

MAGADI SACCO SOCIETY LTD.

Deposit-Taking SACCO Regulated by SASRA

REQUEST FOR PROPOSALS

PROVISION OF MANAGED PRINT SERVICES (MPS) — LEASE/RENTAL OR OUTRIGHT PURCHASE

RFP Reference No.: MSS/MPS/2026/001 _____

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CONFIDENTIAL — FOR ADDRESSED BIDDERS ONLY

Prepared by: Magadi Sacco Society Ltd.

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1. INTRODUCTION

Magadi Sacco Society Ltd (hereinafter referred to as "the Sacco") invites qualified and experienced vendors to submit proposals for the provision of Managed Print Services (MPS). The Sacco seeks to replace its current legacy printer environment with a modern, secure, centrally managed, and enterprise-grade printing solution that supports a growing, multi-user corporate environment.

The objective is to implement a cost-effective, secure, and scalable solution with strong user control, comprehensive reporting capabilities, and high availability. Vendors are expected to propose an end-to-end solution encompassing hardware, print management software, consumables, maintenance, and ongoing technical support.

To enable the Sacco to assess the most commercially appropriate acquisition model, every bidder **MUST** submit two clearly separated commercial options based on the same proposed solution and service requirements: (a) a vendor-owned lease/rental model and (b) an outright purchase model under which the Sacco owns the equipment. The Sacco reserves the right to select either model.

2. BACKGROUND & CURRENT ENVIRONMENT

The Sacco currently operates an aging monochrome multifunction printer that no longer meets current operational and security requirements. Key limitations of the existing environment include:

- Lack of advanced user-level control and authentication mechanisms
- Limited reporting and cost-tracking capabilities
- No color printing capability
- Increasing maintenance overhead and unacceptable downtime risk
- Absence of secure/pull printing functionality
- No integration with Microsoft Active Directory

The Sacco intends to transition to a fully managed print environment that comprehensively addresses these gaps and supports future organizational growth.

3. PROJECT OBJECTIVES

- Deploy enterprise-grade multifunction printers (MFPs) with color and A3/A4 capability
- Implement secure, authenticated printing with Active Directory integration
- Establish centralized print monitoring, cost tracking, and reporting
- Reduce total cost of ownership (TCO) through a cost-per-page commercial model and/or optimized ownership model
- Ensure high availability with defined SLAs and preventive maintenance
- Enhance document security through encryption and audit trails
- Enable scalability to support future organizational growth

- Allow the Sacco to objectively compare vendor-owned leasing/rental against outright equipment ownership

4. SCOPE OF WORK

The selected vendor will be responsible for delivering the following:

4.1 Equipment Provision

- Supply, installation, configuration, commissioning and handover of enterprise-grade multifunction printers (MFPs)
- Devices must support, as a minimum, print, copy, scan and fax
- Color printing capability (mandatory)
- A3 and A4 printing capability
- Network (wired and wireless) connectivity
- Mobile printing capability (AirPrint, Mopria or equivalent current mobile-print standard)
- USB direct printing support
- For the lease/rental option, the vendor shall retain ownership of the equipment throughout the agreed lease/rental term unless otherwise agreed in writing
- For the purchase option, title and ownership of the equipment shall transfer to the Sacco upon agreed payment and acceptance terms
- Vendors shall clearly identify the ownership, warranty, residual-value and end-of-term arrangements applicable to each option

4.2 Managed Print Services

- Preventive and corrective maintenance of all deployed devices
- Supply and replenishment of all consumables (toner, drums, waste toner, etc.)
- Replacement of faulty equipment where necessary within agreed SLA timelines
- Remote monitoring of device health and proactive fault resolution
- Helpdesk support (on-site and remote) for all print-related issues

4.3 Print Management Software & Control

- Full integration with Microsoft Active Directory (AD)
- User authentication at device level (PIN, proximity card/badge or AD login)
- Secure/pull printing — print jobs held until authenticated at device
- Departmental cost allocation and charge-back tracking
- Print quotas, restrictions and policies (e.g. colour usage controls, duplex enforcement)
- Centralized print queue and driver management
- Real-time dashboards and reporting on print volumes, costs and usage

4.4 Document Management & Workflow

- Scan-to-email with AD-integrated address book
- Scan-to-folder (shared network drives, AD integrated)
- Scan-to-cloud (optional: SharePoint, OneDrive or equivalent)
- OCR capability for searchable PDF generation
- Optional workflow automation including approvals, routing and archiving

5. MINIMUM TECHNICAL SPECIFICATIONS

All proposed devices must meet or exceed the following technical specifications. The Canon imageRUNNER ADVANCE DX C3930i is cited as the baseline reference device. Equivalent or superior models from other approved manufacturers (Canon, Ricoh, HP, Xerox, Konica Minolta, Kyocera) are acceptable.

5.1 Hardware Specifications

Specification	Minimum Requirement
Technology	Colour Laser / LED Electrophotographic
Print Speed (B&W)	Minimum 30 pages per minute (ppm) on A4
Print Speed (Colour)	Minimum 30 ppm on A4 (colour)
Print Resolution	Minimum 1200 x 1200 dpi
Paper Sizes Supported	A3, A4, A5, B4, B5, Custom sizes
Monthly Duty Cycle	Minimum 50,000 pages/month
Standard Paper Capacity	Minimum 1,200 sheets (expandable to 3,550+)
Duplex Printing	Automatic duplex (standard)
Document Feeder (ADF)	Duplex ADF, minimum 100-sheet capacity
RAM / Processor	Minimum 3 GB RAM; Dual-core processor or better
Storage	Minimum 250 GB HDD or equivalent SSD
Display / UI	Colour touchscreen, minimum 10.1 inches
Finishing Options	Internal/external stapling; saddle-stitch and hole punch preferred
Fax	Super G3 fax capability (standard or optional)

5.2 Connectivity & Network Requirements

Specification	Minimum Requirement
Network Interface	Gigabit Ethernet (1000BASE-T) standard
Wireless	IEEE 802.11 b/g/n/ac (Wi-Fi)

Specification	Minimum Requirement
USB	USB 2.0 host port (direct printing/scanning)
Print Protocols	TCP/IP (IPv4/IPv6), LPR, Raw, IPP, IPPS, WSD
Mobile Printing	AirPrint, Mopria or equivalent current mobile-print standard
NFC	NFC card tap-to-authenticate (preferred)
Protocols	SNMP v3, HTTPS, TLS 1.2/1.3, IPSec

5.3 Scanning Specifications

Specification	Minimum Requirement
Scan Speed	Minimum 60 ipm simplex, A4
Scan Resolution	Up to 600 dpi optical
Output Formats	PDF (standard & searchable), JPEG, TIFF, DOCX, XPS
Scan Destinations	Email, network folder (SMB/FTP), USB, cloud (SharePoint/OneDrive)
OCR	Built-in or software-based OCR for searchable PDFs
Compact PDF	Compact PDF compression preferred

5.4 Security Specifications

Security Feature	Requirement
HDD Encryption	AES 256-bit encryption of stored data (mandatory)
HDD Erase	Automatic overwrite of temporary job data after printing
Data in Transit	TLS 1.2 or higher for all network communication
User Authentication	PIN, proximity card (HID/MIFARE), or AD login at device
Secure Print Release	Jobs held in queue until authenticated at device (mandatory)
Access Control	Role-based access control via AD integration
Audit Logging	Full audit trail: user, date, time, job type, page count
Network Filtering	IP/MAC address filtering capability
Certification	IEEE 2600 / Common Criteria certification preferred
Firewall	Built-in packet filtering firewall

5.5 Reference Device: Canon imageRUNNER ADVANCE DX C3930i

The following table provides the specifications of the Canon imageRUNNER ADVANCE DX C3930i as a benchmark. Vendors may propose this device or an equivalent/superior model.

Feature	Reference Specification
Print/Copy Speed	30 ppm (both colour and B&W on A4)
Print Resolution	Up to 1200 x 1200 dpi
Scan Speed	Up to 80 ipm simplex, 160 ipm duplex
Paper Capacity (Std)	1,200 sheets
Max Paper Capacity	Up to 3,550 sheets with optional cassettes
Monthly Duty Cycle	Up to 200,000 pages/month
Paper Sizes	A3 to A6, Envelope, Custom
ADF Capacity	100 sheets, duplex scanning
Memory / HDD	3.0 GB RAM / 250 GB HDD
Display	10.1-inch colour touchscreen
Connectivity	Gigabit Ethernet, USB 2.0, Wi-Fi (optional)
Security	HDD encryption (AES 256-bit), TLS, IEEE 2600.1 certified
Authentication	Card reader, PIN, AD/LDAP login
AD Integration	LDAP / Active Directory (native)
Scan Formats	PDF, Searchable PDF, JPEG, TIFF, XPS, DOCX
Toner Yield	C/M/Y: ~8,500 pages; Black: ~15,600 pages (at 5% coverage)
Energy	ENERGY STAR certified

6. KEY REQUIREMENTS

6.1 Technical Requirements

- Full bi-directional integration with Microsoft Active Directory (AD)
- Secure printing with data encryption (at rest and in transit)
- Comprehensive audit trails for all print, copy, scan and fax activities
- Full compatibility with Windows 10/11 and Windows Server 2016/2019/2022/2025 environments
- Support for centralized driver deployment via Group Policy Object (GPO)

6.2 Performance Requirements

- Minimum print speed of 30 pages per minute (A4, colour and monochrome)
- High monthly duty cycle suitable for departmental use (minimum 100,000 pages/month)
- High paper-handling capacity with expandable trays
- First-copy-out time of 6 seconds or less

6.3 Software & Integration Requirements

- Print management software must support secure release printing, user/department reporting, quota enforcement and cost allocation
- Software must integrate natively with Active Directory without requiring third-party middleware
- Vendor to provide all necessary print drivers, utilities and documentation
- Compatibility with common document formats: PDF, MS Office, JPEG, TIFF
- Remote device monitoring and automated toner/service alerts

6.4 Environmental & Compliance Requirements

- ENERGY STAR certified devices
- RoHS and WEEE compliant hardware
- Duplex printing enabled as default policy
- End-of-life device disposal or take-back scheme by vendor

7. SERVICE LEVEL AGREEMENTS (SLAs)

Vendors must clearly define their proposed SLAs. At a minimum, the following SLA commitments are required:

SLA Parameter	Minimum Requirement
Initial Response Time	Within 2 hours of fault logging (business hours)
On-site Response Time	Within 4 hours for critical faults
Fault Resolution Time	Within 8 business hours for major faults
Replacement Unit	Loan/replacement device within 24 hours if repair exceeds 1 business day
Device Uptime Guarantee	Minimum 97% uptime per device per month
Preventive Maintenance	Minimum quarterly scheduled maintenance per device
Toner Replenishment	Proactive replenishment before stocks reach 10% level
Support Hours	Monday–Friday, 8:00 AM–5:00 PM minimum; after-hours preferred
Monthly Reporting	Device uptime, fault logs and print volume reports submitted monthly

Vendors must also detail their escalation procedure for unresolved faults, including named escalation contacts and timelines.

Failure to meet the agreed minimum service levels shall be addressed through service credits or other remedies to be defined in the contract, without prejudice to the Sacco's other contractual and legal remedies.

8. COMMERCIAL PROPOSAL REQUIREMENTS

The commercial proposal is a critical part of this RFP. To allow the Sacco to make an informed acquisition decision, ALL bidders are required to submit BOTH commercial options below. Bidders shall use the same proposed device models, software, service levels and estimated usage assumptions for both options unless a difference is clearly justified.

8.1 Mandatory Dual Commercial Proposal

- Option A – Vendor-Owned Lease/Rental + Managed Print Services
- Option B – Outright Purchase by Magadi Sacco Society Ltd + Managed Print Services
- Both options shall cover the complete solution, including hardware, installation, software, consumables, maintenance, parts, labour, support and applicable licensing.
- The Sacco is not obligated to select the option recommended by the bidder and may select either option following evaluation and negotiation.
- Bidders may additionally provide an optional third model, such as lease-to-own or purchase with a fixed annual maintenance contract, provided it is clearly identified as an alternative and does not replace the mandatory two options.

8.2 Option A – Lease/Rental Model

For the vendor-owned lease/rental model, bidders shall complete the following:

Commercial Element	Bidder Response / Price (KSh, excl. VAT)
Device model(s) and quantity	
Lease/rental charge per device per month	
Total monthly lease/rental charge	
Monthly MPS/service fee, if applicable	
Cost per A4 B&W page	
Cost per A4 colour page	
Cost per A3 B&W page	
Cost per A3 colour page	
Minimum volume commitment	
Overage charges	
Print management software/licensing	
Installation & commissioning	
Toner/consumables	Included / chargeable – state clearly

Commercial Element	Bidder Response / Price (KSh, excl. VAT)
Parts & labour	Included / chargeable – state clearly
Preventive maintenance	Included / chargeable – state clearly
Replacement equipment	Included / chargeable – state clearly
Contract duration	
Annual price escalation mechanism	
Early termination charges	
End-of-term options / return conditions	
Residual value / buyout option, if available	

The vendor shall clearly state who owns the equipment during the lease/rental period, what happens at contract expiry, whether the Sacco may purchase the equipment at the end of the term, and any charges associated with return, removal or replacement.

8.3 Option B – Outright Purchase Model

For the outright purchase model, bidders shall complete the following:

Commercial Element	Bidder Response / Price (KSh, excl. VAT)
Device model(s) and quantity	
Purchase price per device	
Total equipment purchase price	
Warranty period	
Print management software/licensing – initial cost	
Print management software/licensing – recurring cost	
Installation & commissioning	
Cost per A4 B&W page	
Cost per A4 colour page	
Cost per A3 B&W page	
Cost per A3 colour page	
Minimum volume commitment	
Overage charges	
Toner/consumables	Included / chargeable – state clearly
Parts & labour	Included / chargeable – state clearly

Commercial Element	Bidder Response / Price (KSh, excl. VAT)
Preventive maintenance	Included / chargeable – state clearly
Annual maintenance/support fee	
Replacement equipment during SLA	Included / chargeable – state clearly
Warranty extension options	
Contract duration for MPS/support	
Annual price escalation mechanism	
End-of-life / equipment take-back option	

Under this option, the bidder shall clearly state when ownership/title to the equipment passes to the Sacco, the warranty obligations, and all recurring costs that the Sacco will incur after purchase.

8.4 Common Commercial Requirements

- All pricing must be quoted in Kenya Shillings (KSh) exclusive of VAT.
- VAT must be separately indicated in the financial proposal.
- Paper is excluded from the MPS contract; the Sacco will supply its own paper.
- Vendors must clearly state all exclusions, assumptions and charges that are not included in the quoted prices.
- Cost-per-page rates shall specify the assumed coverage standard and what consumables/services are included.
- Vendors shall indicate payment terms and invoicing frequency.
- Vendors shall indicate the validity period of their quotation.
- Any minimum monthly volume commitment must be explicitly stated.
- Any annual price escalation must be clearly stated, including the basis and maximum applicable increase where relevant.
- Any early termination, relocation, upgrade, downgrade or device replacement charges must be disclosed.

8.5 Total Cost of Ownership (TCO) Comparison

Each bidder MUST provide a comparative TCO analysis for both mandatory commercial options using the same proposed device configuration and the same usage assumptions. The analysis shall cover at least three (3) years and five (5) years.

TCO Component	Lease/Rental – 3 Yrs	Purchase – 3 Yrs	Lease/Rental – 5 Yrs	Purchase – 5 Yrs
Equipment acquisition / lease charges				
MPS/service fees				

TCO Component	Lease/Rental – 3 Yrs	Purchase – 3 Yrs	Lease/Rental – 5 Yrs	Purchase – 5 Yrs
Print/copy charges				
Consumables				
Maintenance, parts & labour				
Software/licensing				
Other recurring costs				
End-of-term / residual / disposal costs				
Total TCO				

The TCO shall not exclude a cost merely because it is billed separately. All costs reasonably expected to be incurred by the Sacco under each model shall be included. Bidders shall state the monthly/annual page-volume assumptions used for the calculation and any assumptions that materially affect the comparison.

9. IMPLEMENTATION PLAN

Vendors must submit a detailed implementation plan addressing the following:

9.1 Project Timeline

#	Milestone	Expected Timeframe
1	Contract Award & Mobilisation	Week 1
2	Site Survey & Infrastructure Assessment	Week 1–2
3	Equipment Procurement & Configuration	Week 2–4
4	Network & AD Integration Setup	Week 3–4
5	Device Delivery, Installation & Commissioning	Week 4–5
6	Print Management Software Deployment	Week 5
7	User Acceptance Testing (UAT)	Week 6
8	End-User Training	Week 6
9	Parallel Running / Transition Period	Week 6–7
10	Go-Live & Handover	Week 8

9.2 Training Requirements

- IT Administrators – device management, print management software, AD integration and reporting
- End Users – device operation, secure print release and scanning functions

- Finance/Management – reporting dashboard, cost allocation and departmental reporting

9.3 Transition from Current Environment

- The vendor must ensure zero data loss during transition
- The vendor must remove and responsibly dispose of decommissioned devices
- A parallel-running period of at least one (1) week is required before decommissioning legacy devices

For the lease/rental option, the vendor shall be responsible for deployment and subsequent removal/replacement of vendor-owned equipment in accordance with the contract. For the purchase option, the vendor shall support the Sacco with decommissioning, relocation and end-of-life arrangements as agreed.

10. VENDOR QUALIFICATIONS & ELIGIBILITY

Vendors must demonstrate and provide documentary evidence of the following:

10.1 Mandatory Qualifications

- Certificate of Incorporation / Business Registration (Kenya)
- Valid Tax Compliance Certificate from the Kenya Revenue Authority (KRA)
- CR12 or equivalent (for limited companies)
- Minimum 3 years of experience delivering MPS solutions in Kenya
- Certified partnership/authorised dealership with at least one major printer manufacturer (Canon, Ricoh, HP, Xerox, Konica Minolta, Kyocera)
- Minimum three (3) verifiable client references from comparable MPS deployments
- Demonstrated local support presence with qualified engineers in Kenya

10.2 Preferred Qualifications

- Experience in financial services, SACCO or regulated sector deployments
- Ability to demonstrate print management software from a recognised vendor (e.g., PaperCut, Equitrac, Canon uniFLOW, Ricoh Streamline NX)

11. PROPOSAL SUBMISSION REQUIREMENTS

All proposals must be submitted electronically and structured as follows:

11.1 Required Documents

#	Document	Details
1	Company Profile	Background, ownership, years in business, key clients
2	Legal & Compliance Documents	Certificate of Incorporation, KRA Tax Compliance, CR12

#	Document	Details
3	Technical Proposal	Proposed devices, specifications, software, AD integration plan
4	Device Brochures / Data Sheets	Full manufacturer specifications for proposed MFPs
5	Financial Proposal	Separate lease/rental and outright purchase pricing, including TCO
6	SLA Document	Response times, uptime, escalation procedures
7	Implementation Plan	Timeline, installation, training, transition approach
8	Client References	Minimum three (3) reference letters or contacts
9	Manufacturer Authorisation	Current authorised dealership certificate
10	Draft Contract / Terms	Proposed service agreement or draft contract; include ownership and end-of-term provisions

11.2 Submission Details

- All proposals to be submitted electronically to: tenders@magadisacco.co.ke
- Submission deadline: 1st Nov 2026.
- Late submissions will not be considered.
- Proposals should be in PDF format; supporting attachments may be in native format.
- Subject line: "RFP Response - Managed Print Services - MSS/MPS/2026/001 - [Company Name]"

12. EVALUATION CRITERIA

Proposals will be evaluated using a staged process: mandatory qualifications (Section 10.1) on a pass/fail basis, followed by weighted scoring of proposals that pass. Commercial evaluation will consider the total cost of ownership of both mandatory acquisition models, rather than only the lowest monthly or unit price. A minimum technical qualifying score of 70% of the available technical marks (all areas other than Cost-Effectiveness & TCO) is required before the commercial/TCO score is taken into account in the final ranking.

#	Evaluation Criterion	Weight (%)	Max Score
1	Technical Compliance (hardware specifications, software, integration)	30%	30
2	Cost-Effectiveness & TCO (3-year and 5-year comparison of lease and purchase options)	25%	25
3	Managed Print Services Offering (completeness and features)	15%	15
4	Security & Data Protection Capability	10%	10
5	Vendor Experience & References	10%	10
6	SLA Strength & Support Capability	5%	5

#	Evaluation Criterion	Weight (%)	Max Score
7	Implementation Plan & Training	5%	5
	TOTAL	100%	100

The Sacco may request demonstrations, clarifications, revised commercial offers or negotiations with shortlisted vendors. The final selection may be based on either the lease/rental model or the outright purchase model.

13. PROCUREMENT PROCESS & TIMELINE

#	Activity	Date
1	RFP Issuance	2nd Oct 2026
2	Clarification / Questions Period	5th Oct 2026 – 9th Oct 2026
3	Responses to Clarifications Issued	11th Nov 2026
4	Proposal Submission Deadline	1st Nov 2026
5	Proposal Evaluation Period	4th Nov 2026
6	Contract Negotiation	11th Nov 2026
7	Contract Award	30th Nov 2026
8	Implementation Commencement	1st Dec 2026

14. CLARIFICATIONS & QUERIES

Vendors seeking clarification on any aspect of this RFP must submit written queries to the email address below by the stated clarification deadline. Queries received after the deadline will not be responded to. All clarifications and responses will be shared with all participating vendors to ensure fairness and transparency.

- All queries to be submitted to: tenders@magadisacco.co.ke
- Clarification period: 5th Oct 2026 to 9th Oct 2026.
- Deadline for queries: 9th Oct 2026

15. TERMS, CONDITIONS & RESERVATIONS

By submitting a proposal in response to this RFP, the vendor agrees to and acknowledges the following:

- Magadi Sacco Society Ltd reserves the right to accept or reject any or all proposals without assigning reasons.
- The Sacco reserves the right to negotiate with any vendor prior to contract award.
- The Sacco reserves the right to request additional information or clarification from any vendor.
- Submission of a proposal does not guarantee award of contract.

- All information submitted in response to this RFP will be treated as confidential.
- The Sacco is not liable for any costs incurred by vendors in the preparation and submission of proposals.
- This RFP does not constitute an offer to contract and the Sacco reserves the right to cancel the procurement process at any stage.
- Canvassing of Sacco staff or board members by vendors will result in immediate disqualification.
- The successful vendor will be required to sign a comprehensive service agreement before work commences.
- All submitted proposals will be treated as confidential and will not be shared with competing vendors.
- The Sacco is not obligated to select the lowest-priced proposal or either commercial model solely on price; the final decision may consider technical compliance, service quality, security, SLA capability, TCO and overall value for money.
- Where the Sacco elects the outright purchase option, ownership of the equipment shall be documented in the final contract and the vendor shall remain responsible for the agreed MPS services for the contracted service period.
- Where the Sacco elects the lease/rental option, ownership shall remain with the vendor unless otherwise expressly agreed in the final contract, and end-of-term obligations shall be clearly documented.
- The successful vendor shall maintain adequate professional indemnity and public liability insurance for the duration of the contract.
- The successful vendor shall provide exit/transition assistance, including data/configuration extraction and knowledge transfer, for a defined period following contract termination or expiry.

16. CONTACT INFORMATION

Item	Details
Organisation	Magadi Sacco Society Ltd
Department	ICT
Email	tenders@magadisacco.co.ke
Telephone	254 111 001 700
Physical Address	PAM view building, Magadi, Kenya
Issued by	Magadi Sacco Society Ltd

This document is subject to change. Magadi Sacco Society Ltd reserves the right to amend or withdraw this RFP at any time.

APPENDIX A – BIDDER DECLARATION

We hereby confirm that the information provided in this proposal is accurate and that we have disclosed all material assumptions, exclusions, third-party dependencies and recurring costs.

For the Bidder	Details
Company Name	
Authorized Representative	
Designation	
Signature	
Date	
Official Stamp	