

## **Scope of work: Managed Printing Services**

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1. Provide Multifunctional Printers (MFP) and ARDF as per provided specification on 'Pay per page' rental basis.
2. Machines to be delivered and installed at the locations as indicated by the bank.
3. Number of required machines may increase or decrease by 15% based on strategic requirement of the bank.
4. Maintain the provided machine to keep at optimum level of performance.

### **Requirement from vendor:**

1. The Supplier must be the distributor /Authorize country partner of the quoted device.
2. The Supplier must have the experience of handle manage similar kind of project with minimum three customers.
3. The managed Print Service will be provided along with device management, quota allocation, Print anywhere (by any device under the network) & auditing software solutions.
4. Supplier should conduct site survey to know scope details.

### **Key Terms and Conditions:**

#### **1. Service Period under Agreement:**

1.1 An agreement will commence upon the delivery of THE PROPERTY MACHINERIES or MACHINES to BRAC BANK PLC (BB PLC) and shall continue for a period of **03 years/ 36 months**.

#### **2. Delivery, Installation & Location:**

2.1 VENDOR shall be fully liable for the delivery, installation & commissioning of THE PROPERTY MACHINERIES /MACHINES for which agreed with BRAC BANK PLC (BB PLC) and no charges will have to be paid by BRAC BANK PLC (BB PLC).

#### **3. Ownership and Inspection:**

3.1 BRAC BANK PLC (BB PLC) shall have no right to Sell, Transfer and Dispose of the machineries.

3.2 BRAC BANK PLC (BB PLC) shall notify THE OWNER by prior written notice if they want to change the location and also BRAC BANK PLC (BB PLC) cannot transfer THE PROPERTY MACHINERIES to any third party.

3.3 BRAC BANK PLC (BB PLC) shall allow authorized representative of THE OWNER to enter the place of the property location for inspection, maintenance and service within the business hour and also BRAC BANK PLC (BB PLC) shall not permit any unauthorized representative from any other parties.

#### **4. Maintenance, Service & Safety:**

4.1 THE OWNER shall repair and maintain the machines at its own cost to be in good working condition and shall include the replacement of consumables (such as Toner, Drum, etc.) & accessories with service support those necessitates. The OWNER shall maintain the satisfactory and good quality print to BRAC BANK PLC (BB PLC) by changing the Toner as and when necessary. In no circumstance the fade or unclear print will be accepted by BRAC BANK PLC (BB PLC).

4.2 In the event where abnormal maintenance or repair required, THE OWNER at its option, may substitute such equipment's with same specification or model.

4.3 BRAC BANK PLC (BB PLC) shall be liable for the safety of the Machines and also liable for the equipment in his custody against any willful damage, burn & Theft. Before Installation, THE OWNER will

ensure and inform BRAC BANK PLC (BB PLC) about the electricity line voltage and other requirement for the Properties. Natural wear and tear and long usages damage will be accepted by THE OWNER.

4.4 For any non-readable printed document pages count will be deducted from the total number of print. (Customer shall stop print/copy from the particular device while BRAC BANK PLC (BB PLC) found non-readable print/copy & print/copy volume must not exceed 25 pages before informing the vendor.

4.5 Any service issue (Performance Issues /User Provisioning/print quality/other L1 issues) will be responded within 15 min and resolved within 2 hours in Dhaka office of being informed about the service issue. For hardware related issues, maximum resolution time will be 2 working days.

## **5. Commitment & Payment**

5.1 BRAC BANK PLC (BB PLC) shall accept the at actual copy / print volume as commitment & also shall pay under the commitment to VENDOR as hereinafter mentioned in details.

5.2 The number of copies (Photocopy & Print) will be counted by “Printer Counter Number” based on A4 Size and the monthly copy volume will be counted by deducting the latest printer counter number from the previous / earlier count and the printer counter data will be documented by both parties through the signed & sealed by each other.

5.3 For any delay in service response ( Hardware Issues that require troubleshooting or replacement or software issues or L2 issues), vendor will have to clarify the reason of delay and if the provided reason is not justifiable, BB PLC will impose penalty as below:

- i. 1% of monthly bill of that particular machine will be deducted, if the machine is not managed within 2 working day.
- ii. 2% of monthly bill of that particular machine will be deducted, if the machine is not managed within 4 working days.
- iii. 3% of total monthly bill will be deducted, if the machine remains unmanaged beyond 4 working days.
- iv. Additional 1% of total monthly bill will be deducted for each 7 days of continuation for any unmanaged machine multiplied by the number of machines.

5.4 0.75% of total number of pages (print and copy) will be excluded in every monthly billing as wastage. Scanning shall be out of scope of billing.

## **6. Termination of Agreement:**

6.1 BRAC BANK PLC (BB PLC) shall have the right to terminate the agreement due to poor service provided by THE OWNER by giving a 2 (two month) prior notice in writing.