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VAT No.: 496 026 5751

BID/RFQ NUMBER:	RFQ0002417
CLOSING DATE:	30 September 2022
CLOSING TIME:	14:00 P.M
BID VALIDITY PERIOD:	60 Days
DESCRIPTION OF BID:	The Appointment of a Sservice Providers to supply, install and deliver 4x managed multifunction network printers (2 color, 2 black/white)
RFP/ RFQ TO BE EMAILED TO THE FOLLOWING EMAIL ADDRESSES:	
Email address: Beullah@sanac.org.za	
Copied: Mbali@sanac.org.za	
Copied: Katlego@sanac.org.za	

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDERS TO SUPPLY, INSTALL AND DELIVER 4X MANAGED MULTIFUNCTION NETWORK PRINTERS (2 COLOR, 2 BLACK/WHITE)

1. PROJECT OBJECTIVES

SANAC invites bids from service providers to supply, install and deliver 4x managed multifunction network printers (2 colour, 2 black/white) in terms of an operating lease agreement including the provision of a printer maintenance and support solution.

The service provider must provide the services regarding the optimization of SANAC office's printing environment, maintenance and support of all printing devices, supply of printing consumables (excluding paper), installation and removal of devices, the provision of monthly reporting regarding colour and mono printing and monitoring and reducing unnecessary paper usage and printing costs including a print management solution to allow for Forensic retrieval, secure printing and follow me printing.

SANAC is currently located at 333 Grosvenor St, Hatfield, Pretoria, 0083, Hatfield.

2. SCOPE OF WORK

SANAC, IT seeks to appoint a Printer Service Provider to supply the following services to the SANAC Office:

- A. The tender will be open for all brands of multi-functional printers.
- B. The Service Provider must have Accreditation to install and maintain the proposed solution.

- C. The Service Provider must be able to provide comprehensive Three (3) year SLA including all spare parts, Labour, Toners/Ink, back up Loan machines, on a cost per copy only (no minimum billings) basis.
- i. Help Desk service 8 hours a day 5 day a week with option for standby service on weekends by prearrangement.
 - ii. The Service Provider should ensure that Devices are kept maintained (proactively serviced) and in a good working condition.
 - iii. The Service Provider should take necessary and reasonable preventative action required in an attempt to limit the incidence and frequency of breakdowns of the Devices.
 - iv. Sufficient stock levels and spare parts should be maintained.
 - v. Onsite spares and consumables holding.
 - vi. The Service Provider will be responsible to ensure that all devices are protected from any power surges caused by power dips, outage or thunder.
 - viii. The Service Provider will respond to a call logged for unplanned maintenance within 4 (four) hours. The 4 (four) hour response time shall be calculated to commence from the time the call is logged with the Service Provider and shall end when the Service Provider is onsite and has commenced with the resolution.
 - ix. Remote Service Assistance (Telephonic only)
 - x. 2-4 Hour Response Time
 - xi. Should a Device be damaged beyond repair or is unstable or, in the Service Provider's opinion, break down more than what is norm for the type of Device, the Service Provider will be obliged to replace the faulty Device with a Device of substantially the same nature.
 - xii. The Service Provider needs to repair any Fault and restore any Device to full working condition and functionality within the relevant agreed Repair Turnaround Time.
 - xiii. Should a Fault not be repaired or is not reasonably expected to be repaired within the agreed Repair Turnaround Time of 48 hours, the Service Provider shall be obliged to provide SANAC IT with a Swop-out Unit for as long as the faulty Device is under repair.
- D. Centralized print management software with Forensic retrieval, water mark security protocol, secure print, biometric access control, follow me printing and automated meter readings, paper and toner replacement notifications to SNAC IT Office and vendor for replacement ordering.
- E. Extended warranties on hardware with break fixes and spares

3. TECHNICAL SYSTEM SPECIFICATION

System speed A4 & A3	Up to 36/36 ppm (mono/color)
System Hard drive	256 GB
Standard security features	Yes - include
Multi Touch Panel	10.1-inch Colour Display
File Formats	JPEG, TIFF, PDF, COMP PDF, ENC PDF, XPX, COMP XPX, PPTX
Standard functions	Copy, Email, Fax, Print, Scan
Centralized/Remote Print Management	Yes
Recommended monthly print volume	Up to 55 000 pages
Duty cycle	Up to 30,000 images/month
Processor speed	600 MHz
Print memory (standard)	8 GB max
Connectivity	10/100BaseT Ethernet, High-Speed USB 2.0, Wi-Fi b/g/n
First-page-out time, printing	As fast as 8.5 seconds
Page Description Languages (PDL)	PCL 5/6, PostScript 3, XPS
Print features	Bi-directional Real-time Status, Booklet Creation, Brightness/Contrast Adjustment, Collation, Favorites, Overlay, Poster printing, Skip Blank Pages, Toner Save, Watermark, stapling capability, USB print, Puncher
Mobile printing	Apple® AirPrint™, Google Cloud Print™, Mopria®, ® Print Service Plug-in for Android
Two-sided and one-sided output	Standard

4. EXPECTED DELIVERABLES

DELEVERY & INSTALLATION OF MULTIFUNCTIONAL PRINTERS

- 2x colour
- 2x black and white

5. ALL-IN MAINTENANCE SERVICE

The All-In-Maintenance copy cost includes the following unless otherwise specified

- a. All repairs
- b. All IT and related support activities
- c. All replacement parts
- d. Customer request calls / service calls / maintenance calls
- e. Travelling time
- f. Labour
- g. Black/colour toners
- h. All imaging units / fuser units / transfer belt units
- i. Photo conductive drums
- j. Initial MFP device set-up, configuration, print driver installation
- k. Third party document accounting software maintenance includes hotfixes, updates and version protection for the initial contract period
- l. Operator / End-user training
- m. The All-in-Maintenance copy cost includes the following unless otherwise specified:

6. TIMELINES

36-month lease contract starting from 01 December 2022 – 30 November 2025

7. TECHNICAL FUNCTIONALITY EVALUATION

A. Stage 1: Firstly, the proposals will be evaluated on functionality. An evaluation panel will allocate points in respect of functionality according to the criteria set out on the functionality table below.

FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	WEIGHT POINTS
1. References / Track Record	Testimonials of previous similar work conducted	Attach (3) three or more written testimonials letters relating to the understanding of services (not older than three (3) years): Testimonials/reference letters Score Three (3) 20 Two (2) 16 One (1) 10 None (0)	20
2. Capability to deliver	Analysis and alignment of response to the scope of work <ul style="list-style-type: none"> • Demonstrate how the multi-function printers will be installed and commissioned. • Demonstrate the setup and configuration of monitoring tools. • Demonstrate how standard reporting (Performance, Alerts etc.) will be configured and setup. • Provide standard operation procedures (SOP) • Demonstrate how a print server(s) will integrate into the Active Directory 	Provide comprehensive and detailed methodologies of the implementation of technical support. The following scale will apply for this category 1 = Very Poor, 2 = Average, 3 = Good, 4 = Very Good, 5= Excellent	30

	<p>Domain</p> <ul style="list-style-type: none"> • Print in Secure User box • Print Management Software 		
3. Adherence to specifications & Functional Requirements	Meeting MFP technical specifications including Maintenance & Support	<p>Features Score</p> <p>Option of buy back of existing MFP's = 15</p> <p>Meeting MFP technical specifications = 20</p> <p>Provide a comprehensive on-site warranty for the duration of the contract (inclusive of labour and all spares) on 8 X 5 basis = 10</p> <p>Provide technician to schedule preventative and operational maintenance on all multifunctional printers = 5</p> <p>Provide sufficient quantity of consumables (i.e.: toners, cartridges, sensor switches) on site for the continuous operation of each MFP = 10</p> <p>Inability to provide features as per above will score (0) for the unavailable feature.</p>	50
TOTAL POINTS	Minimum threshold 70		100

B. Stage 2: Bidders who obtained 70 on Functionality will be evaluated on Price & BEE using preference point system of 80/20 as per the below table:

Preference point system (80/20)	Weighting percentage (Must add up to 100 %)
Price	80% of 100 Points
BEE	20% of 100 Points
Total:	100%

i. Price Calculations

A maximum of 80/20 point system has been allocated to this bid on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

ii. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

8. REPORTING & MANAGEMENT OF PROJECT

Report to the IT Manager

9. PROPOSAL FORMAT

A detailed proposal in response to this ToR is due on **30 September 2022 by 14h00pm** containing all the information required to evaluate the bid against the requirements stipulated in these terms of reference document. Please send your proposals to Beullah Mthombeni, beullah@sanac.org.za the following should be attached to the proposal as annexures:

- i) Annexure A: Brief proposal and sample of the machine
- ii) Annexure B: References /Track Record.
- iii) Annexure C: Tax Pin, Company registrations and BEE Certificate
- iv) Annexure D: Pricing information. Price proposals should include VAT and should be fully inclusive of ALL costs to deliver the outputs indicated in the terms of reference.
- iv) Annexure E: CSD Summary Report – with Compliant Status including SBD document