



Standard Product as a Service

Customer Request

Service Type: Print/ Scan/ Copy Service

Dear Requester, please complete the sections below. Fields marked with (*) are essential to ensure timely processing of your request.

Requester Information*

Organisation *:	
Unit / Office *:	
Address *:	
Postal Code *:	
City *:	
Country *:	
Location of implementation*:	

Invoice Information*

Invoice details follow the Requester Information by default. Please adjust manually if different.

Organisation *:	
Unit / Office *:	
Address *:	
Postal Code *:	
City *:	
Country *:	

Requester Point of Contact (POC)*

First Name *:	
Last Name *:	
Rank / Title:	
Job Title *:	
Phone *:	
Email *:	
Site delivery POC*:	

Request Type

Is this a new request or a replacement? *

☐ **New Request** ☐ **Replacement (please specify asset ID if known):**

Requested Product / Service – Print/Scan/Copy Service

The Print/Scan/Copy Service includes the management of multifunctional devices (MFDs), i.e. devices with combined print, scan and copy functionality, as well as document management and workflow solutions to improve an organization's printing environment. The Print/Scan/Copy service enables the user to create hardcopies of digital content or to digitise hardcopies. *For more information about the available services, please refer [here](#) (WPS007).*

Requester Acknowledgement of Prerequisites

Please tick the checkboxes below to confirm that you have reviewed and acknowledge the listed prerequisites. Requests cannot be processed unless all mandatory prerequisites are acknowledged.

	Description	Acknowledgment*
The Requester needs to be using already NCIA-managed network		☐
The Requester needs to be a subscriber of NDW001/NDW002 and NDW003 services to consume this product (Service Prerequisites)		☐
Presence of the NCIA-managed network at the desired location of implementation		☐
Order of TEMPEST-certified accessories is possible only during initial order		☐

Please select one or more printer models below. For each selected model, choose the applicable options. Any additional requirements may be indicated in the **Additional Information section**.

Product ID & Name : WPS007-1-A - Large print volume A3-size MFD

Product description:	Provides a large print volume A3-size (up to 30,000 prints per month) multi-functional device with secure follow-me printing using user identification and scan-to-email functionality.
Quantity *:	New/Replacement (Asset No, if applicable)
	Options (Model A only):
	A1: Large print volume A3-size MFD - Stapler finisher ☐ QTY*: ____
	A2: Large print volume A3-size MFD - Booklet finisher ☐ QTY*: ____
	A3: Large print volume A3-size MFD - High volume document feeder ☐ QTY*: ____
	A4: Large print volume A3-size MFD - Hole puncher ☐ QTY*: ____
	A5: TEMPEST-C Europe certification add-on ☐ QTY*: ____
	A6: TEMPEST-B Europe certification add-on ☐ QTY*: ____
	A7: TEMPEST-A Europe certification add-on ☐ QTY*: ____
	A8: TEMPEST-C North America certification add-on ☐ QTY*: ____

CUSTOMER REQUEST - Print/ Scan/ Copy Service

Product ID & Name : WPS007-1-B - A3-size MFD

Product description: Provides an A3-size (up to 10,000 prints per month) multi-functional device with secure follow-me printing using user identification and scan-to-email functionality.

Quantity *: New/Replacement (Asset No, if applicable)

Options (Model B only):

B1: A3-size MFD - Stapler finisher ☐ QTY*: ____

B2: A3-size MFD - Booklet finisher ☐ QTY*: ____

B3: A3-size MFD - High volume document feeder ☐ QTY*: ____

B4: A3-size MFD - Hole puncher ☐ QTY*: ____

B5: TEMPEST-C Europe certification add-on ☐ QTY*: ____

B6: TEMPEST-B Europe certification add-on ☐ QTY*: ____

B7: TEMPEST-A Europe certification add-on ☐ QTY*: ____

B8: TEMPEST-C North America certification add-on ☐ QTY*: ____

Product ID & Name : WPS007-1-C - A4-size MFD

Product description: Provides an A4-size multi-functional device with secure follow-me printing using user identification and scan-to-email functionality.

Quantity *: New/Replacement (Asset No, if applicable)

Options (Model C only):

C1: A4-size MFD - High volume document feeder ☐ QTY*: ____

C5: TEMPEST-C Europe certification add-on ☐ QTY*: ____

C6: TEMPEST-B Europe certification add-on ☐ QTY*: ____

C7: TEMPEST-A Europe certification add-on ☐ QTY*: ____

C8: TEMPEST-C North America certification add-on ☐ QTY*: ____

Product ID & Name : WPS007-1-D - A4-desktop size MFD

Product description: Provides an A4-size multi-functional device with secure follow-me printing using basic user identification and scan-to-email functionality.

Quantity *: New/Replacement (Asset No, if applicable)

Accessories (Model C only):

C5: TEMPEST-C Europe certification add-on ☐ QTY*: ____

C6: TEMPEST-B Europe certification add-on ☐ QTY*: ____

C7: TEMPEST-A Europe certification add-on ☐ QTY*: ____

C8: TEMPEST-C North America certification add-on ☐ QTY*: ____

Additional Information (Optional):

Delivery Constraints *: ☐ YES NO

If YES, please indicate any delivery constraints or special considerations (e.g. access restrictions, security requirements, preferred delivery windows):

Reason for Request & Priority *:

Operational Impact *: _____

Funding Confirmation *:

Funding Confirmed *: **YES** **NO**

Next Steps – What to Expect:

- ✓ Your request will be reviewed by the SPraaS Team.
- ✓ A Price Proposal (PP) will be prepared and sent to you for review and acceptance.
- ✓ Upon acceptance and confirmation of funding, delivery will be initiated.
- ✓ You will be kept informed throughout the process.

Acceptance & Acknowledgment

By signing this Customer Request (CR), the Requester formally confirms that the information provided is accurate and complete and acknowledges the applicable Standard Product conditions, processes, and prerequisites. This CR must be signed in order to be considered valid and to initiate the preparation of a Price Proposal.

The Requester acknowledges that they have read, understood, and accept the applicable Terms & Conditions. Forms submitted without this confirmation will not be processed.

Signature:

Date of Submission:

Submission of the Customer Request :



After approval, click the **SUBMIT** button to send the **CR for processing**.

Submission of this form confirms that the information provided is accurate and that all required approvals have been obtained. Should additional information or clarification be required during the review process, the Agency will contact the Requester accordingly. **Please download the form and open it with Adobe Acrobat Reader. The submit button may not work in a browser.**

NCIA Contact:

If you have any questions or require clarification, please contact:

Email Address: **SPraaSRequests@ncia.nato.int**

