

Framework Contract for the provision of HID® FARGO® HDP5000 ID card printers, consumables and services

Terms of reference

Annex II to invitation to tender no Frontex/OP/853/2017

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1. General Information

This document defines terms and conditions to establish a framework contract (FWC) for the purchase of HID® FARGO® HDP5000 ID card printers, consumables and services.

These terms of reference describe the minimal requirements for the requested deliverables and will become an integral part of the framework contract that may be awarded as a result of this tender procedure.

All the information included in this document, its annexes and other referred documents shall be taken into consideration by the Tenderer during the preparation of offer and by the Contractor during the contract's implementation.

2. Aim of the contract

At the moment Frontex uses 6 HID® FARGO® HDP5000 ID card printers in order to produce the identification documents for internal use. The documents security is guaranteed via the customised overlamine which contains Frontex visual identity (name + logo) elements. In 2016 Frontex has produced 8 000 identification cards using 6 printers, 4 of which are located in Warsaw, Poland and 2 in Pireaus, Greece. The annual increase in card production is estimated to be +20%/year for the upcoming 4 years.

The aim of this contract is to provide Frontex with the necessary consumables and services so the production of the identification documents can continue without interruption or delays. In addition, Frontex seeks to establish the capacity to quickly obtain printer maintenance services and additional printers.

3. Required deliverables

3.1. HID® FARGO® HDP 5000 ID card printer

The contractor shall provide the HID® FARGO® HDP5000 ID card printers with dual side lamination. Three year printer warranty and lifetime warranty for the printhead shall be included.

3.2. Consumables

The following items are planned to be purchased:

1. FARGO® TTF 500 IM L1 over-laminate customised to contain the visual security elements:
 - Frontex graphic pattern for the high secure over-laminating film;
 - High secure matrix hologram.

The graphical design of logo or/and name that shall be used in the graphic pattern and hologram will be provided by Frontex.

In case Frontex changes its graphical design of logo/name during the course of the contract, the contractor will be provided with the new design files reflecting this change.

2. FARGO® HDP Color Ribbon (Part No 084051)
3. FARGO® HDP Retransfer film (RBN H2 INTM 1500 image, Part No 084053)
4. HID® FARGO® UltraCard PC (CR-80 PVC cards)
5. Black plain flat lanyards made from durable polyester with mobile phone clip and a safety anti-suffocation feature. The required size is approximately 10 mm width and 45 cm length. The lanyard shall be similar to the model in the picture attached to this ToR in Appendix II.

3.3. Maintenance and repair service

The maintenance and repair services are needed for Frontex owned HID® FARGO® HDP5000 ID card printers in Warsaw, Poland only.

The maintenance services for printers deployed at any other geographical location are outside of the scope of this contract.

For the printers located in the Frontex Liaison Office in Pireaus, Greece, the contractor is requested to provide the list of the licensed workshops where such maintenance could be provided. The workshops shall be located in Pireaus and/or Athens (Greece) only.

The maintenance services provided in Warsaw shall include:

- Standard maintenance service as prescribed by the manufacturer;
- Diagnostic and repair service in case of a breakdown.

The maintenance and repair service provision shall be contracted on the basis of a corresponding quotation received from the Contractor and approved by Frontex.

In case the specific repair services and/or spare parts need is identified during the diagnostic service, the Contractor shall present the corresponding quotation for Frontex approval. In case Frontex accepts the proposed quotation, it shall be subject of a separate Specific Order.

As a general rule, the service shall take place at the place of contractor's choice and include the following costs: transportation from and back to Frontex premises, repair costs including all necessary spare parts.

3.4. Secure destruction of the used consumables

The contractor is requested to provide the service of secure destruction of the used consumables (over-laminating films, ribbons and retransfer films). Required security standard of shredders is DIN 32757 level 4.

3.5. Delivery

All products ordered shall be delivered to Frontex Headquarters, currently located at Plac Europejski 6, 00-884 Warsaw, Poland

3.6. Quality Requirements

The contractor shall possess the highest security certification level issued by HID® Global with regard to FARGO® printing systems and production of the matrix hologram for the high security over-laminating film.

All requested consumables shall be compatible with the HID® FARGO® HDP5000 printer.

The maintenance and other services listed in the requirements shall be provided by the authorised companies only.

Packaging/boxing for shipping shall be appropriate so no damage to the products is caused during the shipment and clearly labelled, indicating the name and exact quantity of the products contained in the package/box.

4. Contract Implementation

4.1. Contact points

Upon the signature of the contract one or several contact points shall be indicated by both parties, including full contact details, for the timely implementation of services and any related issues.

4.2. Language

For the implementation of the contract, all communications shall be made in English.

4.3. Acceptance

The services contracted under each specific order shall be accepted by Frontex by means of signing of the Deliverable Acceptance Form (Model Acceptance Form in Appendix 1).

5. Appendixes

Appendix 1 - Model of Acceptance Form

Model of Acceptance Form

FOR SPECIFIC CONTRACT No

<i>Original document - duly signed - to be attached to the invoice</i>
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DELIVERABLE DESCRIPTION

Please give reference to the Contract and short description of the deliverable.

Please describe observations and reservations if any.

In case of Deliverable rejection please detail reasons.

DELIVERABLE is ACCEPTED / REJECTED

To be filled in by Frontex:

Official responsible for acceptance (in block capitals):	
Date and signature	
Official responsible for final validation (in block capitals):	
Date and signature	

Appendix 2 - Lanyard example

