

# Call for Suppliers

## BIZHUB

### WOAH Sub-Regional Representation for Eastern Africa Nairobi

#### Supply, Installation, and Maintenance of a Networked Multifunction Printer (MFP)

#### 1. Background and Context

The Sub-Regional Representation for Eastern Africa of the **World Organisation for Animal Health (WOAH)**, based in Nairobi, Kenya, is seeking to procure a **networked multifunction business machine (MFP)** to support its operational, administrative, and programme activities. The equipment will be installed at the WOAH office located at the Kenya Veterinary Board headquarters in Upper Kabete and must support high-volume, secure, and network-integrated printing, scanning, and document management functions.

#### 2. Objective of the Consultation

The objective of this consultation is to identify and contract a qualified supplier for the:

- Supply
- Delivery
- Installation and configuration
- Training and after-sales support

of a **network-enabled multifunction colour printer/copier/scanner (MFP)** that meets WOAH's operational, security, and efficiency requirements.

#### 3. Scope of Work

The selected supplier shall:

1. Supply one (2) multifunction printers meeting the required specifications
2. Deliver and install the equipment at WOAH premises
3. Configure network connectivity (LAN/WLAN)
4. Integrate with existing IT systems (including Microsoft 365 where applicable)
5. Provide user and administrator training
6. Ensure secure configuration and compliance with IT security standards
7. Provide warranty and after-sales service support
8. Propose optional maintenance and leasing solutions

## 4. Technical Specifications

### 4.1 Minimum Functional Requirements

The proposed equipment must meet or exceed the following:

- Colour laser printing
- Minimum print speed: **≥ 25 pages per minute (A4)**
- Automatic duplex (double-sided printing)
- High-resolution printing (minimum 1200 × 1200 dpi)
- High-resolution scanning with OCR capability
- Automatic document feeder (ADF), preferably duplex
- Scan-to formats: PDF, PDF/A, DOCX, XLSX
- Internal memory (must be specified)
- Internal HDD storage: **≥ 200 GB**
- Network capability: Ethernet and/or Wi-Fi
- Multi-tray system supporting **A5 to A3 formats**
- Support for various paper weights (must be specified)
- Automated sorting, finishing, and document handling

### 4.2 Advanced Technical and Security Requirements

In line with WOA IT and operational requirements, the system must also include:

#### Connectivity & Protocols

- IPv4/IPv6, Gigabit Ethernet, Wi-Fi
- Printing protocols: PCL6/XL, PostScript 3
- Secure communication: IPPS, TLS 1.2+, IPsec

#### Scanning & Integration

- Duplex scanning  $\geq 120$  images per minute
- Scan to email, SMB, SFTP, SharePoint, OneDrive
- Microsoft 365 compatibility (OAuth2.0 authentication)

#### Security Features

- Encrypted hard disk (AES-256)
- Secure boot and firmware validation
- User authentication (PIN, badge, or directory integration)
- Secure printing and audit logs
- Compatibility with Active Directory / Entra ID

#### Monitoring & Management

- Web-based administration
- SNMPv3 monitoring
- Automatic meter reading and consumable alerts

#### 4.3 Example Reference Configuration (Indicative Only)

Suppliers may propose equivalent or better systems similar to:

- Konica Minolta Bizhub series (e.g., C224/C284/C364)
- With optional modules such as:
  - Dual scan feeder
  - Finisher and stapling unit
  - Paper feed cabinets
  - Authentication units

These configurations demonstrate expandable modular architecture and high-volume handling capabilities .

#### 4.4 Consumables and Lifecycle Information

Suppliers must clearly provide:

- Average number of copies per drum (and number of drums)
- Average yield per developer
- Cost of replacement consumables (drum, toner, developer)
- Recommended monthly duty cycle

#### 5. Delivery, Installation and Training

The supplier shall:

- Deliver equipment to WOAHA offices in Nairobi
- Complete installation and network configuration
- Migrate address books where applicable
- Provide:
  - User training
  - Administrator training
- Ensure packaging removal and environmentally responsible disposal

#### 6. Warranty and After-Sales Service

Suppliers must specify:

- Warranty duration (minimum 12 months preferred)
- Service response time
- Availability of spare parts locally
- Technical support arrangements

#### 7. Additional Options (Optional Proposals)

Suppliers are encouraged to provide separate proposals for:

- **Maintenance contracts** (preventive and corrective)
- **Leasing arrangements** (minimum 2 years)
- Additional accessories (clearly itemised separately)

## 8. Financial Proposal Requirements

The financial proposal must:

- Be submitted in **KES or EUR**
- Be valid for at least **30 days**
- Clearly separate:
  - Equipment cost
  - Installation and configuration
  - Training
  - Optional accessories
- Indicate pricing:
  - **Exclusive of VAT** (WOAH diplomatic status)

## 9. Eligibility Criteria

Eligible suppliers must:

- Be legally registered and authorised distributors
- Have proven experience supplying similar equipment
- Demonstrate capacity for installation and support in Kenya
- Provide references for similar assignments

## 10. Evaluation Criteria

Proposals will be evaluated based on:

Criteria	Weight
Technical compliance	40%
Financial offer	30%
After-sales service & warranty	15%
Delivery timeline	10%
Supplier experience	5%

## 11. Submission Instructions

Proposals must include:

- Technical proposal
- Financial proposal
- Company profile
- References

**Submission deadline:** 5 May 2026

**Addressed to:**

Dr. Neo Mapitse  
WOAH Sub-Regional Representative

**Submission options:**

- Email to; [srr.eastern-africa@woah.org](mailto:srr.eastern-africa@woah.org)
- Physical delivery:  
WOAH, Second Floor  
Kenya Veterinary Board HQ  
Upper Kabete Road, Kabete

**12. Additional Information**

- WOAHA reserves the right to accept or reject any proposal
- Partial awards may be considered if justified
- Clarifications may be requested during evaluation

**13. Contact for Clarifications**

All inquiries should be submitted in writing to the WOAHA office prior to the submission deadline.