

TENDER SPECIFICATION OF CARTRIDGE/TONER FOR PRINTERS & PHOTOCOPIERS

Ser	Clause / Parameter	Detailed Technical & Administrative Requirement
1.	Item Category	Consumables (Cartridge/ Toner/ Ink) for Printers, Photocopiers, and Duplicators.
2.	Brand & Model	As per Tender Schedule.
3.	Country of origin	To be mentioned.
4.	Country of Manufacture	To be mentioned.
5.	Product Authenticity & Standards	a. Every supplied item must be a 100% Genuine, Original Equipment Manufacturer (OEM) product. b. Compatible, remanufactured, refilled, or duplicate cartridges/toners are strictly prohibited. c. Any attempt to supply counterfeit or non-genuine items will lead to immediate rejection, forfeiture of security deposit and legal action.
6.	Description & Quantity	Detailed item descriptions, part numbers, models, and required quantities are specified in the Tender Schedule.
7.	Packaging Requirements	a. All items must be delivered in original, factory-sealed OEM retail or commercial/contractual packaging, featuring intact OEM tamper-evident security seals/holograms. Plain, unbranded, or generic white/brown boxes without official OEM labeling or security seals are strictly prohibited. b. Toner/Cartridges for each model must be packed separately. c. Packages with broken, missing, or tampered seals will be rejected immediately.
8.	Mandatory Package Labeling	A non-removable sticker must be affixed to each retail/commercial box containing: • Item Name, Model, and Part Number • Consignee Name (OIC, NSSD Dhaka) • Purchase Order Number and Date • Supplier's Firm Name and Address with mobile number • Quantity inside the package • Reserved space for ACINS Inspection & Acceptance Endorsement Stamp.
9.	Delivery Schedule & Location	a. Delivery Time: Within 60 (Sixty) Days from the date of issuance of the Purchase Order. b. Consignee / Delivery Point: Officer-In-Charge, Naval Store Sub Depot Dhaka.
	Warranty &	a. Shelf-Life: Minimum 12 (Twelve) Months shelf-life warranty from the



	Guarantee	date of physical receipt and acceptance by the consignee. b. Performance Guarantee: Material and print quality must remain completely unchanged under standard storage conditions during the 12-month period. c. Defective Replacement: If any manufacturing defect, print degradation, or non-genuine characteristic is detected during the warranty period, the supplier must replace the defective item free of cost. d. Collection Point: The supplier must collect defective items from NSD Chattogram / NSD Khulna / NSSD Dhaka (as applicable) and resupply new replacement items to the same location at their own expense.
11.	Inspection Framework (General)	a. Inspection Authority: ACINS Dhaka will inspect items at NSSD Dhaka prior to final acceptance. b. Supplier Advance Intimation: The supplier must intimate ACINS Dhaka in writing at least 07 (Seven) days in advance regarding the readiness of goods for inspection. c. Mandatory Presence: The authorized representative of the supplier must remain present during the inspection process at NSSD Dhaka.
12.	Payment & Tax Terms	a. Payment Currency: Local Currency (BDT) as per Bangladesh Navy Procurement Regulations. b. Statutory Deductions: IT, VAT, and other statutory deductions will be made at source as per government regulations.
13.	Liquidated Damages (LD)	LD for late delivery will be levied as per FO-01/2013.
14.	Offer Validity	Minimum 120 Days from the date of tender opening.
15.	Source of Supply & Qualification (Modular Slot)	a. Source: Necessary documents are to be submitted to support the following requirements: (1) HP Products: Must be sourced through HP regional channel. (2) Brands except HP: Must be sourced from Authorized Distributor in Bangladesh. b. Tender Phase: Submit valid documents as following: (3) HP Products: Manufacturer Authorization Form (MAF) from OEM and HP Amplified Member Certificate. (4) Brands except HP: Authorized Distributor Certificate. c. Delivery Phase: OEM/Distributor's challan/Commercial Invoice containing the serial number for the serialized cartridges/toners, Warranty Certificate from the OEM/Authorized Distributor.



16.	Miscellaneous & Compliance	a. Part Code Mention: The bidder must explicitly state the exact OEM Cartridge/Toner Part Number/Code in the quotation. b. Compliance Certificate: A signed compliance certificate confirming 100% OEM status must accompany the quotation. c. Global Database Verification: BN reserves the right to verify supplied serial numbers through OEM global databases. d. Right of Rejection: BN reserves the absolute right to accept or reject any item/consignment based on inspection findings.
17.1	Indicative Guidelines: HP Products	ACINS Dhaka may perform verification checks including, but not limited to: a. Physical Integrity: Inspection of factory-sealed packaging and security seals for color-shifting properties or tamper marks. b. Digital Verification: Live online QR code scanning or serial validation via official HP portals/apps. c. Operational Testing: Unsealing sample cartridges for physical test-printing on BN equipment to verify print density, page yield, micro-chipping, and performance.
17.2	Indicative Guidelines: Canon Products	ACINS Dhaka may perform verification checks including, but not limited to: a. Packaging & Holograms: Verification of factory seals and Canon's 3D chromatic security hologram features. b. Serial & Channel Tracking: Verification of serial and batch numbers against distribution records. c. Physical Checks: Visual check for re-labeling, smudged logos, or tampered box flaps.
17.3	Indicative Guidelines: Brother Products	ACINS Dhaka may perform verification checks including, but not limited to: a. Security Labels: Physical check of Brother's holographic security label, unique 7-digit ID, or Data Matrix/QR codes. b. Portal Scanning: Digital verification via the Brother Support Center app or official Brother authentication portal. c. Box Integrity: Verification of intact factory tape and absence of re-glued packaging.



17.4	Indicative Guidelines: Toshiba / Kyocera / Sharp (PPC Copier Toners)	ACINS Dhaka may perform verification checks including, but not limited to: a. Mold Identification: Verification of factory-embossed brand logos on toner cartridges, bottles, and outer caps. b. Container Seals: Verification of factory-sealed toner spouts, pull-tapes, and tamper-evident seals.																											
17.5	Indicative Guidelines: Niche / Unrepresented Brands (Duplo, Rongda, Matica, DNP, KIP, Epson, Lenovo, etc.)	ACINS Dhaka may perform verification checks including, but not limited to: a. Factory Seals: Checking for 100% factory-sealed packaging, absence of unboxing signs, re-stapling, or re-labeling. b. Serial Alignment: Cross-checking outer box serials with internal cartridge/ribbon units. c. Sample Installation: Mandatory or sample installation and operational test-run/printing on target BN equipment to confirm firmware recognition and print quality.																											
18.	Price Submission Format	Bidders are to submit the price in the following sample format : <table border="1"><thead><tr><th>Ser</th><th>Items</th><th>Brand</th><th>Model</th><th>Part No</th><th>Deno</th><th>Qty</th><th>Unit Price</th><th>Total Price</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="8">Total</td><td></td></tr></tbody></table>	Ser	Items	Brand	Model	Part No	Deno	Qty	Unit Price	Total Price										Total								
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