Other consumables necessary for normal operation

No separate payment shall be made for toner, consumables, spare parts, or maintenance items unless specifically stated in the Contract.

3.5 Printing Usage and Payment Basis

Payment shall be made in accordance with the Pricing Schedule contained in the Contract. The pricing may include installation charges, cost-per-page charges, fixed monthly charges, and maintenance charges.

The Service Provider shall maintain accurate usage records and submit monthly usage reports for verification and payment purposes.

The unit rates shall include:

- Equipment usage
- Toner and consumables
- Spare parts
- Maintenance
- Technical support
- Operational overheads
- All other associated service costs

3.6 Monitoring and Reporting

The Service Provider shall submit monthly reports including:

- Printing volumes
- Machine utilization
- Downtime records
- Maintenance activities
- Toner and consumable replacements
- Technical incidents and resolutions
- System performance status
- Device meter readings
- Fleet utilization
- Colour vs Mono usage
- Device availability (%)
- Preventive maintenance completed
- Service response statistics

The University reserves the right to verify and audit all usage records and reports.

4. Estimated Fleet Requirements

The University currently estimates that the Non-Revenue Managed Print Services (MPS) shall cover the supply, installation, operation support, maintenance, and management of approximately the following equipment.

Category	Estimated Quantity
Digital Duplicators	4
Electronic Multifunction Printers (MFPs)	15
Multifunction Photocopiers	30
Total Estimated Devices	**49**

The above quantities are estimates only and may increase or decrease during the Contract Period depending on the operational requirements of the University.

The successful Service Provider shall supply, install, maintain, and support equipment meeting or exceeding the minimum technical specifications contained in this Bidding Document.

Indicative Deployment Locations

The equipment is expected to be deployed primarily at the following locations within the University Administration Block:

- Academic Affairs and Publication Branch
- Administration Branch
- Admission Branch
- Capital Works and Planning Branch
- Establishment (Academic) Branch
- Establishment (Non-Academic) Branch
- Office of the Registrar
- Office of the Vice-Chancellor
- Finance Branch

The Employer reserves the right to relocate equipment or modify deployment locations during the Contract Period to meet operational requirements.

5. Estimated Monthly Printing Volume

The following estimated monthly printing volumes are based on the University's historical paper consumption and are provided solely for bid evaluation and price comparison purposes.

Paper Size	Estimated Monthly Volume (Pages)
A4 (Black & White and Colour)	84,583
A3 (Black & White and Colour)	2,750
Total Estimated Monthly Print Volume	**87,333**

The above estimates are derived from the University's average annual paper consumption of approximately:

- **A4 Paper:** 2,030 reams (approximately 1,015,000 pages per year)
- **A3 Paper:** 66 reams (approximately 33,000 pages per year)

The estimated printing volumes are indicative only and are intended solely for bid evaluation and price comparison. They do not constitute a guarantee of minimum or maximum printing volumes during the Contract Period.

Bidders shall quote separate unit rates for A4 Black & White, A4 Colour, A3 Black & White, and A3 Colour printing as specified in the Price Schedule. Payments shall be made based on the actual verified printing volumes and the applicable unit rates quoted by the successful Bidder.

6. Service Provider’s Personnel

The Service Provider shall:

- Deploy qualified and experienced technical personnel.
- Ensure availability of sufficient staff for maintenance and support services.
- Assign a responsible focal point for coordination with the University.
- Replace unsuitable personnel upon request of the University.

7. Employer’s Responsibilities

The University shall provide:

1. Adequate space for installation of equipment.
2. Power supply and network connectivity.
3. Access to authorized personnel for coordination.
4. Safe operating environment for equipment usage.
5. Day-to-day operation of printing services through university staff.

8. Performance Requirements

The Service Provider shall ensure:

Requirement	Minimum Standard
Device Availability	Minimum 98% device availability during normal working hours, excluding scheduled preventive maintenance approved by the University.
Helpdesk Response	Within 2 working hours from notification
On-site Response	Within 4 working hours
Critical Repair	Within 8 working hours
Non-critical Repair	Within 24 working hours
Preventive Maintenance	Quarterly or manufacturer recommendation
Toner / Consumable Replacement	Without interruption to printing operations

9. Acceptance and Testing

The system shall be considered accepted only after:

1. Successful installation and commissioning.
2. Completion of testing procedures.
3. Completion of training sessions.
4. Confirmation of operational readiness by the University.

10. Contract Period

The intended Contract period shall be: **One Year**
commencing from the date specified in the Notice to Proceed or Contract Agreement.
The Contract may be extended subject to satisfactory performance and mutual agreement of both parties.

11. Payment Terms

Payments shall be made:

- Based on actual usage quantities verified by the University.
- In accordance with the agreed unit rates.
- Upon submission of acceptable invoices and usage reports.

No separate payments shall be made for:

- Toner
- Consumables
- Spare parts
- Preventive maintenance
- Corrective maintenance
- Technical support

unless otherwise specifically provided in the Contract.

12. Confidentiality and Data Security

The Service Provider shall maintain confidentiality of all University documents and information processed through the printing system.

The Service Provider shall not:

- Access confidential documents without authorization.
- Copy or disclose University information.
- Use University data for unauthorized purposes.

13. Insurance and Liability

The Service Provider shall maintain adequate insurance coverage for:

- Equipment
- Personnel
- Third-party liabilities
- Accidental damages

The Service Provider shall be responsible for damages caused due to negligence or improper performance.

14. Compliance Requirements

The Service Provider shall comply with:

- Applicable laws and regulations of Sri Lanka
- Occupational safety requirements
- Environmental and waste disposal regulations
- University policies and operational procedures

15. Deliverables

The Service Provider shall deliver:

1. Installed and operational printing system
2. Configured print management software
3. Trained University personnel
4. Maintenance and support services
5. Monthly usage and performance reports
6. Consumables and spare parts support throughout the Contract period
7. Technical documentation and user manuals
8. Fleet deployment plan
9. Asset register
10. Device location register
11. Print management software licences
12. Training materials
13. Monthly SLA reports
14. Quarterly performance review reports
15. Annual maintenance report

UNIVERSITY OF JAFFNA

Procurement of Non-Consultant Services
Under
National Competitive Bidding (NCB)
Invitation of Bids
For

IMPLEMENTATION OF A
NON-REVENUE MANAGED PRINT SERVICES (MPS)
MODEL TO UNIVERSITY OF JAFFNA

Procurement No: UJ/F/S2/NCB/MPS/001/2026

Deadline for the submission of bid	**18.08.2026@ 2.00 pm**
Bid Validity up to (90 Days)	**16.11.2026**

Client
University of Jaffna,
P. O. Box 57,
Thirunelvely,
Jaffna,
Sri Lanka.

Content

Section I. Instructions to Bidders (ITB)

ITB shall be read in conjunction with the Section II, Bidding Data, which shall take precedence over ITB.

A: General	
1. Scope of Bid	1.1 The Employer, as defined in the Bidding Data, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of the Contract is provided in the Bidding Data.
	1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the Bidding Data.
2. Qualification and Experience of the Bidder	2.1 All bidders shall provide in Section III, Forms of Bid and Qualification and Experience Information, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
	2.2 If stated in the Bidding Data, all bidders shall include the following information and documents with their bids in Section III: a) List of Services performed for each of the last five years; b) Experience in Services of a similar nature for each of the last three years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts; c) Work plan and methodology d) list of major items of equipment proposed to carry out the Contract; e) qualifications and experience of key staff proposed for the Contract; f) any other if listed in the Bidding Data.
3. Cost of Bidding	3.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
4. Site Visit	4.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.
B. Bidding Documents	
5. Content of Bidding Documents	5.1 The set of bidding documents comprises the documents listed below: **Volume 1** Section I. — Instructions to Bidders Section IV — Conditions of Contract Section VII — Forms of Securities **Volume 1I** Invitation for Bid Section II — Bidding Data Section III — Forms of Bid and Qualification Information Section V — Contract Data Section VI — Employer's Requirements Section VII — Activity Schedule
6. Clarification of Bidding Documents	6.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing at the Employer's address indicated in the invitation to bid.

C. Preparation of Bids	
7. Language of Bid	7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English Language.
8. Documents Comprising the Bid	8.1 The Bidder shall submit the Bid under two separately sealed envelopes as follows: (a) The first envelope shall be clearly marked "**ENVELOPE 1 – QUALIFICATION AND EXPERIENCE INFORMATION**"; and (b) The second envelope shall be clearly marked "**ENVELOPE 2 – "FINANCIAL BID**" and **warning** "***DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE BIDDERS***". 8.2 The Envelope 1, marked as "QUALIFICATION AND EXPERIENCE INFORMATION" shall include the originals of the following: i) Volume 1 of the Bidding Document ii) Bid security iii) Duly filled 'A' Schedules, "Qualification and Experience Information"; iv) Other information listed in Bidding Data; and v) Any other information, bidder may wish to include 8.3 The Envelope 2, marked a "ORIGINAL OF FINANCIAL BID" shall include the originals of the following: i) Duly filled and signed Price Bid Submission Form; ii) Duly filled Activity Schedules 8.4 The two covers shall then be sealed in an outer Envelope All inner and outer envelopes/covers shall: a) be addressed to the Employer at the address provided in the Bidding Data; b) bear the name and identification number of the Contract as defined in Bidding Data; and
9. Bid Prices	9.1 The Contract shall be for the Services, as described in the Employer's Requirements, Section VI, based on the priced Activity Schedule submitted by the Bidder. 9.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Employer's Requirements, Section VI and listed in the Activity Schedule, Section VIII. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule. 9.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However VAT shall be included separately.
10. Currency of Bid and Payment	10.1 The lump sum price shall be quoted by the Bidder shall be in Sri Lanka Rupees.
11. Bid Validity	11.1 Bids shall remain valid for the period specified in the Bidding Data.

	11.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security (if submitted). A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security (if submitted) for the period of the extension, and in compliance with Clause 12 in all respects.
12. Bid Security	12.1 If indicated in the Bidding Data, the Bidder shall furnish, as part of the Bid, a Bid Security, in the amount specified in the Bidding Data and valid till the date specified in the Bidding Data. 12.2 If a Bid Security is requested under sub-clause 12.1 above, any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer. 12.3 The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the Bid validity period specified in Sub-Clause 12.1. 12.4 The Bid Security of the successful Bidder will be discharged when the Bidder has signed the Agreement and furnished the required Performance Security. 12.5 The Bid Security may be forfeited: a) if the Bidder withdraws the Bid after Bid opening during the period of Bid validity; b) if the Bidder does not accept the correction of the Bid price, pursuant to Clause 22; or c) in the case of a successful Bidder, if the Bidder fails within the specified time limit to: i) sign the Contract; or ii) furnish the required Performance Security (if required).
13. Format And signing of Bid	13.1 The Bidder shall prepare one original of the documents comprising the Bid as described in Clause 8 of these Instructions to Bidders. 13.2 The original of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid. 13.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.
D. Submission of Bids	
14. Sealing and Marking of Bids	14.1 The outer envelope prepared in accordance with sub-clause 8.4 shall: a) be addressed to the Employer at the address provided in the Bidding Data; b) bear the name and identification number of the Contract as defined in the Bidding Data; and c) provide a warning not to open before the specified time and date for Bid opening as defined in the Bidding Data.

	14.2 In addition to the identification required in Sub-Clause 14.2, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required. 14.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.
15. Deadline for Submission of Bids	15.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date specified in the Bidding Data. 15.2 Employer may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Parties previously subject to the original deadline will then be subject to the new deadline.
16. Late Bids	16.1 Any Bid received by the Employer after the deadline prescribed in Clause 15 will be returned unopened to the Bidder.
E. Bid Opening and Evaluation	
17. Bid Opening	17.1 The Employer will open the envelope marked, 'Envelope 1 – Qualification and Experience', in the presence of Bidders' designated representatives who choose to attend, at the time, date, and location stipulated in the Invitation to Bid. The Bidders' representatives who are present shall confirm their attendance by signing the attendance sheet. 17.2 The Bidders' names, the presence (or absence) of Bid security, the presence (or absence) of the Financial Bid and any such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. 17.2 The envelopes marked 'Envelope 2 – Financial Bid' will be opened after the completing the evaluation of envelope marked 'Envelope 1 – Quality and Experience', in the manner described in Sub-Clause 21.2.
18. Clarification of Bids	18.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, request any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with Clause 22.
19. Examination of Bids and Determi-nation of Respon-siveness	19.1 Prior to the detailed evaluation of bids, using the information provided in Envelope 1, , the Employer will determine whether each Bid (a) is accompanied by the required securities (if requested); and (bc) is substantially responsive to the requirements of the bidding documents. 19.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and Employer's Requirements of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.

	19.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.
20. Evaluation of Qualification and Experience	20.1 The Employer will evaluate and compare only the Bids determined to be substantially responsive in accordance with Clause 19. 20.2 A two-stage procedure will be adopted in detailed evaluation of substantial responsive Bids.. The evaluation of qualifications and experience will be completed prior to any financial bid being opened. The Employer evaluates the Envelope 1 – Qualification and Experience on the basis of their responsiveness to the Employer's Requirements, applying the evaluation criteria, and point system specified in Sub-Clause 20.3. 20.3 During the evaluation of Envelope 1 for qualification and experience, the Employer will determine whether the Bidders are qualified and whether work plan and methodology are substantially responsive to the requirements set forth in the Bidding Document. In order to reach such a determination, the Employer will examine the information supplied by the Bidders, and other requirements in the Bidding Document, taking into account the factors and point system outlined in the Bidding Data.: 20.4 Each substantial responsive bid will be given a score as described under sub-clause 20.3. A Bid shall be rejected at this stage if it does not respond to important aspects of the Employer's Requirements or if it fails to achieve an overall minimum of 70 points together with the minimum given against each criterion.
21. Evaluation of Financial Bid	21.1 After the evaluation of Envelope 1 is completed, the Employer shall notify those Bidders whose qualification and experience did not meet the minimum qualifying marks or were considered nonresponsive to the Employer's Requirements, indicating that their envelope marked 'Envelope 2 – Financial Bid' will be returned unopened after completing the selection process. The Employer shall simultaneously notify the Bidders that have secured the minimum qualifying marks, indicating the date and time set for opening the envelope marked 'Envelope 2 - Financial Bid'. The notification may be sent by registered letter, or facsimile,. 21.2 The Envelope 2 shall be opened publicly in the presence of the Bidders'' representatives who choose to attend. The name of the bidder, the Bid prices together with any discounts offered shall be read aloud and recorded when the envelopes marked 'Envelope 2 – Financial Bid' are opened 21.3 Before evaluating the Financial Bid, the Employer will determine whether the Bid is signed properly. If the Bid is not signed properly it will be rejected at this stage. 21.4 In evaluating the Financial Bid, the Employer will determine for each Bid the Evaluated Bid Price by adjusting the Bid Price as follows: a) excluding Provisional Sums and the provision, if any;

	b) correcting the arithmetical errors in-pursuant to Clause 22. c) making an appropriate adjustment on sound technical and/or financial grounds for any other quantifiable acceptable variations, deviations or alternative offers. d) applying any discounts offered by the Bidder. 21.5 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, alternative offers, and other factors that are in excess of the requirements of the Bidding document shall not be taken into account in Bid evaluation.
22. Correction of Errors	22.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail. 22.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with Sub Clause 12.5.
F. Award of Contract	
23. Award Criteria	23.1 Subject to Clause 24, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price.
24. Employer's Right to Accept any Bid and to Reject any or all Bids	24.1 Notwithstanding Clause 23, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.
25. Notification of Award and Signing of Agreement	25.1 The Bidder whose Bid has been accepted will be notified in writing, of the award by the Employer prior to expiration of the Bid validity period. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Service Provider in consideration of the Services provided by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price"). 25.2 The notification of award will constitute the formation of the Contract.

	25.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder.
26. Performance Security	26.1 If requested in the Bidding Data, within 14 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee and/or Performance Bond) stipulated in the Bidding Data, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.
27. Advance Payment and Security	27.1 The Employer will provide an Advance Payment not exceeding 20% of the Contract Price subject to the Service Provider submitting a guarantee acceptable to the Employer.

Section II: Bidding Data

<table>
<tr><th>Section I Clause Reference</th><th>Instruction to Bidders</th></tr>
<tr><td>1.1</td><td>The Employer is: - University of Jaffna</td></tr>
<tr><td>1.2</td><td>The intended Contract Period shall initially be one (01) year and may be extended annually, up to a maximum total Contract period of three (03) years, subject to the satisfactory performance of the Service Provider, mutual agreement of both parties, and the approval of the Procuring Entity.</td></tr>
<tr><td>2.2 (a)</td><td>List of Similar Services Performed During the Last Five (5) Years

The Bidder shall provide details of contracts successfully completed or substantially performed during the preceding five (5) years that demonstrate experience in providing services similar to those required under this Contract.

Relevant experience may include, but is not limited to:

1. Non-Revenue Managed Print Services (MPS) contracts.
2. Managed Print Services (MPS) for government institutions, universities, or large organizations.
3. Supply, installation, configuration, and commissioning of multifunction printers, copiers, and scanners.
4. Implementation and administration of print management and monitoring software.
5. Print fleet management and optimization services.
6. Preventive and corrective maintenance of printing equipment.
7. Supply and management of toner, consumables, and spare parts under managed service contracts.
8. Technical support and helpdesk services for managed printing environments.
9. User training and knowledge transfer relating to managed print systems.
10. Other comparable Information and Communication Technology (ICT) managed service contracts involving the operation and maintenance of equipment.

For each contract, the Bidder shall provide the following information:

• Name of the Client/Employer.
• Address of the Client/Employer.
• Title and brief description of the contract.
• Nature and scope of the services provided.
• Contract commencement date.
• Contract completion date (or current status if ongoing).
• Contract value.
• Percentage of the contract completed (for ongoing contracts).
• Name, designation, telephone number, and email address of the Client's contact person for reference.</td></tr>
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	The Bidder shall attach documentary evidence, where available, such as: • Contract Agreements. • Purchase Orders or Letters of Award. • Completion Certificates or Acceptance Certificates. • Performance Certificates issued by Clients. • Any other documentary evidence demonstrating successful completion or satisfactory performance of similar contracts.
2.2 (b)	**Similar Experience During the Last Three (3) Years** The Bidder shall demonstrate experience in contracts of a similar nature that have been successfully completed or are currently under implementation during the preceding **three (3) years**. For the purpose of this procurement, similar assignments shall include one or more of the following: • Provision of **Non-Revenue Managed Print Services (MPS)**. • Managed Print Services (MPS) for government institutions, universities, public sector organizations, or large private sector organizations. • Supply, installation, configuration, and commissioning of multifunction printers, copiers, and scanners. • Implementation and administration of print management and monitoring software. • Print fleet management and optimization services. • Preventive and corrective maintenance of printing equipment. • Supply and management of toner, consumables, and spare parts under managed service contracts. • Network printing configuration and user authentication systems. • Technical support, helpdesk services, and user training for managed print environments. • Other comparable Information and Communication Technology (ICT) managed equipment or infrastructure support contracts.

Requirement	Minimum Requirement
Similar contracts completed or substantially performed	Minimum **Two (2)** contracts
Nature of work	Managed Print Services (MPS), managed printing infrastructure, or comparable managed equipment service contracts
Documentary evidence	Completion Certificates, Letters of Acceptance, Performance Certificates, Contract Agreements, Purchase Orders, or Client References
Client verification	Name and contact details of the Client's representative shall be provided

	For each contract, the Bidder shall provide the following information: 1. Name of the Client/Employer. 2. Address of the Client/Employer. 3. Contract title and brief description. 4. Nature and scope of the services provided. 5. Contract value. 6. Contract commencement and completion dates. 7. Current status (Completed or Ongoing). 8. Percentage completed (for ongoing contracts). 9. Name, designation, telephone number, and email address of the Client's contact person. The Employer reserves the right to verify any information or documentary evidence submitted by the Bidder and to contact the referenced clients for confirmation of the Bidder's performance.
2.2 (c)	**Work Plan and Methodology** The Bidder shall submit a detailed Work Plan and Methodology describing how the proposed **Non-Revenue Managed Print Services (MPS)** will be delivered throughout the Contract period. The methodology shall demonstrate the Bidder's understanding of the Employer's requirements and its approach to providing reliable, efficient, and uninterrupted managed print services. **Phase 1 – Project Mobilization** The Bidder shall describe the approach for mobilization, including: • Project initiation and kick-off activities. • Site surveys and assessment of installation locations. • Confirmation of implementation schedule. • Deployment of project personnel and resources. • Risk identification and mitigation measures. • Communication and coordination arrangements with the University. **Phase 2 – Supply, Installation, Configuration, and Commissioning** The methodology shall describe the procedures for: • Delivery of equipment to the designated locations. • Installation and commissioning of multifunction printers and associated equipment. • Installation and configuration of print management software. • Network integration and user authentication configuration. • Device testing and acceptance procedures. • Migration from any existing printing environment (where applicable).

Phase 3 – Training and Knowledge Transfer

The Bidder shall provide a training methodology covering:

- Operator training.
- User training.
- Print management software administration.
- Secure printing and user authentication procedures.
- Basic user-level troubleshooting.
- Routine operational procedures.
- Preparation and provision of user manuals and training materials.

The training programme shall enable designated University personnel to efficiently operate the managed printing environment and perform routine user-level functions.

Phase 4 – Service Operation, Maintenance, and Technical Support

The methodology shall include:

- Preventive maintenance programme.
- Corrective maintenance procedures.
- Remote and on-site technical support arrangements.
- Helpdesk operation and support procedures.
- Fault reporting and escalation process.
- Spare parts and consumables management.
- Toner replenishment procedures.
- Equipment replacement procedures in the event of prolonged equipment failure.
- Service continuity measures to minimize operational disruptions.

Phase 5 – Performance Monitoring and Reporting

The Bidder shall explain the methodology for:

- Collection and verification of device meter readings.
- Print usage monitoring.
- Device availability monitoring.
- Preventive and corrective maintenance reporting.
- Service Level Agreement (SLA) performance monitoring.
- Fleet utilization analysis.
- Monthly and quarterly performance reporting.
- Recommendations for continuous improvement of the managed print environment.

Implementation Schedule

The Bidder shall submit a proposed implementation schedule indicating the major activities, milestones, and estimated completion periods from the date of commencement until successful commissioning of all equipment and commencement of full managed print services.

	Risk Management The Bidder shall identify potential implementation and operational risks together with the proposed mitigation measures to ensure continuity of printing services throughout the Contract period. **Note** The Bidder shall submit the above Work Plan and Methodology together with all supporting information and documentary evidence required by the Bidding Documents. Failure to provide the required information may result in the Bid being considered non-responsive.
2.2 (d)	**Major Equipment Proposed (Managed Print Services Fleet)** The Bidder shall provide detailed information on the proposed **Managed Print Services (MPS) fleet and supporting infrastructure** to be deployed under the Contract. The proposal shall include all hardware, software, and supporting systems required to deliver a fully functional Non-Revenue Managed Print Services solution. **1. Proposed Printing Equipment** The Bidder shall provide details of the multifunction printing devices (MFPs), printers, and related equipment to be deployed, including: • Type of equipment (Mono / Colour / A4 / A3 multifunction devices) • Quantity of each model proposed for deployment • Deployment strategy (department-wise / site-wise allocation, if applicable) **2. Technical Specifications** For each proposed device model, the Bidder shall submit full technical specifications including, but not limited to: • Brand and model • Print speed (pages per minute) • Recommended monthly duty cycle • Supported paper sizes (A4, A3, etc.) • Duplex (automatic double-sided printing) capability • Network connectivity (LAN / Wi-Fi / TCP-IP support) • Scanning functionality (scan-to-email / folder / USB, etc.) • Copying and printing features • Security features (secure print release, user authentication, audit logs, etc.) • Energy efficiency compliance (if applicable)

	3. Fleet Configuration and Quantity • Total number of devices proposed under the Managed Print Services fleet. • Classification of devices by category (mono, colour, A4, A3, high-volume, low-volume). • Proposed deployment model (centralized / decentralized / hybrid). **4. Equipment Availability and Redundancy** • Availability of backup or standby devices to ensure service continuity. • Replacement strategy for faulty or end-of-life equipment. • Equipment redundancy and failover arrangements to maintain SLA compliance. **5. Print Management and Monitoring System** The Bidder shall provide details of the proposed **print management solution**, including: • Print tracking and monitoring software • User authentication and access control system • Secure print release functionality • Usage reporting and analytics tools • Fleet management dashboard • Integration capability with network infrastructure **6. Power Protection and Supporting Infrastructure** Where applicable, the Bidder shall provide details of: • UPS systems or power backup solutions for critical devices • Voltage regulation or surge protection equipment • Any additional infrastructure required for reliable operation of the MPS solution **7. Equipment Ownership / Authorization / Deployment Rights** The Bidder shall submit documentary evidence confirming one or more of the following: • Ownership of the proposed equipment, **or** • Authorization from the manufacturer or authorized distributor, **or** • Valid lease or rental rights enabling deployment of the equipment for Managed Print Services purposes

	8. Compliance with MPS Requirements All proposed equipment and systems shall be: • Fully compatible with Managed Print Services operations • Capable of supporting centralized monitoring and reporting • Suitable for continuous, high-volume institutional usage • Compliant with security and data protection requirements specified in the Bidding Documents

2.2 (e)	**Key Personnel Proposed for Managed Print Services (MPS)**
	
	The Bidder shall submit details of the key personnel who will be assigned for the implementation and operation of the **Non-Revenue Managed Print Services (MPS)** for the University of Jaffna. These personnel shall be responsible for ensuring service continuity, SLA compliance, technical support, and efficient fleet management throughout the Contract period.
	
	1. Key Personnel Categories
	
	The Bidder shall include personnel for the following roles:
	
	1. Project Manager / Service Delivery Manager
	2. Operations Manager / Fleet Manager
	3. Technical Support Engineers
	4. Field Service Engineers / Maintenance Technicians
	5. Helpdesk / Remote Support Personnel
	6. Print Management System Administrator (if applicable)
	
	2. Minimum Responsibilities
	
	• **Project Manager / Service Delivery Manager**
	  o Overall coordination of the MPS contract
	  o Ensuring SLA compliance
	  o Liaison with the University
	• **Operations / Fleet Manager**
	  o Day-to-day management of printer fleet
	  o Resource allocation and service optimization
	  o Performance monitoring
	• **Technical Support Engineers**
	  o Installation, configuration, and troubleshooting
	  o Network and system integration support
	  o Software and firmware maintenance
	• **Field Service Engineers / Maintenance Technicians**
	  o Preventive and corrective maintenance
	  o On-site repairs and replacements
	  o Consumable and parts handling
	• **Helpdesk / Remote Support Personnel**
	  o Incident logging and tracking
	  o Remote troubleshooting
	  o User support and escalation handling

	• **Print Management System Administrator**
	  ◦ Management of print monitoring software
	  ◦ User authentication and access control configuration
	  ◦ Reporting and system optimization
	
	3. Personnel Information Required
	
	For each proposed key staff member, the Bidder shall provide:
	
	• Full Name
	• Designation / Role in the project
	• Educational qualifications
	• Relevant professional experience (preferably in Managed Print Services or ICT support services)
	• Professional certifications (if any)
	• Detailed Curriculum Vitae (CV)
	• Current employer and employment status (permanent / contract / proposed assignment)
	
	4. Requirements
	
	• Key personnel shall have demonstrable experience in **Managed Print Services, ICT infrastructure support, or similar managed service environments**.
	• The Project Manager / Service Delivery Manager shall have prior experience in managing multi-device or multi-site service contracts.
	• CVs shall clearly indicate relevant experience in installation, maintenance, and support of multifunction printing systems or equivalent IT managed services.
	
	5. Commitment
	
	The Bidder shall confirm that the proposed key personnel will be available for the duration of the Contract. Any replacement shall be subject to approval of the Employer with personnel of equal or higher qualifications and experience.

2.2 (f)	**Additional Information Required** The Bidder shall submit the following information and documentary evidence as part of the Bid submission. Failure to provide the required information may result in the Bid being considered non-responsive. **1. Financial Capability** The Bidder shall demonstrate adequate financial capacity to successfully execute and sustain a **Managed Print Services (MPS)** contract by submitting: 1. Audited financial statements for the preceding three (03) years. 2. Annual turnover details for the same period. 3. Evidence of financial stability and creditworthiness (if available), such as bank reference letters or financial capability statements.

2. Manufacturer Authorization and Partnership Status

Where applicable, the Bidder shall provide:

- Manufacturer Authorization Letters for the proposed equipment
- Authorized Dealer / Distributor Certificates
- Service Partner / Channel Partner Certifications
- Proof of eligibility to provide warranty, maintenance, and spare parts support for the proposed MPS equipment

3. Service Support Capability

The Bidder shall provide details of its local and regional service capability to support continuous MPS operations, including:

- Location and details of local service centers or support offices
- Availability and stock management of spare parts and consumables
- Technical support infrastructure (helpdesk, remote monitoring, escalation system)
- Availability of field service engineers within Sri Lanka
- Guaranteed response times for service requests in accordance with SLA requirements

4. Service Level Commitment

The Bidder shall formally confirm compliance with the following minimum Service Level Requirements:

- Guaranteed minimum device availability (uptime)
- Maximum response time for fault reporting
- Maximum time for on-site attendance
- Maximum time for fault resolution
- Availability of standby or replacement equipment to ensure service continuity
- Compliance with preventive maintenance schedules
- Compliance with toner and consumable replenishment timelines
- Commitment to SLA monitoring and reporting requirements

5. Service Capability Declaration

The Bidder shall submit a signed declaration confirming the following Managed Print Services obligations:

- The University personnel shall independently operate day-to-day printing functions under the Managed Print Services environment.
- The Bidder shall provide initial and refresher training to designated University users.
- Preventive maintenance services are fully included within the Contract.
- Corrective maintenance services are fully included within the Contract.
- All consumables, including toner, drums, rollers, spare parts, labour, travel, and technical support, shall be included within the agreed Contract pricing, unless otherwise specified in the Bidding Documents.
- No separate charges shall be claimed for consumables or maintenance activities outside the approved pricing structure.

	• The Bidder shall comply with all Service Level Agreement (SLA) requirements specified in the Contract. • The Bidder shall ensure continuous availability and operational stability of the Managed Print Services solution throughout the Contract period. **6. Legal and Statutory Documents** The Bidder shall submit valid copies of: • Business Registration Certificate • Tax Registration Certificate • VAT Registration Certificate (if applicable) • Company Profile **7. Litigation and Blacklisting Declaration** The Bidder shall provide a signed declaration confirming that: • The Bidder is not blacklisted or suspended by any Government, Semi-Government, or recognized procurement authority • The Bidder is not involved in any ongoing litigation that may materially affect the execution of the Contract • The Bidder has not been subject to any sanctions or disqualifications related to service delivery failures in similar contracts **General Note** All information and documentary evidence submitted shall be true, accurate, and verifiable. The Procuring Entity reserves the right to verify any information provided and to reject any Bid found to contain false or misleading information.
8.2	The following documents **shall also be included in Envelope 1**, marked as “QUALIFICATION AND EXPERIENCE INFORMATION”: 1. Schedule A – Experience in Similar Assignments 2. Schedule B – Work Plan and Methodology 3. Schedule C – Key Staff 4. Schedule D – Equipment Proposed 5. Schedule E – Client References 6. Schedule F – Annual Turnover Information 7. Schedule G – Additional Requirements Note: **Each document shall be prepared and submitted separately to facilitate ease of examination, review, and evaluation.**
8.4	The address for submission of Bids is: **Bursar,** **Finance Branch,** **University of Jaffna,** **PO Box-57,** **Thirunelvely,** **Jaffna.**
11.1	The period of Bid validity shall be: **90 Days from bid closing / opening date**

<table>
<tr><td>12.1</td><td>The amount of Bid Security shall be LKR 50,000.00

The Bid Security shall be valid until 18.02.2027

Bid Security addressed to the Vice Chancellor, Department Procurement Committee, University of Jaffna.</td></tr>
<tr><td>14.1</td><td>The Employer's address for the purpose of Bid submission is Bursar, Finance Branch, University of Jaffna, PO Box 57, Thirunelvely, Jaffna.

For identification of the bid the envelopes should indicate:

Contract Name - IMPLEMENTATION OF A NON-REVENUE MANAGED PRINT SERVICES (MPS) MODEL TO UNIVERSITY OF JAFFNA
Contract Number: UJ/F/S2/NCB/MPS/001/2026</td></tr>
<tr><td>15.1</td><td>The deadline for submission of bids shall be 2.00 p.m. on 18.08.2026 or before.</td></tr>
<tr><td>17.1</td><td>Bids will be opened at 2.00 p.m. of the day 18.08.2026 at the following address Finance Branch, University of Jaffna, PO Box 57, Thirunelvely, Jaffna.</td></tr>
<tr><td>20.3</td><td>Criteria for Evaluation of Qualification and Experience:

<table>
<tr><th>Ref.</th><th>Criteria</th><th>Maximum Points</th><th>Minimum Required Points</th></tr>
<tr><td>A</td><td>Experience in Similar Assignments</td><td>25</td><td>16</td></tr>
<tr><td>B</td><td>Work Plan and Methodology</td><td>20</td><td>15</td></tr>
<tr><td>C</td><td>Key Staff</td><td>15</td><td>11</td></tr>
<tr><td>D</td><td>Equipment and Technical Infrastructure</td><td>15</td><td>11</td></tr>
<tr><td>E</td><td>Client References</td><td>10</td><td>7</td></tr>
<tr><td>F</td><td>Financial Capability</td><td>10</td><td>7</td></tr>
<tr><td>G</td><td>Additional Requirements</td><td>5</td><td>3</td></tr>
<tr><td colspan="2">Total</td><td>100</td><td>70</td></tr>
</table>
A. Experience in Similar Managed Print Services Assignments (25 Points)

Evaluation shall consider the Bidder's experience during the previous three (03) years in delivering Managed Print Services (MPS) or equivalent managed equipment service contracts, including:

• Managed Print Services (MPS) implementations
• Fleet management of multifunction printers/copiers
• Print management software deployment and administration
• Secure print release and user authentication systems
• Per-page / usage-based printing service models
• Maintenance and support of enterprise printing environments
• Institutional, government, or large-scale private sector deployments
• User training and operational support services

Suggested allocation:</td></tr>
</table>

Sub-Criteria	Points
Number and scale of MPS or equivalent contracts completed	10
Experience in institutional/public sector environments	5
Experience in usage-based (per-page / managed billing) models	5
Experience in SLA-based maintenance and support arrangements	5
Total	**25**

B. Work Plan and Methodology (20 Points)

The Bidder's methodology shall be evaluated based on its suitability for delivering a continuous Managed Print Services environment.:

Sub-Criteria	Points
Implementation and fleet deployment approach	4
Training and knowledge transfer methodology	4
Preventive maintenance strategy	3
Corrective maintenance and fault management process	3
Helpdesk, monitoring, and SLA compliance mechanism	3
Service continuity and risk mitigation strategy	3
Total	**20**

C. Key Staff (15 Points)

Only personnel proposed for the Managed Print Services contract shall be evaluated.

Position	Evaluation Elements	Points
Project Manager / Operations Manager	Qualifications, MPS experience, contract management experience	5
Technical Support Engineer	Qualifications, experience in MPS / printing infrastructure	5
System Administrator	Experience in print management systems and monitoring tools	5
Total		**15**

Minimum considerations:

- Relevant academic/professional qualifications
- Experience in Managed Print Services or similar ICT managed services
- Experience in installation, maintenance, and support of MFP systems
- Professional certifications (if applicable)

D. Equipment and Technical Infrastructure (15 Points)

Evaluation shall consider the adequacy and suitability of the proposed Managed Print Services solution, including hardware, software, and supporting infrastructure.:

Sub-Criteria	Points
Capability and suitability of proposed print fleet (MFPs/printers)	5
Print management software functionality (tracking, authentication, reporting)	3
Monitoring, analytics, and SLA reporting tools	2
Service support infrastructure and local technical capacity	3
Business continuity arrangements (backup devices / redundancy)	2
Total	**15**

Assessment shall consider:

- Suitability for institutional high-volume printing
- Compatibility with secure network environments
- Reliability and scalability of solution
- Ability to support SLA-driven operations

E. Client References (10 Points)

Evaluation shall consider the quality and reliability of previously delivered Managed Print Services or similar contracts.:

Sub-Criteria	Points
Quality of service delivery	4
Responsiveness and technical support performance	3
Overall contract performance and client satisfaction	3
Total	**10**

Bidder shall provide:

- Completion certificates / performance certificates
- Client reference letters
- Contact details for verification

F. Financial Capability (10 Points)

Financial evaluation shall assess the Bidder’s ability to sustain a long-term Managed Print Services contract:

Sub-Criteria	Points
Annual turnover (last 3 years) relevant to ICT / managed services	5
Audited financial statements	3
Financial stability, liquidity, and creditworthiness	2
Total	**10**

Required documents:

- Audited financial statements (3 years)
- Annual turnover details
- Bank references or supporting financial documents (if available)

<table>
<tr>
<td></td>
<td>
G. Additional Requirements (5 Points)

Evaluation may include additional service strengths relevant to Managed Print Services operations.:

<table>
<tr><th>Sub-Criteria</th><th>Points</th></tr>
<tr><td>Compliance with Employer’s SLA and operational requirements</td><td>2</td></tr>
<tr><td>Value-added service features (enhanced monitoring, dashboards, automation)</td><td>2</td></tr>
<tr><td>Innovation in print optimization, cost control, or sustainability</td><td>1</td></tr>
<tr><td>Total</td><td>5</td></tr>
</table>
Examples:

Advanced print usage analytics dashboards
Automated toner monitoring and replenishment
Secure print release enhancements
Sustainability / paper reduction solutions

Minimum Qualification Threshold

Bidders shall obtain a minimum overall score of 70 points out of 100, and shall meet the minimum required score specified under each criterion where applicable, to qualify for further evaluation.
</td>
</tr>
<tr>
<td>26.1</td>
<td>The selected bidder should submit the 10% worth of performance bond (format has been annexed) from the contract value within the 14days after awarding the contract & should enter into the agreement.</td>
</tr>
</table>

Qualification Information

Schedule A – Experience in Similar Assignments (Last Three Years)

(Enclosed in Envelope 1 – Qualification and Experience Information)

No.	Contract Period	Employer / Client Name & Address	Name of Assignment / Contract	Description of Services Performed	Contract Value (LKR)	Number & Type of Machines Deployed	Nature of Service (MPS / Managed Print Services / Managed Equipment Services / Pay-per-Use Printing / Usage-Based Printing / Hybrid Model)	Contractor's Responsibility (%)	Status (Completed / Ongoing)	Employer Contact Details for Reference

Total Value of Similar Assignments (LKR): ______________________

Instructions to Bidders

The Bidder shall provide details of contracts of similar nature successfully completed or currently under implementation within the last **three (03) years**, demonstrating experience in delivering **Managed Print Services (MPS) or equivalent managed printing solutions**.

The assignments shall preferably include:

- Managed Print Services (MPS) for institutional environments
- Enterprise print fleet management and optimization
- Print management software implementation and administration
- Secure print release and user authentication systems
- Usage-based / per-page / subscription-based printing service models
- University, government, or large organizational printing environments
- Multi-device printer fleet installation, maintenance, and support services
- Helpdesk support, monitoring, and SLA-based service delivery
- Training and user support for managed printing environments

Documentary Evidence Required

The Bidder shall attach supporting documentary evidence for each listed assignment, including:

1. Copies of signed Contract Agreements, Purchase Orders, or Letters of Award
2. Completion Certificates or Performance/Satisfactory Service Certificates
3. Client Reference or Recommendation Letters (where available)
4. Any other relevant documents demonstrating scope, scale, and performance of the assignment

Verification Clause

The Employer reserves the right to verify all submitted information directly with the respective clients. Any false, misleading, or unverifiable information may result in disqualification of the Bid.

Schedule B – Work Plan and Methodology

(Enclosed in envelope marked "Envelope 1 – Qualification and Experience Information")

The Bidder shall submit a comprehensive Work Plan and Methodology describing how the proposed **Non-Revenue Managed Print Services (MPS)** will be delivered, operated, and sustained throughout the Contract period. The methodology shall demonstrate the Bidder's ability to provide a fully managed, SLA-driven, and continuously monitored printing environment for the University.

Phase 1 – Project Mobilization and Service Initiation

The Bidder shall describe the approach for initiating the Managed Print Services, including:

- Project commencement and governance structure
- Detailed site surveys and assessment of installation locations
- Finalization of fleet deployment plan and installation schedule
- Resource allocation and mobilization of technical teams
- Risk identification and mitigation planning
- Communication and coordination mechanism with the University
- Transition planning (if replacing existing printing infrastructure)

Phase 2 – Supply, Installation, Configuration, and Commissioning

The Bidder shall describe the methodology for deployment of the MPS solution, including:

- Delivery, installation, and positioning of printing devices
- Configuration of multifunction printers and peripherals
- Network integration and connectivity setup (LAN / secure printing environment)
- User authentication and access control configuration
- Creation and management of user accounts and print policies
- Installation and configuration of print management and monitoring software
- Testing of devices, software, and network integration
- Site Acceptance Testing (SAT) and commissioning procedures
- Handover to operational support phase

Phase 3 – Training and User Enablement

The Bidder shall provide a training methodology covering:

- End-user training for printing, scanning, and copying functions
- Training on secure printing and authentication systems
- Print management software training for administrators
- User account and access control procedures
- Basic troubleshooting and first-level support guidance
- Operational best practices for efficient print usage
- Provision of user manuals, guides, and documentation

Training shall ensure that designated University personnel are able to efficiently operate the Managed Print Services environment for day-to-day activities.

Phase 4 – Service Operation, Maintenance, and Support

The Bidder shall describe the full Managed Print Services operational support model, including:

4.1 Preventive Maintenance Methodology

- Scheduled preventive maintenance plan
- Continuous device health monitoring
- Remote diagnostics and performance monitoring

- Predictive maintenance approach (where applicable)
- Consumable lifecycle monitoring and replenishment planning
- Spare parts replacement procedures

4.2 Corrective Maintenance Methodology

- Fault reporting and ticketing process
- On-site troubleshooting and repair procedures
- Fault classification and prioritization
- Escalation procedures for unresolved issues
- Equipment replacement strategy for prolonged failures

4.3 Helpdesk and Technical Support Model

- Multi-channel support system (phone / email / ticketing system)
- Incident logging and tracking system
- SLA-based response and resolution workflow
- Escalation hierarchy and response management
- Remote support and on-site support coordination
- Service restoration procedures and continuity assurance

4.4 Consumables and Spare Parts Management

- Automated or monitored toner and consumable replenishment process
- Inventory management and stock availability strategy
- Replacement workflow for drums, rollers, fusers, and other components
- Ensuring uninterrupted service availability

Phase 5 – Monitoring, Reporting, and SLA Management

The Bidder shall describe the methodology for continuous performance monitoring and reporting, including:

- Monthly print usage reporting (mono/colour, device-wise, department-wise)
- Device meter reading collection and validation process
- SLA performance monitoring and compliance tracking
- Machine utilization and efficiency analysis
- Downtime reporting and availability calculations
- Preventive and corrective maintenance reporting
- Cost and usage analytics for optimization
- Quarterly performance review reports and recommendations

General Requirement

The submitted Work Plan and Methodology shall clearly demonstrate:

- Full understanding of Managed Print Services (MPS) requirements
- Ability to deliver SLA-driven continuous service operations
- Capability to manage a multi-device institutional print environment
- Compliance with all requirements specified in the Employer's Requirements

Schedule C – Key Staff

(Enclosed in Envelope 1 – Qualification and Experience Information)

Name of Staff	Proposed Position	Qualifications	Experience Relevant to Managed Print Services (MPS)	Assigned Tasks
	Service Delivery Manager / Project Manager			Overall contract management, SLA compliance, coordination with Employer, service governance
	Operations / Fleet Manager			Fleet management, resource allocation, service optimization, performance monitoring
	Technical Support Engineer(s)			Installation, configuration, maintenance, troubleshooting of MFPs and print systems
	Print Management System Administrator			Print management software configuration, user authentication, reporting system administration
	Field Service Engineer / Maintenance Technician			Preventive and corrective maintenance, on-site repairs, consumables and spare parts handling
	Helpdesk / Support Officer			Incident logging, first-level support, ticket management, escalation coordination
	Trainer / User Support Officer			User training, knowledge transfer, preparation of training materials and user guides

Notes

The Bidder shall ensure that the proposed key personnel have relevant experience in:

- Managed Print Services (MPS) environments
- Multi-device printing fleet management
- ICT infrastructure support or similar managed service contracts
- Installation, configuration, and maintenance of multifunction printers and print systems
- SLA-based service delivery environments

Documents to be Attached

For each proposed key staff member, the Bidder shall submit:

- Curriculum Vitae (CV)
- Copies of educational qualifications
- Professional certifications (if any)
- Relevant experience records
- Employment confirmation / commitment letters (if required by Employer)

Schedule D – Equipment Proposed

(Enclosed in Envelope 1 – Qualification and Experience Information)

The Bidder shall provide complete details of the proposed Managed Print Services (MPS) solution, including all hardware, software, monitoring tools, and supporting infrastructure required to deliver the service under a Non-Revenue Managed Print Services model.

A. Proposed MPS Fleet (Printing Devices)

Type of Equipment / Machine	Brand & Model	Key Technical Specifications	Quantity Proposed	Ownership / Deployment Model (Owned / Leased / Partnered)
A4 Mono Multifunction Printer (MFP)				
A4 Colour Multifunction Printer (MFP)				
A3 Mono Multifunction Printer (High Volume)				
A3 Colour Multifunction Printer (High Volume)				
Networking Equipment				
Other Supporting Equipment				

B. Print Management and Monitoring Infrastructure

System Component	Brand / Solution	Key Features	Deployment Type (On-premise / Cloud / Hybrid)	Ownership / License Status
Print Management Software		Secure print release, user authentication, quota control, reporting, analytics		
Monitoring & Fleet Management System		Real-time device monitoring, alerts, SLA tracking, meter reading automation		
Authentication System (if separate)		Card/PIN login, secure access control		

C. Supporting IT Infrastructure

Equipment / System	Specification	Purpose	Quantity	Ownership / Deployment Mode
Monitoring Server / Virtual Server		Hosting print management system		
UPS / Power Backup Systems		Power protection for critical devices		
Network Equipment (Switches / Connectivity Devices)		Connectivity for MPS environment		

D. Business Continuity & Backup Arrangement

The Bidder shall describe:

- Availability of standby or backup devices
- Replacement strategy for device failure or overload
- Redundancy arrangements for critical printing locations
- Disaster recovery approach for print management system
- Continuity of service to ensure SLA compliance

E. Equipment Specifications Requirements

For all proposed devices and systems, the Bidder shall submit:

- Technical brochures / datasheets
- Detailed specifications including:
    - Print speed (PPM)
    - Monthly duty cycle
    - Copy / scan / print functionality
    - Duplex capability
    - Network connectivity (LAN / Wi-Fi / TCP/IP)
    - Security features (secure print, authentication, audit logs)
    - Energy efficiency compliance
- Compatibility with Managed Print Services environment
- Capability for centralized monitoring and reporting

F. General Requirements

- All equipment shall be suitable for **high-volume institutional printing environments**.
- All devices shall support **centralized monitoring and SLA tracking**.
- The proposed solution shall ensure **continuous service availability and minimal downtime**.
- The Bidder shall ensure that all hardware, software, and infrastructure components are fully compatible with the proposed Managed Print Services model.

Schedule E – Client References

(Enclosed in envelope marked "Envelope 1 – Qualification and Experience Information")

The Bidder shall provide verifiable client references demonstrating experience in delivering **Managed Print Services (MPS) or equivalent SLA-based managed printing solutions**.

Documents to be Attached

The Bidder shall attach copies of the following supporting documents for each relevant contract:

- Completion Certificates
- Performance Certificates / Service Evaluation Reports
- Client Recommendation / Reference Letters
- Contract Agreements
- Purchase Orders or Letters of Award (where applicable)

Relevant Areas of Experience

The submitted references shall relate to one or more of the following **Managed Print Services (MPS) or equivalent managed service environments**:

- Managed Print Services (MPS) implementation and operation
- Enterprise print fleet management and optimization
- Print management software deployment and administration
- Secure printing and user authentication systems
- SLA-based printing support and maintenance services
- Usage-based / per-page printing service models
- Multi-device printing infrastructure management for institutions
- Preventive and corrective maintenance of printing systems
- Helpdesk, monitoring, and technical support services for print environments

Client Information Required

For each reference contract, the Bidder shall provide:

- Name of Client / Organization
- Address of Client
- Nature of Service Provided
- Contract Period
- Contract Value (if available)
- Number and Type of Devices Managed
- Name and Designation of Client Contact Person
- Contact Details (Telephone and Email)

Verification Clause

The Employer reserves the right to directly contact the listed clients to verify the authenticity, quality of service delivery, and performance of the Bidder. Any false or misleading information may result in disqualification.

Schedule F – Annual Turnover Information (Last Five Years)

(Enclosed in Envelope 1 – Qualification and Experience Information)

Financial Year	Annual Turnover (LKR)	Turnover Related to Printing / Managed Services	Remarks
Year 1			
Year 2			
Year 3			
Year 4			
Year 5			

Notes:

The Bidder shall attach:

- Audited financial statements
- Auditor's reports
- Income statements

Schedule G – Additional Requirements for Non-Revenue Managed Print Services (MPS)

(Enclosed in envelope marked "Envelope 1 – Qualification and Experience Information")

The Bidder shall provide the following additional information and supporting documents related to the proposed Non-Revenue Managed Print Services (MPS) for the University of Jaffna.

Item No.	Requirement	Bidder's Response	Attached Document Reference
01	Proof of Business Registration		
02	Valid Tax Registration (TIN / VAT)		
03	Proof of Authorized Dealership / Partnership with Printer Manufacturer(s)		
04	Details of Local Service Centre(s) and Technical Support Facilities in Sri Lanka		
05	Availability of Spare Parts and Consumables in Sri Lanka		
06	Proposed Service Level Agreement (SLA) – Breakdown response time and resolution time		
07	Preventive Maintenance Schedule and methodology		
08	Training Plan and knowledge transfer methodology		
09	Details of Print Management, Monitoring and Reporting Software proposed		
10	Data Security, Confidentiality, and User Access Control Measures		
11	Business Continuity Plan and Backup / Redundancy Arrangements		
12	Customer Support Model (Helpdesk, escalation procedures, support channels)		
13	Sample Monthly MPS Operational Report (usage, SLA, downtime, etc.)		
14	Evidence of Similar Experience in Government Institutions / Universities / Educational Sector		
15	Availability of Qualified Technical Personnel		
16	Confirmation of Compliance with Employer's Requirements		
17	Details of Any Pending Litigation or Blacklisting		
18	Confirmation of continuous availability of proposed equipment, software, and services throughout the Contract period		
19	Any Other Relevant Information		

Bidder's Declaration

I/We certify that the information provided above and the attached documents are true and correct to the best of my/our knowledge.

Name of Bidder	---
Authorized Representative	---
Designation	---
Signature	---
Date	---
Official Seal	---

Section III: Form of Bid

To: **University of Jaffna,**
PO Box -57, Thirunelvely, Jaffna.
Date:

Having examined the Bidding Documents, including the Conditions of Contract, Employer's Requirements, Activity Schedule / Price Schedule, and all other documents forming part of the Bidding Documents, we, the undersigned, offer to provide the Services for the **Provision of Non-Revenue Managed Print Services (MPS)** to the University of Jaffna under Procurement No: **UJ/F/S2/NCB/MPS/001/2026**, in conformity with the said Bidding Documents for the Contract Price of **LKR________________________________**(Amount in figures) ____(Amount in words) or such other sums as may be determined in accordance with the Conditions of Contract.

The offered price includes all costs necessary for complete performance of the Services, including but not limited to:

1. Supply, installation, configuration, testing, and commissioning of the Managed Print Services (MPS) solution, including all required equipment and software.
2. Training of designated University personnel to independently operate day-to-day printing functions within the Managed Print Services environment.
3. Preventive and corrective maintenance services for all deployed equipment.
4. Helpdesk, monitoring, and technical support services in accordance with the Service Level Agreement (SLA).
5. Supply and replenishment of consumables, including toner and related operational materials.
6. Replacement of spare parts and components necessary for continuous operation.
7. All labour, transportation, insurance, overheads, taxes, duties, and incidental expenses required for full execution of the Contract.
8. Any applicable installation charges, device usage charges, and/or per-page service charges as specified in the Price Schedule.

We acknowledge that the printing services under this Contract are for internal use by the Employer, and that **no revenue-sharing arrangement or direct payment collection from end users forms part of this Contract**.

We further acknowledge that this is a **fully managed service-based contract**, and the Service Provider shall be responsible for ensuring continuous availability, performance, and maintenance of the Managed Print Services environment in accordance with the SLA requirements.

We undertake, if our Bid is accepted, to commence and complete the Services in accordance with the Contract requirements and Service Level Agreement conditions.

This Bid and your written acceptance thereof shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest Bid or any Bid received.

We confirm that this Bid shall remain valid for the period specified in the Bid Data Sheet, and that we have no conflict of interest and have not been declared ineligible under applicable procurement regulations.

Authorized Signature: ___________________________

Name of Authorized Signatory: ___________________________

Designation: ___________________________

Name of Bidder: ___________________________

Address: ___________________________

Company Seal

Section IV. Conditions of Contract

1. General Provisions	
1.1 Definitions	Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings: a) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid; b) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer c) “Contract” means the Contract signed by the Parties, to which these Conditions of Contract (CC) are attached, together with all the documents listed in Clause 1 of such signed Contract; d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6; e) “Employer” means the party who employs the Service Provider f) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them; g) “Personnel” means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof; h) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer; i) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer j) “Employer’s Requirements” means the Employer’s Requirements of the service included in the bidding document submitted by the Service Provider to the Employer k) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Employer’s Requirements and Schedule of Activities included in the Service Provider’s Bid.
1.2 Applicable Law	The Contract shall be interpreted in accordance with the laws of the Sicialist Democratic Republic of Sri Lanka.
1.3 Language	This Contract has been executed in English Language
1.4 Notices	Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, to such Party at the address specified in the Contract Data.
1.5 Location	The Services shall be performed at such locations as are specified in Appendix A, in the Employer’s Requirements and, where the location of a particular task is not so specified, at such locations, as the Employer may approve.
1.6 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the Contract Data.
2. Commencement, Completion, Modification, and Termination of Contract	
2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in the Contract Data.
2.2 Starting Date	The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be specified in the Contract Data.

2.3 Intended Completion Date	Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the Contract Data. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
2.5 Force Majeure	
2.5.1 Definition	For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
2.5.2 No Breach of Contract	The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
2.5.3 Extension of Time	Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
2.5.4 Payments	During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.
2.6 Termination	
2.6.1 By the Employer	The Employer may terminate this Contract, by not less than thirty (14) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause 2.6.1 and sixty (28) days' in the case of the event referred to in (f): a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing; b) if the Service Provider become insolvent or bankrupt; c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or d) if the Service Provider does not maintain a Performance Security in accordance with Clause 3.9; e) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the Contract Data.; f) if the Employer, in its sole discretion, decides to terminate this Contract.
2.6.2 By the Service Provider	The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this

	Clause 2.6.2: a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-two (42) days after receiving written notice from the Service Provider that such payment is overdue; or b) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than fifty six (56) days.
2.6.3 Payment upon Termination	Upon termination of this Contract pursuant to Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider: a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination; b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.
3. Obligations of the Service Provider	
3.1 General	The Service Providers shall perform the Services in accordance with the Employer's Requirements and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.
3.3 Confidentiality	The Service Providers, their Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.
3.5 Service Providers' Actions Requiring Employer's Prior Approval	The Service Providers shall obtain the Employer's prior approval in writing before taking any of the following actions: a) entering into a subcontract for the performance of any part of the Services, b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"), c) changing the Program of activities; and d) any other action that may be specified in the Contract Data.
3.6 Reporting Obligations	The Service Providers shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.
3.7 Documents Prepared by the Service Providers to Be the Property of the Employer	All plans, drawings, Employer's Requirements, designs, reports, and other documents and software submitted by the Service Providers in accordance with Clause 3.6 shall become and remain the property of the Employer, and the Service Providers shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Providers may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the Contract Data.

3.8 Liquidated Damages	
3.8.1 Payments of Liquidated Damages	The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.
3.8.2 Correction for Over payment	If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Clause 6.5
3.9 Performance Security	The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.
4. Service Provider's Personnel	
4.1 Description of Personnel	The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.
4.2 Removal and/or Replacement of Personnel	a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications. b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer. c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.
5. Obligations of the Employer	
5.1 Assistance and Exemptions	The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC.
5.2 Change in the Applicable Law	If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 (a) or (b), as the case may be.

5.3 Services and Facilities	The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.
6. Payments to the Service Provider	
6.1 Lump-Sum Remuneration	The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Providers in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3 .
6.2 Contract Price	The Contract Price is set forth in the Contract Data.
6.3 Payment for Additional Services, and Performance Incentive Compensation	6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.
6.4 Terms and Conditions of Payment	Payments will be made to the Service Provider and according to the payment schedule stated in the Contract Data. Unless otherwise stated in, the Contract Data, first payment shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the Contract Data. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.
6.5 Interest on Delayed Payments	If the Employer has delayed payments beyond fifteen (28) days after the due date stated in the Contract Data, interest shall be paid to the Service Provider for each day of delay at the rate stated in the Contract Data.
7. Quality Control	
7.1 Identifying Defects	The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities.
7.2 Correction of Defects, and Lack of Performance Penalty	a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.. b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice. c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8 .
8. Settlement of Disputes	
8.1 Amicable Settlement	The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
8.2 Dispute Settlement	8.2.1 Any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, which was no settled amicably in as with sub clause 8.2.1 above, shall be finally settled by arbitration in accordance with Arbitration Act No 11 of 1995. 8.2.2 The arbitral tribunal shall consist of a sole arbitrator, who shall be appointed in the manner provided under sub clause 8.2.3. 8.2.3 The Party desiring arbitration shall nominate three arbitrators out of which one to be selected by the other Party within 21 Days of the receipt of such nomination. If the other Party does not select one to serve as Arbitrator within the stipulated

	period, then the Arbitrator shall be appointed in accordance with Arbitration Act No 11 of 1995, or any other amendments thereof.

Section V. Contract Data

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1 (e)	The Employer is: - **University of Jaffna**
1.6	Employer: University of Jaffna Attention: Snr. Asst. Bursar (Supplies II), Finance Branch Tel: 021 222 6519 Email: absp2@univ.jfn.ac.lk
2.5	**Force Majeure** For the purposes of this Contract, **“Force Majeure”** means any event or circumstance beyond the reasonable control of either Party, which is unforeseeable, unavoidable, and which materially prevents or delays the performance of obligations under this Contract. Such events may include, but are not limited to: • Natural disasters such as floods, earthquakes, cyclones, lightning, or severe storms; • War, invasion, armed conflict, terrorism, civil unrest, riots, or acts of public enemies; • Epidemics, pandemics, or public health emergencies declared by the Government; • Nationwide strikes or industrial disputes not limited to the Service Provider’s workforce; • Government actions, embargoes, restrictions, or changes in law preventing performance; • Extended failure of essential utilities affecting the University premises, including electricity, telecommunications, or network services beyond the control of either Party. **Force Majeure shall not include:** • Shortage or unavailability of Service Provider personnel; • Equipment failure due to inadequate maintenance or poor service practices; • Failure to supply or replenish toner, consumables, spare parts, or other service components; • Financial difficulties of either Party; • Failure to implement appropriate contingency, redundancy, or business continuity arrangements; • Any event that could reasonably have been mitigated through proper planning or SLA compliance mechanisms.

2. Notification

The affected Party shall notify the other Party in writing within **seven (07) calendar days** of becoming aware of the Force Majeure event, providing:

- Details of the event;
- Expected impact on service availability and SLA performance;
- Immediate mitigation measures being taken;
- Estimated duration of disruption.

3. Duty to Mitigate

The affected Party shall take all reasonable steps, including activation of contingency plans and alternative service arrangements, to:

- Minimize service disruption;
- Maintain partial service availability where possible;
- Restore full Managed Print Services operations at the earliest opportunity;
- Comply with SLA obligations to the maximum extent practicable.

4. Suspension of Obligations

To the extent that service delivery is affected by Force Majeure:

- SLA obligations shall be proportionately adjusted based on actual service availability;
- Service performance metrics (e.g., uptime, response time) shall exclude the Force Majeure period where duly verified;
- Any affected timelines for service delivery shall be extended by the duration of the Force Majeure event.

5. Payments During Force Majeure

(a) The Service Provider shall not be entitled to claim compensation for loss of profit, loss of anticipated print volumes, or loss of business opportunities arising from a Force Majeure event.

(b) Under the **Non-Revenue Managed Print Services model**, payments shall be strictly based on:

- Actual verified usage (per-page printing, copying, or scanning); and/or
- Actual availability of managed services under SLA conditions.

(c) Any fixed service component (if applicable) shall be payable only for the period during which services were actually available and verifiable.

(d) No separate payment shall be made for consumables, toner, spare parts, maintenance, or replacement services, as these are deemed included in the contracted Managed Print Services rates.

	(e) The University shall not be liable for minimum volume commitments or minimum payment guarantees during any Force Majeure period. **6. Resumption of Services** The Service Provider shall promptly restore full Managed Print Services operations after the cessation of the Force Majeure event and shall: • Restore all affected devices and systems; • Ensure data integrity and system functionality; • Submit a service restoration report and recovery plan if requested by the University. **7. Prolonged Force Majeure** If a Force Majeure event continues for more than **ninety (90) consecutive days**, either Party may terminate the Contract by giving **thirty (30) days' written notice**, without liability to either Party, except for: • Payments due for services satisfactorily rendered up to the date of termination; and • Any mutually agreed settlement obligations under the Contract.
3.5	The Service Provider shall obtain the Employer's prior written approval before undertaking any of the following actions under the Non-Revenue Managed Print Services (MPS) Contract: **(a) Subcontracting** Entering into any subcontract for the performance of any part of the Managed Print Services, including but not limited to: • Equipment maintenance and repair services • Print management software support services • Helpdesk and call center operations • Training and user support services • Technical support and field engineering services • Supply, logistics, or replenishment of consumables and spare parts Approval of any subcontractor shall not relieve the Service Provider of any obligations, responsibilities, performance standards, or liabilities under the Contract. The Service Provider shall remain fully responsible for SLA compliance.

	(b) Changes to Key Personnel Appointing, replacing, removing, or reassigning any Key Personnel involved in service delivery, including: • Service Delivery / Project Manager • Operations / Fleet Manager • Technical Support Engineers • Field Maintenance Engineers • Print System Administrator • Helpdesk and Support Personnel • Training Officers Replacement personnel shall possess **equal or higher qualifications, experience, and competency** and shall be subject to prior written approval of the Employer. **(c) Changes to Service Delivery Methodology** Any material change to the approved Managed Print Services delivery model, including: • Installation and deployment methodology • Maintenance and preventive service schedules • Helpdesk operations and escalation workflows • SLA compliance processes and monitoring mechanisms • Training and user support methodology • Reporting and performance management processes • Consumable management and replenishment processes • Business continuity or service continuity arrangements **(d) Changes to Equipment, Software, or Infrastructure** Replacing, removing, upgrading, or substituting any of the following: • Multifunction printing devices or fleet components • Print management and monitoring software • Authentication and access control systems • Reporting and analytics platforms • Network-connected printing infrastructure Any replacement must be **functionally equivalent or superior** and shall require prior written approval of the Employer to ensure continuity of SLA performance and system compatibility.

(e) Changes Affecting Usage Measurement or Billing

Any modification affecting the integrity of the Non-Revenue MPS usage-based model, including:

- Print/copy/scan meter reading systems
- Usage tracking and monitoring tools
- Per-page or per-unit calculation mechanisms
- Billing validation and reporting processes
- User authentication and cost allocation systems

Such changes shall not be implemented without prior written approval to ensure transparency, auditability, and billing accuracy.

(f) Changes Affecting SLA Performance

Any action that may impact compliance with agreed Service Level Agreements (SLA), including:

- Device availability and uptime commitments
- Response and resolution time standards
- Preventive maintenance schedules
- Helpdesk performance requirements
- Reporting and monitoring obligations
- Consumable availability and replenishment timelines
- Training and user support obligations

(g) Relocation or Removal of Equipment

Relocating, decommissioning, replacing, or removing any equipment or system component installed under the Managed Print Services Contract, except where expressly authorized in writing by the Employer.

(h) Suspension of Services

Temporarily suspending any service component, including:

- Print service operations
- Maintenance or support services
- Helpdesk operations
- Monitoring or reporting systems
- Training or user support activities

except in emergency situations where immediate action is required to prevent injury, equipment damage, data loss, or service failure.

The Service Provider shall notify the Employer immediately after such emergency action and provide a full incident report.

	(i) Data, Security, and System Access Changes Any changes affecting the security, integrity, or governance of the Managed Print Services environment, including: • User authentication mechanisms • Access control and permission structures • System administration privileges • Data logging and retention policies • Audit trail configurations • Reporting access and security settings **(j) Any Other Material Change Affecting Service Delivery** Any action that may materially affect: • SLA compliance and service performance • Continuity and reliability of Managed Print Services • Security or confidentiality of University data • Financial integrity of usage-based billing • Operational efficiency of the printing environment • Compliance with applicable laws, regulations, or procurement requirements Such actions shall not be implemented without the Employer's prior written approval.
3.8	If the Service Provider fails to achieve the **Operational Readiness Date** for the Managed Print Services (MPS) system by the **Intended Completion Date** specified in the Contract, the Service Provider shall be liable to pay **Liquidated Damages** to the Employer. **Rate of Liquidated Damages** Liquidated Damages shall be calculated at: **0.1% of the Total Contract Implementation Value per calendar day of delay**, subject to a maximum of: **10% of the Total Contract Implementation Value**. **Definition of Operational Readiness** For the purpose of this Clause, *Operational Readiness* shall mean the successful completion, testing, and acceptance by the Employer of all the following:

	1. Delivery of all approved Managed Print Services (MPS) equipment and software 2. Installation, configuration, and deployment of the MPS fleet 3. Full system integration with University network infrastructure 4. Configuration of user authentication and secure print management systems 5. Successful testing and commissioning of all devices and software components 6. Implementation of monitoring, reporting, and SLA tracking systems 7. Completion of initial user, operator, and administrator training 8. Submission of all required documentation, including asset registers and system manuals 9. Formal acceptance of the MPS system by the Employer **Deduction and Recovery** The Employer shall have the right to: • Deduct Liquidated Damages from any payments due to the Service Provider; or • Recover such amounts through any other lawful means available under the Contract. **Effect of Liquidated Damages** Payment of Liquidated Damages shall not: • Relieve the Service Provider from its obligation to achieve full Operational Readiness; • Affect any other contractual obligations, including SLA compliance during the service period; • Limit the Employer's right to enforce performance standards under the Contract. **Extension of Time** Where the Intended Completion Date is extended in accordance with the Contract: • The Liquidated Damages shall be recalculated based on the revised Completion Date; • Any excess Liquidated Damages already recovered shall be adjusted against future payments or refunded to the Service Provider; • No interest shall be payable on validly retained amounts unless otherwise specified in the Contract.

	Distinction from SLA Performance Management It is expressly clarified that: • **Liquidated Damages apply only to delays in achieving Operational Readiness (implementation phase).** • After acceptance, the Contract shall be governed by the **Service Level Agreement (SLA)** provisions. Where the Service Provider fails to meet SLA requirements during the operational phase (including uptime, response time, resolution time, or maintenance obligations), the Employer may apply: • **Service Credits**, and/or • **Performance Deductions**, as specified in the SLA section of the Contract. Such SLA remedies are independent of and shall not be treated as Liquidated Damages.
5.1	Not Applicable. The Employer shall not be required to obtain any special Government assistance, exemptions, tax concessions, customs duty waivers, permits, licenses, or other facilitation on behalf of the Service Provider.
6	Payments shall be made in Sri Lankan Rupees (LKR) upon satisfactory performance of the Services and submission of the required invoices and supporting documents, in accordance with the Contract. The Contract shall be based on a **managed service model consisting of:** • A defined **fleet of multifunction printers (MFPs)** deployed at University locations; and • A defined or estimated **monthly printing volume**, used for pricing and evaluation purposes only. **1. Installation, Configuration and Commissioning Payment** A one-time payment (if applicable as per Price Schedule) shall be made upon successful completion of: a) Delivery and deployment of the agreed number of Managed Print Services (MPS) devices (printer fleet); b) Installation and configuration of all printing equipment and systems; c) Deployment of print management, monitoring, and authentication systems; d) Successful testing and commissioning of the entire MPS environment; e) Integration with University network infrastructure; and f) Issuance of the Employer’s Acceptance Certificate confirming **Operational Readiness of the full printer fleet**.

2. Monthly Fleet Service Charge (Managed Print Services Fee)

The Service Provider shall be paid a **Monthly Fleet Service Charge** (if specified in the Contract), which shall be based on the **number of printers / devices deployed under the Managed Print Services model**.

This monthly charge shall cover:

- Deployment and availability of the agreed printer fleet;
- Helpdesk and technical support services;
- Remote and on-site maintenance services;
- Preventive and corrective maintenance;
- Print management software and monitoring systems;
- Firmware updates and system upgrades;
- Consumables supply (toner, drums, rollers, etc.);
- Spare parts replacement;
- SLA compliance and reporting obligations.

Payment shall be made monthly upon submission and approval of:

a) Monthly Service Report (device-wise performance);
b) SLA Compliance Report (fleet availability and response times);
c) Maintenance and consumable usage records; and
d) Monthly Invoice.

3. Per-Use Printing Charges (Usage-Based Component)

Payments for printing services shall be made based on **actual verified usage of the deployed printer fleet**, determined through automated meter readings and system reports.

Unit rates shall be based on the Price Schedule and may include:

- A4 Black & White printing (per page)
- A4 Colour printing (per page)
- A3 Black & White printing (per page)
- A3 Colour printing (per page)
- Scanning / copying (if applicable under usage model)

Monthly usage shall be:

- Automatically captured through print management software;
- Verified jointly by the Employer and Service Provider; and
- Certified prior to payment processing.

The pricing structure shall be linked to:

- Number of devices in the fleet; and
- Actual monthly print volume generated by those devices.

	4. Payment Certification The Employer shall certify payments within **twenty-eight (28) days** of receipt of a complete invoice and all required supporting documents. Where the Employer neither certifies nor rejects the invoice within twenty-eight (28) days, the invoice may be deemed under review, subject to final verification of service delivery and system records. **5. Final Payment** Final payment shall be made within **fifty-six (56) days** after: a) Completion or termination of the Contract; b) Submission of the Final Performance and Fleet Utilization Report; c) Return or handover of all installed equipment (if applicable); and d) Settlement and reconciliation of all outstanding usage and service claims. **6. Advance Payment** No advance payment shall be made under this Contract.

Section – VIII: Price Schedule

The Bidder shall quote prices inclusive of all labour, training, maintenance support, software support, transportation, insurance, overheads, profit, taxes (except separately identified taxes where applicable), consumables, spare parts, and all other obligations required under the Contract.

The pricing structure shall be based on:

- **Managed Printer Fleet Size (Number of Devices)**
- **Estimated Monthly Print Volume (for evaluation only, not guaranteed)**
- **Service Level Agreement (SLA)-based support model**

Schedule A – Device Deployment & Installation Charges

(Pricing Basis – Lump Sum per Fleet Deployment)

No.	Description	Unit	Qty	Unit Price (LKR)	Total Price (LKR)
1	Site assessment and fleet deployment planning	Lot	**01**		
2	Supply, delivery and installation of MPS devices	Lot	**01**		
3	Installation of print management & monitoring system	Lot	**01**		
4	Network integration and user authentication setup	Lot	**01**		
5	System testing, commissioning and acceptance	Lot	**01**		
6	Initial user, operator and administrator training	Lot	**01**		
7	Documentation, manuals and system handover	Lot	**01**		
Total Installation & Deployment Charges					

Schedule B – Monthly Managed Service Charges

(Pricing Basis – Monthly Rate per Installed Device in the Fleet)

Note: University personnel shall perform printing operations.

Service Provider responsibilities are limited to system support functions.

No.	Description	Unit	Qty (Devices)	Monthly Rate (LKR)	Total (LKR)
1	Device availability and SLA management	Device/ Month			
2	Remote monitoring and fleet management	Device/ Month			
3	Print management software support	Device/ Month			
4	Helpdesk and user support services	Device/ Month			
5	User account and access management	Device/ Month			
Total Monthly Managed Service Charge					

Schedule C – Maintenance & Consumables Service Charges

(Pricing Basis – Monthly Fixed Rate)

Inclusive Components (No Separate Payment Allowed):
✓ Toner replacement ✓ Spare parts ✓ Drums ✓ Rollers ✓ Developer units
✓ Technician labour ✓ Preventive maintenance visits ✓ Corrective maintenance services
✓ Travel expenses ✓ Firmware updates ✓ Software maintenance

Description	Unit	Qty (Devices)	Monthly Rate (LKR)	Total (LKR)
Preventive maintenance (all devices)	Device/ Month			
Corrective maintenance & repairs	Device/ Month			
Emergency breakdown support	Device/ Month			
Consumables supply (toner, drums, rollers, etc.)	Device/ Month			
Spare parts replacement	Device/ Month			
Firmware and software updates	Device/ Month			
Total Maintenance & Consumables Charge				

Schedule D – Usage-Based Printing Charges

(Pricing Basis – Per Page / Per Actual Usage)

University staff shall operate printing activities.

Payment shall apply only for actual printed output.

No payment shall apply for idle system availability.

Description	Unit	Unit Rate (LKR)
A4 Mono Print (Single Side)	Page	
A4 Mono Print (Duplex)	Page	
A4 Colour Print (Single Side)	Page	
A4 Colour Print (Duplex)	Page	
A3 Mono Print (Single Side)	Page	
A3 Mono Print (Duplex)	Page	
A3 Colour Print (Single Side)	Page	
A3 Colour Print (Duplex)	Page	

Summary Price Schedule	
Schedule	**Total Charge**
A – Installation & Deployment Charges	One-time LKR ________
B – Monthly Managed Service Charges	LKR _________ / Month
C – Maintenance & Consumables Charges	LKR _________ / Month
D – Usage-Based Printing Charges	Per Page Rate

Bidder Declaration

We certify that:

1. Prices quoted are complete and inclusive of all obligations specified in the Employer's Requirements.
2. No additional claims shall be made except as expressly permitted under the Contract.
3. The pricing reflects a **Non-Revenue Managed Print Services (MPS) model based on fleet size and actual usage**.
4. Consumables, maintenance, software support, and technical support are included as per the pricing structure.
5. Payment shall be based on **verified actual usage and deployed device fleet**, not guaranteed volumes.

Authorized Signatory: ____________________

Designation: ____________________

Company Seal: ____________________

Date: ____________________

Section VII – Activity Schedule

The Managed Print Services (MPS) shall be delivered based on:

- A defined **printer fleet (number of devices installed at University locations)**
- An estimated **monthly print volume (for evaluation purposes only)**
- A **service-based and usage-based payment model (Non-Revenue Model)**

University personnel shall perform all printing operations after training.

Installation and Commissioning Activities (Fleet Deployment)

No.	Activity Description	Unit of Measurement	Estimated Quantity	Completion Requirement
1	Site assessment and fleet deployment planning	Job	**01**	Assessment report submitted
2	Supply, delivery, and installation of MPS printer fleet	Device	**E.g.: 14**	All devices installed and operational
3	Installation of print management and monitoring system	System	**01**	Fully functional system
4	Configuration of user authentication and print control system	System	**01**	User access operational
5	Network integration across University locations	Location	—	All locations connected
6	System testing and commissioning	Job	**01**	Successful testing completed
7	Acceptance testing and operational readiness certification	Job	**01**	Acceptance certificate issued

Training Activities (User Enablement for Non-Revenue Model)

No.	Activity Description	Unit	Estimated Quantity
1	Operator training for University staff	Session	**01**
2	System administrator training	Session	**01**
3	Print management and user control training	Session	**01**
4	Troubleshooting and basic maintenance training	Session	**01**
5	Refresher training during contract period	Session	**01**
6	Provision of training manuals and guides	Document Set	**Fleet-based (e.g., 14 sets)**

Measurement Standard:

- 1 Training Session = Minimum 01 hour
- Attendance records mandatory
- Training materials provided in digital and printed formats

Fleet Operation Support Activities (Managed Services) (Printing operation performed by University personnel)			
No.	**Activity Description**	**Unit**	**Frequency**
1	Fleet monitoring and system health support	Month	Monthly
2	Print management platform administration	Month	Monthly
3	User account and access control support	Month	Monthly
4	Configuration support	Request	As required
5	Technical consultation support	Hour	As required
6	Remote operational assistance	Incident	As required

Preventive Maintenance Activities (Fleet-Based)			
No.	**Activity Description**	**Unit**	**Frequency**
1	Preventive maintenance inspection	Device	Quarterly
2	Health status verification	Device	Monthly
3	Firmware updates	System	As required
4	Software updates	System	As required
5	Device calibration and optimization	Device	Quarterly

Measurement Standard:
Preventive maintenance includes:

- Cleaning and servicing of all devices in the fleet
- Functional testing
- Calibration and performance tuning
- System validation
- Consumables monitoring

All consumables and parts shall be included under the **Monthly Managed Service Fee / Maintenance Fee**.

Corrective Maintenance Activities			
No.	**Activity Description**	**Unit**	**Measurement Basis**
1	Breakdown response support	Incident	Per occurrence
2	Fault diagnosis	Incident	Included
3	On-site technical support	Visit	Per visit
4	Remote troubleshooting	Incident	Included
5	Spare parts replacement	Included	Monthly fixed service
6	Toner replacement	Included	Monthly fixed service
7	Consumables replacement	Included	Monthly fixed service

Note:
No separate payment shall be made for:

- Toner
- Drums
- Rollers
- Fusers
- Spare parts
- Consumables

All are included in the **Managed Print Service (MPS) Monthly Charge per Device/Fleet**.

Helpdesk and Support Services			
No.	**Activity Description**	**Unit**	**Requirement**
1	Helpdesk operation	Month	Contract period
2	Telephone / online support	Incident	Unlimited
3	Email / ticketing support	Incident	Unlimited
4	Incident tracking system	System	Mandatory
5	Escalation management	Incident	Mandatory

Per-Use Service Activities		
No.	**Activity Description**	**Unit Measurement**
1	A4 Black & White printing	Page
2	A4 Colour printing	Page
3	A3 Black & White printing	Page
4	A3 Colour printing	Page

Measurement Standard:

- Payments strictly based on **actual meter readings from deployed fleet**
- No payment for idle capacity or unutilized devices

Reporting Activities (Fleet-Level Reporting)			
No.	**Activity Description**	**Unit**	**Frequency**
1	Usage and print volume report	Report	Monthly
2	Fleet performance and uptime report	Report	Monthly
3	Maintenance and service report	Report	Monthly
4	Incident and resolution report	Report	Monthly
5	SLA compliance report	Report	Monthly
6	Annual performance report	Report	Monthly

Performance Indicators (SLA-Based Monitoring)		
No.	**Performance Indicator**	**Unit**
1	Fleet availability (uptime)	Percentage (%)
2	Helpdesk response time	Minutes
3	Fault resolution time	Hours
4	Preventive maintenance completion	Percentage (%)
5	Training completion effectiveness	Percentage (%)

Contract Closure Activities		
No.	**Activity Description**	**Unit**
1	Final performance reporting	Report
2	Knowledge transfer completion	Session
3	System decommissioning / handover	Job
4	Contract closure documentation	Document Set

General Notes

1. Activity quantities are **indicative only** and may vary based on operational requirements.
2. Payments shall be strictly based on the **Price Schedule and actual verified usage/fleet deployment**.
3. Services included under the **Monthly Managed Service Fee shall not be billed separately**.
4. Printing operations shall be performed by University personnel after training.
5. The Service Provider remains fully responsible for **fleet availability, consumables, maintenance, and SLA compliance** throughout the Contract period.

APPENDIX A – DESCRIPTION OF THE SERVICES

A.1 Contract Title

Provision, Installation, Support and Maintenance of Non-Revenue Managed Print Services (MPS) for the University of Jaffna

A.2 Contract Objective

The objective of this Contract is to provide a fully managed printing solution for the University of Jaffna through the supply, installation, configuration, commissioning, operation support, maintenance, monitoring, and management of a fleet of multifunction printing devices under a **Non-Revenue Managed Print Services (MPS) Model**.

The Service Provider shall supply, install, and maintain the agreed number of multifunction printers together with all required software, accessories, consumables, spare parts, and technical support necessary for continuous service throughout the Contract period.

The University shall undertake all day-to-day printing, copying, and scanning operations using its own authorized personnel.

The Service Provider shall not collect any payments directly from University staff, students, or any third party. All payments shall be made solely by the University in accordance with the Contract based on the agreed pricing mechanism.

The Service Provider shall ensure continuous availability, reliability, and operational efficiency of the managed print environment throughout the Contract period.

A.3 Scope of Services

A.3.1 Fleet Supply, Installation and Commissioning

The Service Provider shall:

1. Supply the agreed number and types of multifunction printers specified in the Employer's Requirements.
2. Supply all software licences necessary for the operation of the Managed Print Services.
3. Supply and implement print management and monitoring software.
4. Supply and configure user authentication and secure print release systems (where applicable).
5. Deliver, install, and commission all equipment.
6. Configure network connectivity.
7. Configure user authentication and access controls.
8. Configure departmental accounts, print policies, quotas, and cost centres (where applicable).
9. Conduct testing and commissioning of all equipment and software.
10. Demonstrate full operational readiness prior to acceptance.
11. Provide all cables, connectors, drivers, and accessories required for installation.

A.3.2 System Configuration

The Service Provider shall configure, where applicable:

- User accounts
- Departmental accounts
- Cost centres
- Print quotas and policies
- Secure printing functions
- Print tracking and accounting
- Usage monitoring
- Reporting modules
- Audit logs
- Device monitoring dashboard
- Backup and recovery functions
- System administration settings

A.3.3 Training Services

The Service Provider shall provide comprehensive training to designated University personnel.

System Administrator Training

Minimum two (2) sessions covering:

- System administration
- User and device management
- Print management software
- Usage monitoring
- Report generation
- Backup and recovery
- Basic troubleshooting

User / Operator Training

Minimum two (2) sessions covering:

- Printer operation
- Printing, copying and scanning
- Secure printing
- Paper loading
- Consumable replacement procedures (user-level)
- Error handling
- Daily operational procedures

Refresher Training

At least one (1) refresher training session each year during the Contract period or as requested by the Employer.

A.3.4 Preventive Maintenance

The Service Provider shall:

- Carry out scheduled preventive maintenance on all deployed devices.
- Clean and inspect equipment.
- Replace worn or defective components.
- Upgrade firmware where applicable.
- Calibrate equipment.
- Verify system performance.
- Perform preventive maintenance in accordance with manufacturer recommendations.

Minimum Frequency: Once every three (3) months or as recommended by the manufacturer.

A.3.5 Corrective Maintenance

The Service Provider shall:

- Respond to reported faults.
- Diagnose hardware and software issues.
- Repair defective equipment.
- Replace defective components.
- Replace faulty devices where repairs cannot be completed within the agreed Service Levels.
- Restore services within the Service Level Requirements specified in the Contract.

A.3.6 Consumables and Spare Parts Management

The Service Provider shall supply, replace, and maintain, as applicable:

- Toner cartridges
- Drums
- Developer units
- Fusers
- Rollers
- Waste toner containers
- Spare parts
- Other consumables required for normal operation

No separate payment shall be made for these items unless specifically provided for in the Contract.

A.3.7 Print Management and Monitoring

The Service Provider shall provide a print management solution capable of:

- Device monitoring
- Meter reading
- Usage reporting
- Print accounting
- User authentication (where applicable)

- Departmental reporting
- Device status monitoring
- Fleet performance monitoring
- Audit reporting

A.3.8 Helpdesk and Technical Support

The Service Provider shall establish:

- Telephone support
- Email support
- Online ticketing system
- Remote technical support
- On-site technical support

Support Hours:

Monday to Friday

8.30 a.m. – 4.15 p.m.

excluding University holidays unless otherwise agreed.

A.3.9 Reporting Services

The Service Provider shall submit:

- Monthly print usage reports
- Fleet utilization reports
- Device availability reports
- SLA compliance reports
- Preventive maintenance reports
- Incident and fault reports
- Consumable replacement reports
- Quarterly performance review reports
- Annual performance reports

A.4 Service Locations

Services shall be provided at:

- Administrative Offices
- Any additional University locations identified by the Employer during the Contract period.

The Employer reserves the right to relocate or add service locations within the University network during the Contract period.

A.5 Contract Duration

Initial Contract Period:

One (1) year from the Commencement Date.

The Contract may be extended annually up to a maximum of three (3) years, subject to:

- satisfactory performance of the Service Provider;
- continued operational requirement of the University;
- mutual agreement of both Parties; and
- approval by the Employer.

A.6 Activities Requiring Employer Approval

The Service Provider shall obtain the Employer's prior written approval before:

1. Replacing key personnel.
2. Subcontracting any part of the Services.
3. Relocating, replacing, or removing any installed device.
4. Replacing or upgrading approved equipment.
5. Changing the print management software or monitoring system.
6. Modifying user authentication or security configurations.
7. Altering approved implementation plans.
8. Changing preventive maintenance schedules.
9. Changing Service Level arrangements.
10. Modifying reporting methods or meter reading mechanisms.
11. Implementing changes affecting billing or usage measurement.
12. Making any material change that may affect service delivery, security, or contractual performance.

APPENDIX B – SCHEDULE OF PAYMENTS AND REPORTING REQUIREMENTS

B.1 Schedule of Payments

Payments shall be made in accordance with the Conditions of Contract, the Price Schedule, and the verified services performed.

Milestone 1 – Fleet Deployment, Installation and Commissioning

Activity	Measurement Unit	Payment Basis
Supply, delivery, installation, configuration, testing, commissioning, and operational readiness of the Managed Print Services (MPS) fleet	Lump Sum	Upon successful completion, commissioning, and issuance of the Employer's Acceptance Certificate

Milestone 2 – Training and Knowledge Transfer

Activity	Measurement Unit	Payment Basis
Initial training of system administrators, operators, and designated University personnel	Lump Sum or Session (as specified in the Price Schedule)	Upon successful completion of training and acceptance by the Employer

Training shall include:

- System administration
- Printer operation
- Print management software
- User administration
- Basic troubleshooting
- Submission of training manuals and attendance records

Milestone 3 – Monthly Managed Print Services

Activity	Measurement Unit	Payment Basis
Managed Print Services for the deployed printer fleet	Month	Monthly upon verification of services and approval of reports

The Monthly Managed Print Service shall include, where applicable:

- Fleet monitoring
- Helpdesk support
- Remote technical support
- On-site technical support
- Preventive maintenance
- Corrective maintenance
- Software support

- Firmware updates
- Print management software
- User administration support
- Consumables management
- Spare parts replacement
- SLA monitoring and compliance

Where the Contract includes a **per-device monthly charge**, payment shall be based on the number of devices deployed and accepted by the Employer.

Milestone 4 – Usage-Based Printing Charges

Activity	Measurement Unit	Payment Basis
Printing services	Page	Actual verified meter readings

Applicable unit rates shall be those quoted in the Price Schedule for:

- A4 Black & White
- A4 Colour
- A3 Black & White
- A3 Colour

Payments shall be based solely on actual verified printing volumes. The estimated monthly print volumes provided in the bidding documents are intended only for bid evaluation purposes and do not constitute a minimum usage commitment by the Employer.

B.2 Reporting Requirements

1. Monthly Operational Report

Submission:

Within **five (5) working days** after the end of each month.

The report shall include:

- Device-wise meter readings
- Total print volumes by device
- Fleet utilization
- Device availability
- Downtime records
- Service requests received
- Incident resolution details
- Preventive maintenance completed
- Corrective maintenance performed
- Consumables and spare parts replaced

2. Monthly Usage Report

The report shall include:

- User-wise printing volumes
- Department-wise printing volumes
- Cost centre usage (where applicable)
- Mono and colour printing analysis
- A3 and A4 printing statistics
- Device utilization analysis
- Comparison with estimated print volumes

3. Monthly Service Level Agreement (SLA) Report

The report shall include:

- Device availability (%)
- Fleet availability (%)
- Helpdesk response times
- On-site response times
- Fault resolution times
- Preventive maintenance compliance
- Corrective maintenance statistics
- SLA compliance summary
- Outstanding issues and corrective actions

4. Quarterly Performance Review Report

The report shall include:

- Fleet performance trends
- Device utilization analysis
- Printing volume trends
- Maintenance performance
- Consumables usage trends
- Recommendations for service improvements
- Risk assessment
- Capacity and optimization recommendations

5. Annual Performance Report

The report shall include:

- Annual print volumes
- Device utilization statistics
- Fleet availability
- Overall SLA performance
- Maintenance summary
- Consumables consumption
- Service improvement recommendations
- Annual cost analysis
- Recommendations for fleet optimization

B.3 Verification of Payments

Before certification of monthly payments, the Employer may verify:

- Device meter readings
- Print management system reports
- Number of deployed devices
- Service logs
- Maintenance records
- SLA performance
- Submitted invoices
- Supporting documentation

Only verified services shall be certified for payment.

B.4 Report Recipients

Reports shall be submitted electronically and, where requested, in hard copy to:

- Registrar
- Bursar
- Officer designated by the Employer to administer the Contract
- Head(s) of the relevant Department(s) or Division(s), where applicable

The Employer may designate additional recipients during the Contract period.

APPENDIX C – KEY PERSONNEL

C.1 Minimum Personnel Requirements

The Bidder shall provide qualified personnel to successfully implement, operate, maintain, and support the Non-Revenue Managed Print Services (MPS) throughout the Contract Period.

Position	Minimum Qualification	Minimum Experience
Project Manager / Operations Manager	Degree or Diploma in Information Technology, Engineering, Management, or a related field	5 Years
Managed Print Services (MPS) Engineer	Degree or Diploma in Information Technology, Electronics, Electrical Engineering, or a related field	3 Years
System / Network Administrator	Relevant Degree, Diploma, or Professional Qualification in Information Technology, Networking, or Systems Administration	3 Years
Technical Support Engineer	Diploma, NVQ, or equivalent Technical Qualification in Electronics, Electrical Engineering, Information Technology, or a related field	2 Years
Helpdesk / Service Support Officer	Diploma or Certificate in Information Technology or Customer Support, or equivalent experience	2 Years
Trainer (as required)	Relevant qualification with experience in delivering technical training	2 Years

C.2 Minimum Personnel Availability

The Service Provider shall ensure that the following personnel are available throughout the Contract Period.

Position	Minimum Requirement
Project Manager / Operations Manager	One (01) person assigned for overall contract management
Managed Print Services (MPS) Engineer	Minimum One (01) qualified engineer
System / Network Administrator	Minimum One (01) qualified administrator
Technical Support Engineer	Sufficient personnel to comply with the Service Level Requirements (SLR)
Helpdesk / Service Support Officer	During normal support hours specified in the Contract
Trainer (as required)	As required for initial implementation and refresher training

C.3 Responsibilities

Project Manager / Operations Manager

Responsible for:

- Overall contract administration and coordination
- Implementation planning and supervision
- Liaison with the University
- Service Level Agreement (SLA) monitoring
- Performance reporting
- Resource management
- Contract performance review meetings

Managed Print Services (MPS) Engineer

Responsible for:

- Installation and commissioning of printing devices
- Configuration of print management software
- Network integration
- Device configuration and optimization
- Preventive maintenance
- Firmware and software updates
- Technical troubleshooting

System / Network Administrator

Responsible for:

- Administration of print management software
- User authentication and access management
- Device monitoring
- Print accounting and reporting
- Backup and system configuration
- Security configuration
- Software administration

Technical Support Engineer

Responsible for:

- Corrective maintenance
- Preventive maintenance
- On-site technical support
- Remote technical support
- Replacement of defective parts
- Consumables replacement
- Fault diagnosis and restoration of services
- Compliance with agreed response and resolution times

Helpdesk / Service Support Officer

Responsible for:

- Receiving and logging service requests
- Incident tracking and escalation
- User support
- Service request coordination
- Communication with University representatives
- Maintaining helpdesk records

Trainer

Responsible for:

- Initial user training
- System administrator training
- Refresher training sessions
- Preparation of training materials
- Knowledge transfer to University personnel
- User manuals and operational guidance

APPENDIX D – SERVICES AND FACILITIES PROVIDED BY THE EMPLOYER

The Employer (University of Jaffna) shall provide the following facilities and assistance to enable the Service Provider to perform the Services under the Contract.

D.1 Installation Locations

The University shall provide:

- Suitable locations for the installation and operation of the printing devices.
- Reasonable access to the designated installation sites during normal working hours.
- Adequate space for the installation of equipment and related accessories.

D.2 Utilities and Infrastructure

The University shall provide:

- Electrical power supply required for normal operation of the equipment.
- Network connectivity at designated installation locations.
- Suitable environmental conditions for operation of the equipment in accordance with the manufacturer's recommendations.
- Physical access to University premises for authorized Service Provider personnel.

D.3 Employer's Representative and Coordination

The University shall designate authorized officers responsible for:

- Contract administration and coordination.
- Site access coordination.
- Acceptance testing.
- Verification of services performed.
- Review of performance reports.
- Verification of monthly meter readings.
- Certification of invoices for payment.

D.4 Printing Operations

The University shall be responsible for:

- Operating the printing equipment through its own authorized personnel.
- Managing printing, copying, and scanning activities for official University purposes.
- Loading paper and other media required for routine operations.
- Reporting equipment faults and service requests to the Service Provider.
- Preventing unauthorized use of the equipment.
- Complying with the operational procedures and user guidelines provided by the Service Provider.

The University shall not be responsible for maintenance, repairs, replacement of spare parts, or supply of toner and other consumables covered under the Contract.

D.5 Access and Security

The University shall provide:

- Reasonable access to the installed equipment during normal working hours.
- Entry permits or access authorization where required.
- Escort arrangements for restricted areas, where applicable.
- Access for preventive and corrective maintenance activities.

D.6 Acceptance, Verification, and Payment Certification

The University shall:

- Verify installation and commissioning of the equipment.
- Witness acceptance testing.
- Verify monthly device meter readings.
- Review maintenance records and service reports.
- Verify compliance with the Service Level Requirements (SLR).
- Certify invoices for payment in accordance with the Conditions of Contract.

D.7 Information and Cooperation

The University shall provide:

- Relevant information reasonably required for implementation of the Services.
- Timely decisions and approvals necessary for contract administration.
- Access to designated University representatives for operational coordination.
- Reasonable cooperation to facilitate preventive maintenance, inspections, and performance reviews.

D.8 Limitations of Employer's Responsibilities

Except as expressly provided in the Contract, the University shall **not** be responsible for:

- Maintenance or repair of the printing equipment.
- Supply or replacement of toner, drums, fusers, developer units, rollers, or other consumables.
- Replacement of defective parts or components.
- Software maintenance or firmware updates.
- Technical support services.
- Costs arising from the Service Provider's failure to meet its contractual obligations.

These responsibilities shall remain with the Service Provider throughout the Contract Period.