KCMC UNIVERSITY

TERMS OF REFERENCE: FOR THE PROVISION OF CENTRALIZED MANAGED PRINTING, PHOTOCOPYING, SCANNING AND DOCUMENT OUTPUT SERVICES

Managed Print Service (MPS)
Procuring Institution: KCMC University
Technical Lead: Directorate of Information and Communication Technology
Financial: Directorate of Finance
Procurement Coordination: Procurement Management Unit
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1. BACKGROUND

KCMC University intends to establish a centralized, secure, reliable and cost-effective printing, photocopying, scanning and document-output service across the University.

The University currently operates in an environment in which printing and photocopying requirements arise from academic, administrative, research, financial and student-service functions. These requirements include routine office printing, examinations, teaching materials, committee and Senate documentation, research documents, student records, financial records, admissions documents, reports, conference materials and other official documentation.

A decentralized approach involving multiple independently managed printers and photocopiers can lead to duplication of equipment, inconsistent maintenance arrangements, uncontrolled toner and consumable expenditure, inefficient utilization of devices, prolonged downtime,

limited accountability for printing expenditure and difficulties in determining the actual total cost of printing.

KCMC University therefore intends to move towards a **Managed Print Service (MPS)** model under which a competent service provider assumes responsibility for the provision, installation, configuration, monitoring, preventive maintenance, repairs, consumables management and technical support of printing and photocopying equipment.

The proposed arrangement should minimize capital expenditure by the University while providing measurable service levels, transparent cost-per-page charges, secure printing, reliable support and continuous optimization.

2. PURPOSE OF THE TERMS OF REFERENCE

The purpose of these Terms of Reference is to solicit proposals from experienced, technically competent and financially capable vendors to design, supply, implement, manage, commissioning and support a centralized printing, photocopying and scanning service at KCMC University.

The successful vendor shall be expected to provide an end-to-end managed service rather than merely supplying equipment.

3. OBJECTIVES

The centralized managed printing service shall seek to:

1. Establish a reliable University-wide printing, copying and scanning service.
2. Reduce the total cost of printing and photocopying.
3. Minimize upfront capital expenditure on photocopiers, printers and cartridges.
4. Standardize equipment and associated support arrangements.
5. Centralize print monitoring and management.
6. introduce transparent cost-per-page accounting.
7. Improve availability of printing services.
8. Reduce downtime through preventive maintenance and rapid vendor support.
9. Control colour printing and other high-cost printing activities.
10. facilitate departmental and cost-centre reporting.
11. Implement secure print-release mechanisms for confidential University information.
12. Reduce abandoned and unnecessary printing.
13. Encourage duplex printing and paper-saving practices.
14. Introduce proactive toner and consumables management.
15. Improve scanning and electronic document-management workflows.
16. Ensure predictable annual printing expenditure.
17. Generate accurate information for budgeting and management decision-making.
18. Establish measurable vendor service-level obligations.
19. Prepare community for digitalization.

4. PREFERRED PROCUREMENT AND SERVICE MODEL

The University prefers a **customer/client-managed service model**.

Under this arrangement, the vendor should provide suitable printing, photocopying and Installation of software and equipment.

The preferred model will be the property and sorely owned by the KCMC University.

The service should strictly be provided by recognized Regional or country distributor and not middle supplier.

The vendor shall be responsible for:

- provision of equipment;
- installation;
- configuration;
- supply of print-management software;
- licensing associated with the proposed service;
- toner;
- drums;
- developer units;
- routine spare parts;
- preventive maintenance;
- corrective maintenance;
- firmware updates;
- technical support;
- replacement of failed equipment;
- monitoring;
- user onboarding;
- administrator training;
- user training;
- service reporting; and
- service optimization.

Paper should preferably be handled as a separately quoted item.

5. PRINCIPLES OF THE COMMERCIAL ARRANGEMENT

The proposed service shall be designed around the following principles:

5.1 Pay for actual supply and support

The University should primarily pay against verified goods and service provided.

5.2 Transparency

All charges shall be clearly identified.

5.3 Minimal hidden costs

Charges for routine servicing, toner, normal spare parts and technical support should be incorporated into the agreed service charges.

Vendor shall provide a separate quote for these hidden costs as tentative, annually but divided into quarter. This quotation should not be included in the total of the main supply and installation Bid.

5.4 Predictable expenditure

The service shall facilitate annual budgeting and expenditure forecasting.

5.5 No uncontrolled minimum volumes

Any minimum-volume commitment proposed by the vendor must be explicitly disclosed and justified.

The University prefers an arrangement with no mandatory minimum volume.

5.7 Total Cost of Ownership

Overall cost should be against supply of goods and services.

6. SCOPE OF SERVICES

6.1 Baseline Assessment

The vendor shall undertake a comprehensive assessment of the University's printing environment.

The assessment shall identify:

- existing printing devices;
- photocopiers;
- device locations;
- device condition;
- ownership;
- monthly print volumes where available;
- monochrome versus colour volumes;
- All sizes demand;
- administrative printing;
- academic printing;
- examination printing;
- student printing;
- high-volume printing locations;
- network connectivity;
- user groups;
- confidentiality requirements;
- downtime patterns;
- toner expenditure;
- maintenance costs; and
- opportunities for consolidation.

Deliverable

- University Printing and Photocopying Baseline Assessment Report (Including quantity of Colored and Black & white printers)
- Centralized printing service managed by client on a designated point.

7. ASSESMENT LOCATIONS

The vendor shall design a solution capable of supporting the different operational environments of KCMC University.

Potential assessment locations include:

Administrative areas

- Vice Chancellor's Office;
- Deputy Vice Chancellor Offices;
- Finance Directorate;
- Human Resources;
- Procurement;
- Registry;
- Admissions;
- Examinations;
- Quality Assurance;
- Research Directorate;
- postgraduate offices;
- Five schools;
- departments;
- directorates; and
- administrative offices.

Academic areas

- PhD seminar rooms;
- computer laboratories;
- simulation laboratories;
- research laboratories;
- library;
- teaching units; and
- academic departments.

Student service areas

- Student Affairs;
- admissions;
- student records;
- finance service points;
- library; and
- designated student printing locations.

Central high-volume facility

The proposed solution should evaluate the establishment of a **Central University Reprographic/Printing Centre**.

This location may handle:

- examinations;
- high-volume photocopying;
- booklets;
- Senate and Council papers;
- conference materials;
- training materials;
- reports;
- academic handouts;
- institutional publications
- Academic Certificates
- Students and Staff ID; and
- other bulk printing.

8. PROPOSED SERVICE ARCHITECTURE

The University anticipates a hybrid centralized model consisting of:

Layer 1: Central Reprographic Centre

High-capacity machines for bulk and specialized jobs.

Layer 2: Strategic Multi-Function Devices

Networked MFDs positioned at appropriate schools, directorates and high-volume administrative locations.

Layer 3: Secure Departmental Access

Selected departments requiring confidentiality may access designated secure devices.

Layer 4: Central Print Management Platform

A software platform shall centrally manage:

- authentication;
- queues;
- printing permissions;
- quotas;
- cost accounting;
- secure print release;
- departmental reporting;
- device monitoring;
- toner alerts;
- meter readings; and
- audit logs.

9. REQUIRED DEVICE CAPABILITIES

The proposed fleet shall support a combination of devices according to workload.

9.1 Central Production Equipment

Where justified:

- minimum approximately 100+ pages per minute;
- high monthly duty cycle;
- Colored and Black & white
- All size printing;
- large feeder capacity;
- sorting;
- stapling;
- booklet capabilities where required;
- high-speed scanning; and
- production-level reliability.

These specifications represent operational minimums rather than brand-specific restrictions.

Bidders may recommend alternative specifications where they demonstrate equal or better service and lower TCO.

10. PRINTING FUNCTIONALITY

The solution shall support:

- All sizes printing;
- black-and-white printing;
- controlled colour printing;
- automatic duplex printing;
- secure printing;
- print preview;
- job cancellation;
- multiple pages per sheet;
- document collation;
- stapling where installed; and
- high-volume job routing.

11. PHOTOCOPYING

The system should support:

- All sizes copying
- duplex copying;
- reduction and enlargement;
- ID copying;
- automatic document feeding;
- page sorting; and
- document collation.

12. SCANNING AND DIGITALIZATION

The University intends to use this initiative partly to reduce paper dependency.

Devices should therefore support scanning to:

- University email;
- network folders;
- approved document repositories;
- authorized user folders; and
- other ICT-approved systems.

Preferred scanning features include:

- PDF;
- searchable PDF where OCR is available;
- PDF/A;
- JPEG;
- duplex scanning;
- automatic document feeder; and
- configurable resolution.

13. PRINT MANAGEMENT SYSTEM

The vendor shall provide an appropriate print-management platform.

The platform should provide:

13.1 User authentication

Through one or more of:

- username/password;
- PIN;
- staff/student card;
- institutional authentication.

13.2 Follow-Me Printing

Users should, where technically practicable, submit a job once and securely release it from an authorized device.

13.3 Secure Release

Confidential jobs should not automatically print when sent.

Printing should occur only after user authentication.

13.4 Quotas

The University shall be able to configure:

- user quotas;
- departmental quotas;
- student quotas;
- role-based quotas.

13.5 Colour Control

Colour printing should be restricted to approved:

- persons;
- departments;
- roles;
- documents; or
- service locations.

13.6 Policy Enforcement

The University should be able to configure rules such as:

- default monochrome;
- default duplex;
- restriction of colour;
- maximum number of pages;
- routing large jobs to central machines;
- restriction of unauthorized printing.

14. ACCOUNTING AND COST CENTRES

The platform shall generate printing statistics by:

- user;
- department;
- directorate;
- school;
- cost centre;
- device;
- date;
- document type where available;
- colour/monochrome;
- paper size.

This will enable show-back or charge-back reporting where the University decides to implement such arrangements.

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15. STUDENT PRINTING

The bidder should provide an optional student printing model.

The model may support:

- allocated student quotas;
- prepaid printing credits;
- authorized top-ups;
- controlled payment mechanisms;
- per-page charging;
- secure printing.

The University shall retain authority to determine student printing prices.

16. SECURITY AND CONFIDENTIALITY

University print services may handle:

- examinations;
- student records;
- personnel files;
- financial information;
- confidential correspondence;
- research information;
- legal information;
- committee papers;
- Senate and Council documents.

The vendor shall therefore implement appropriate information-security controls.

Minimum controls shall include:

- secure print release;
- administrative passwords;
- role-based administration;
- encrypted communications where supported;
- secure job deletion;
- audit logs;
- firmware updates;
- storage-device protection;
- secure device wiping;
- restricted remote access;
- controlled administrator access.

17. PERSONAL DATA PROTECTION

The vendor shall comply with applicable Tanzanian personal data protection requirements and relevant University policies.

Vendor personnel shall:

- observe confidentiality;
- access only information necessary to provide the service;

- not copy University documents;
- not retain print content unnecessarily;
- not disclose University information;
- not use University information for marketing;
- not use University documents or metadata to train artificial intelligence systems.

Any material data-security incident shall be reported promptly through the agreed escalation mechanism.

18. REMOTE ACCESS

Vendor remote access shall:

- be authorized by ICT;
- use secure connections;
- be restricted to necessary systems;
- be logged;
- be revocable; and
- not provide uncontrolled access to the University network.

Permanent unattended vendor remote access should not be enabled unless expressly approved.

19. ONBOARDING REQUIREMENTS

Strong vendor onboarding support is considered essential.

The successful vendor shall provide a structured implementation process.

Phase 1 – Mobilization

Within approximately five working days following contract effectiveness.

Activities: 1st Week

- project kickoff;
- assignment of vendor project manager;
- University/vendor contact matrix;
- escalation matrix;
- risk register;
- communication plan;
- work plan.

Phase 2 – Pilot Deployment

Approximately 2 Weeks.

A pilot should be conducted in representative areas.

Phase 3 – University Rollout

Approximately 2 Weeks

Phase 4 – Stabilization and training

Thirty days following rollout.

Phase 5 – Business-as-Usual Support

Thereafter.

20. TRAINING

20.1 ICT Administrator Training

Topics:

- print management;
- account management;
- reports;
- security;
- queues;
- troubleshooting;
- escalation;
- meter verification.

20.2 Finance and Procurement Training

Topics:

- usage reporting;
- cost centre analysis;
- meter reconciliation;
- invoice verification;
- SLA review.

20.3 Departmental Super-Users

Training on:

- day-to-day operation;
- scanning;
- job release;
- common problems.

20.4 End Users

Training on:

- printing;
- copying;

- scanning;
- secure printing;
- colour restrictions;
- responsible printing;
- fault reporting.

Electronic guides should be supplied.

21. MAINTENANCE

The vendor shall be responsible for:

- preventive maintenance;
- corrective maintenance;
- cleaning;
- replacement of routine service parts;
- firmware updates;
- component replacement;
- diagnostic checks.

Maintenance shall comply with manufacturer recommendations.

22. TONER AND CONSUMABLE MANAGEMENT

The service should operate on a proactive replenishment model.

The vendor/client shall:

- maintain adequate toner stock;
- replenish toner before depletion;
- maintain emergency stock;
- monitor drums and other consumables;

23. SPARES

The vendor shall maintain adequate spare parts and replacement devices to prevent extended downtime.

Where equipment cannot be repaired within the agreed SLA, the vendor shall provide:

- a loan unit;
- equivalent replacement unit; or
- approved alternative service arrangement.

24. SERVICE LEVEL AGREEMENT

The following minimum service objectives are proposed.

Indicator	Minimum Target
Overall fleet availability	≥98.5%
Print management platform availability	≥99%
Critical incident response	≤1 hour
Critical restoration/workaround	≤4 business hours
Standard support response	≤4 business hours
Replacement where same-day repair impossible	By next business day
Preventive maintenance completion	100%
Consumable replenishment	Before depletion
Monthly report submission	Within first 5 working days

Vendors may propose superior service levels.

25. SUPPORT CHANNELS

The vendor shall provide:

- telephone support;
- email support;
- ticketing/helpdesk mechanism;
- escalation contacts;
- named service manager.

The vendor should integrate its support workflow with the University's ICT support processes where practical.

26. QUARTELY REPORT

The vendor shall submit quarterly reports including:

Support and utilization services

- spare parts
- toner
- maintenance
- device uptime;
- downtime;
- faults;
- repeat faults;
- mean response time;
- mean repair time.

SLA

- incidents;
- response compliance;
- repair compliance;

- availability.

27. FINANCIAL PROPOSAL

Bidders shall provide the following pricing.

Item	Pricing Unit
Black-and-white MFD	TZS/page
Colored MFD	TZS/page
System/software fee	TZS or Included
Installation	TZS or Included
Training	TZS or Included
Other compulsory fee if applicable	State clearly

Prices should explicitly identify applicable local taxes.

28. VENDOR QUALIFICATION

Bidders should demonstrate:

1. Legal registration to operate in Tanzania as manufacturers or sole distributors.
2. Relevant statutory documents and tax compliance.
3. Experience in Managed Print Services.
4. Experience supporting medium-to-large organizations.
5. Availability of trained technicians.
6. Ability to service KCMC University in Moshi.
7. Availability of consumables and spare parts.
8. Manufacturer/OEM authorization or recognized technical support arrangements.
9. Financial capacity to sustain a managed-service contract.
10. Established support procedures.
11. At least three relevant client references.

Preference may be given during technical assessment to demonstrable experience supporting:

- universities;
- hospitals;
- research institutions;
- government/public organizations;
- large professional organizations.

29. REQUIRED BIDDER SUBMISSION

The proposal shall contain:

1. Executive Summary.
2. Understanding of the assignment.
3. Company profile.
4. Mandatory legal documentation.

5. Relevant experience.
6. Client references.
7. Proposed technical solution.
8. Proposed equipment.
9. Print-management software.
10. Security architecture.
11. Baseline-assessment methodology.
12. Device-placement methodology.
13. Implementation plan.
14. Pilot plan.
15. Training plan.
16. Support structure.
17. SLA proposal.
18. Consumable-management approach.
19. Spare-parts strategy.
20. Business continuity plan.
21. Data-protection approach.
22. Environmental sustainability approach.
23. Exit plan.
24. Financial proposal.
25. Three-year TCO.
26. Assumptions.
27. Exclusions.
28. Compliance matrix.

30. EVALUATION METHODOLOGY

The vendor will be evaluated through Quality Based Selection Method. The following evaluation methodology is recommended, subject to approval through the applicable University procurement process.

Stage 1 – Mandatory Compliance

Pass/Fail.

Stage 2 – Technical Evaluation - 65 points

Indicative allocation:

Criterion	Points
Understanding and proposed service architecture	10
Equipment suitability	10
Print-management platform	10
Implementation/onboarding approach	8
Support, maintenance and SLA	12
Security, privacy and business continuity	7
Experience and references	5

Criterion	Points
Training, sustainability and exit approach	3
Total	**65**

A minimum technical threshold may be established in the final tender documentation.

Stage 3 – Financial/TCO Evaluation - 35 points

Assessment shall consider:

- fixed charges;
- consumables;
- licences;
- onboarding;
- support;
- other mandatory charges;

31. VENDOR DEMONSTRATION

Shortlisted bidders may be required to demonstrate:

- device operation;
- printing;
- scanning;
- user authentication;
- secure release;
- print accounting;
- administrative dashboard;
- reporting;
- quota controls;
- colour restrictions;
- meter reporting.

32. PILOT

The University reserves the right to require the preferred bidder to complete a pilot before full rollout.

33. BUSINESS CONTINUITY

The vendor in collaboration with the client shall establish appropriate service-continuity arrangements.

These should include:

- spare equipment;
- rapid replacement;
- local consumables;
- escalation mechanisms;

- platform recovery procedures;
- alternative printing capability.

34. ENVIRONMENTAL SUSTAINABILITY

The service provider shall support sustainable printing through:

- duplex defaults;
- monochrome defaults;
- energy-saving devices;
- sleep modes;
- toner-cartridge take-back;
- waste reduction;
- fleet rationalization;
- reduction of abandoned jobs;
- digital scanning.

35. CONTRACT MANAGEMENT

The service shall be jointly governed by ICT, Finance and Procurement.

36. CHANGE MANAGEMENT

All significant changes shall require formal approval.

These include:

- addition of equipment;
- removal;
- relocation;
- software changes;
- new locations;
- new integrations.

37. CONTRACT DURATION

An initial contract period of approximately **three years** may be considered, subject to:

- University approval;
- procurement requirements;
- budget availability;
- satisfactory performance.

Any extension shall require proper authorization.

38. VENDOR LOCK-IN PREVENTION

The University shall retain ownership and access to:

- Equipment
- Software
- usage data;
- accounting reports;
- meter records;

- University configuration information.

The vendor shall support data export in open or commonly usable formats.

The service must not be structured in a manner that unnecessarily prevents KCMC University from transitioning to another service provider.

39. EXPECTED DELIVERABLES
The successful vendor shall provide:

1. Inception Report.
2. Baseline Assessment Report.
3. Current Device Inventory.
4. Proposed Device Rationalization Plan.
5. Printing Service Architecture.
6. Device Placement Plan.
7. Security Configuration.
8. Pilot Report.
9. Full Deployment.
10. Administrator Training.
11. End-user Training.
12. Equipment Register.
13. SLA.
14. Support and Escalation Matrix.
15. Monthly Service Reports.
16. Quarterly Optimization Reports.
17. Annual Cost/Performance Report.
18. Contract Exit Pl

ANNEX C

QUARTER SERVICE DASHBOARD

The monthly dashboard should show:

- total printed pages;
- monochrome pages;
- colour pages;
- departmental usage;
- cost by department;
- fleet availability;
- failed devices;
- response times;
- repair times;
- SLA compliance;
- toner status;
- highest-utilization equipment;
- lowest-utilization equipment;
- duplex percentage;
- colour percentage;
- monthly cost;
- annual cumulative cost;
- recommendations.

ANNEX A
SERVICE ESCALATION MATRIX

Level	Issue	Vendor Contact	University Contact	Response Time
Level 1	Routine		ICT Helpdesk	
Level 2	Major device failure		ICT Manager	
Level 3	Critical outage		Director ICT	
Level 4	Contract/SLA failure	Senior Vendor Management	Director ICT / Director Finance / PMU	