

Request for Proposals n° PTD/10/043

Annex I – Terms of reference

1. Expected Products and Services

This RFP is intended to seek offers for the provision (buy or lease) of four (4) production scanners to replace existing old scanners and to seek onsite maintenance services for all 6 scanners used by the scanning Office at WIPO. The 6 scanners are made up of the four (4) above-mentioned new scanners and the two (2) existing Bell & Howell Spectrum scanners. It is also expected that the offers include the following services:

New scanners :

- Delivery within a maximum period of 4 weeks
- Installation
- First level support training
- Testing assistance

New and existing scanners :

- Maintenance services

The new scanners are only deemed acceptable once they have been installed and tested successfully at the sole discretion of WIPO against the existing software running on the scanning workstations.

2. Scanner maintenance service requirements:

For new and existing scanners it is expected to receive a maintenance service offer with the following service requirements:

- First level support performed by the staff themselves by way of prior training and using frequent consumables. The bidder may offer alternative support method providing this method meets the service level requirements.
- A reaction time of 8 working hours maximum
- On site repairs by specially trained engineers within 24 hours maximum from the incident notification time (or replacement of the faulty scanner within that period).
- Two (2) preventive revisions per unit / year included in the cost at the minimum
- Provision of the required spare parts included in the cost
- Provision of the required consumables (stored at WIPO) included in the cost (if applicable)
- Installation of technical upgrades as and when recommended by the manufacturer
- Support of all equipment including connectivity cards (Adrenaline cards, USB interface and drivers if necessary) is mandatory
- Back up scanner made available immediately (after the expiration of maximum repair time) if repair time requirement not met.

The existing scanners are the following:

Serial number	Type
LWJ8170110	BH-8120-C-I Spectrum XF
MXH8170018	BH-8120-C-I Spectrum XF

3. The proposed new scanners shall comply with the following specifications:

The new scanners (along with their corresponding drivers) must meet at least the following requirements:

- Black and white scanning capacity generating at least Tiff Group IV file format
- Color scanning generating JPEG, Tiff LZW file format
- Ability to set up the scanners to automatically recognize color pages and to scan them
- A4 and A3 page format
- Scanning speed at least 90 pages at 300 dpi in black and white in simplex mode
- Ability to operate in simplex and dual page scanning
- Barcode recognition features (for job separation, file separation and other specific purposes)
- Image enhancement features (deskewing, auto-cropping)
- Interface connector (USB 2.0 preferably)
- Working capacity of at least 50000 pages/day
- Light source (preferably led for obvious energy consumption and lifetime duration reasons)
- Feeder capacity of at least 500 sheets
- Acceptable level of noise during operation
- Comply with ISIS/twain interface standards and drivers under windows XP and windows7
- Comply with EMC Input Accel client 4.x software
- Comply with QuickScan Pro level 3 ver 4.5 software
- Ability to scan long documents (exception cases).

Low power consumption is considered an asset.

Other product features may be considered if they bring obvious benefits to the users or the organization.

4. Connectivity requirements:

It is anticipated to connect the new scanners using USB 2.0 interface under Windows XP – SP3. Future migration to windows 7 is anticipated. Therefore the bidder shall provide drivers compatible with the above-mentioned operating systems.

5. Current software environment:

The current scanners are operated in WIPO scanning Office using the following software:

- EMC Input accel client ver. 4.x
- QuickScan Pro Level 3 Version 4.5

6. Installation and testing

The installation and testing will be performed on an agreed date by both parties. The installation includes connecting the scanning workstations to the scanners. The testing will be carried out running existing software for a batch of work on each workstation. The installation and testing will be supported by a WIPO support engineer and scanning Office staff.

If there are any prior pre-requisites for this installation and testing, the bidder shall indicate so in his offer. The installation support by the bidder is mandatory.

WIPO reserves the right to conduct testing for a short listed number of scanners to be included in the global evaluation. It is expected that the testing phase and the evaluation of the tender will be completed by November 2010.

7. Maintenance and support capacity :

Please provide the following indications in your technical offer for the purpose of support capacity evaluation. Provision of this information is mandatory. Failing to provide such information results for your technical offer not to be evaluated.

Location of the maintenance team :.....

Distance from Geneva :.....

Number of trained technicians on the Bell & Howell and on the proposed scanners available for online support :.....

Number of trained technicians on the Bell & Howell and on the proposed scanners available for onsite support :.....

8. Joint scanner and maintenance services provision offer:

Maintenance services for Bell & Howell and for the proposed scanners are vital for the scanning Office business continuity. Therefore incomplete offers (i.e. lack of maintenance services offer for both types of scanners) will not be considered. Furthermore one focal point of service is required for the maintenance of both types of scanners.