



Statement of Work

Photocopiers Maintenance Contract for HJFMRI Tanzania Offices

1. Overview / Purpose

This Statement of Work defines the terms for the maintenance and support of organizational photocopiers during the FY26 period. The contract ensures consistent availability, performance, service delivery, parts replacement, consumables, response times of machines used for printing, scanning, and copying in office operations.

2. Scope of Work

The vendor will provide:

Preventive and corrective maintenance, replacement of worn-out parts and components, toner and consumables plus on-site technical support and repairs.

3. Equipment Covered

Device Model and Location

- Canon iR-ADV 4725i, Canon IR 3225, Canon 4525i, and Canon2520i and Location (Dar, Mbeya, Rukwa, Songwe and Katavi).

4. Services Included

a. Preventive Maintenance
Scheduled site visits: Quarterly
Cleaning of internal components
Firmware updates
Parts inspection (rollers, fusers, drums, etc.)
b. Corrective Maintenance
On-demand repair for breakdowns
Fault diagnostics and troubleshooting
Replacement of defective parts
c. Consumables Management
Toner supply and replacement
Drum, fuser, and waste container replacement

5. Service Levels & Response Times

Service Category	Target Response Time and resolution time
Critical (device down)	▪ ≤ 4 hours ≤ 1 business day



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Non-Critical (quality issues, minor jams)	▪ ≤ 8 hours ≤ 2 business days
Toner delivery request	▪ ≤ 24 hours
Service Coverage:	▪ Monday to Friday, 8am–5pm

6. Vendor Responsibilities

Provide certified technicians, maintain inventory of critical parts, Supply monthly or quarterly service and usage reports

7. Key Performance Indicators (KPIs)

KPI Target

- Machine Uptime ≥ 98%
- First-Time Fix Rate ≥ 90%
- Response Time (Critical Faults) ≤ 4 hours
- Toner Supply Fulfillment 100% on-time delivery

8. Contract Duration

Start Date: 01st December 2025 and End Date: 30th September 2026, renewal Option: Yes – annual review under competitive process.

9. Compliance and Safety

Use of Original Equipment Manufacturer (OEM) parts and toner, Compliance with environmental disposal standards (e-waste), All technicians must adhere to on-site safety protocols.

Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration
2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License
5. Current Tax Clearance Certificate
6. 3 Customers reference letters with active contacts

All EOI should be directed to **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjfmri.org**

EOI timelines:

Deadline for Questions: October 15, 2025

Deadline for Submission: October 20, 2025



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Submission of Responses

The response should be in one pdf document (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjfmri.org** . The subject should read EOI for the provision of (put the lot number and description of the project as advertised).