

**ANNEXURE “B”**  
**TECHNICAL SPECIFICATIONS & CONDITIONS**

**SPECIFICATION for Wide Carriage Dot Matrix Printer**

Purpose of the Printer

- **Heavily Printing on Four-ply Carbon-less Multi-part Continuous Forms** (*approx. 500 Forms perday*) for **SAP® ERP Application**, and
- Printing of general office documents

DESCRIPTION	MINIMUM REQUIREMENT		BIDDER’S RESPONSE
Brand name			
Name			
Model/Part No.			
Country of Origin	USA, UK, European Union countries, Japan		
Country of Manufacture	<i>Specify Country of assembled/manufactured the unit</i>		
Printer Type	9-Pin Wide Carriage Dot Matrix (Black Ribbon Cartridge)		
Printer Columns	Characters per line	136@10cpi (minimum)	
Print Media	Cut Sheets	Executive, Letter, A5, A4, Legal	
	Continuous Sheets	10”x12”,12”x12”,15”x12”	
	Carbonless Multi Part Forms	Paper Length:-6” to 12”	
Copies	<b>Original + 3 Copies</b> (with Push Tractor Feeding)		
Emulation	<b>EPSON (default)</b>		
Interface	High-speed Parallel port (EPP/ECP)		
Paper handling / Feeding	<ul style="list-style-type: none"> <li>• Friction Feed</li> <li>• Push Tractor Feed</li> <li>• Automatic Cut and Continuous From Loading</li> <li>• Paper Tear Off Facility</li> </ul>		
Fonts	<ul style="list-style-type: none"> <li>• Draft, Near Letter Quality / Letter Quality fonts</li> <li>• Bitmap Fonts</li> <li>• Scalable Fonts</li> </ul>		
Customizable Settings	Ability to customize the printer settings and reverse back to pre-set factory settings		

DESCRIPTION	MINIMUM REQUIREMENT	BIDDER'S RESPONSE
Operating System Support	Microsoft XP, Windows 7, Windows 8, Windows 10	
Availability of Driver/Utility software	Provide relevant Software for above Operating Systems	
	Ability to download from Manufacturer's website	
Reliability	MVBF (Mean Print Volume Between Failure) in no. of million lines (Except print head)	
	MTBF (Mean Time Between Failure) in no. of POH (25% duty cycle)	
	PRINT HEAD LIFE in no. of million strokes/wire	
Ribbon Cartridge	RIBBON LIFE in No. of million characters (Draft 10 CPI)	
	Value of a Ribbon Cartridge in US Dollars (excluding local taxes)	
Warranty	Minimum of THREE (03) Years Comprehensive Warranty (including Printer Head) with On-Site Maintenance support	
Service /Maintenance	Ability to provide Island –wide maintenance service ,and to provide TWO free preventive maintenance services per year during warranty period	
Workshop facilities	Supplier should have a well-established workshop with trained staff	
Temporary /Backup Units during Warranty Period	Problem resolution time exceeds 24 hours from the time of incident reporting ,the supplier should provide backup/temporary units	
Post warranty Maintenance Services (4 <sup>th</sup> & 5 <sup>th</sup> year)	Comprehensive On-site maintenance support (including Printer Head) for two (02) years, and with two (02) preventive maintenance services per each year	
Package Contents (Mandatory)	<ul style="list-style-type: none"> <li>• Printer Unit</li> <li>• Printer Cartridge</li> <li>• Printer Interface Cable</li> <li>• 1 Nos.230V 13A Power Cables</li> <li>• Driver/Utility Software Media Kit (DVD)</li> <li>• Warranty Card</li> <li>• User Guide</li> </ul>	
Mandatory information on After Sales	Detailed information on after sales services/maintenance services, including Response Times, Resolution Times, Contact Telephone Nos., Service Centers, Help Desk, etc.	

DESCRIPTION	MINIMUM REQUIREMENT	BIDDER'S RESPONSE
Support during Warranty Period	Maximum Resolution times to restore faulty major components (Specify component-wise)	
Post Warranty	Detailed information for Post – Warranty Maintenance support	
Mandatory Information to be submitted with the Quotation	Printed Technical Literature/Brochures of the quoted model	
	Manufacturer's Letter of Authorization for the Supplier to bid this tender	
	Service Provider's Letter of Authorization, if hardware maintenance during the warranty period is undertaken through a different party instead of bidder's own technical staff. Please provide the details of the service provider	
	A copy of manufacturer's ISO 9001:2008 Certification	
	Draft Maintenance Agreement for Post-Warranty services	
Proof –of- Concept (POC)	Bidder should be ready to provide a printer of the model quoted for a minimum period of 02 weeks in order to check the feasibility on printing of documents generated from SAP ERP application	
Soft Copies	User Guide & Bid Document Should either e-mail to procure@cpstl.lk or submit in CD/DVD to Manager Procurement after Tender Opening	

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**Signature of the Bidder**

**Company Stamp**