

Annexure A



1. SCOPE OF WORK

1.1 SPECIFICATIONS

The potential service provider must be able to render the following services for a period of 36 months as per below specification requirements.

SPECIFICATION FOR LEASING OF MULTI-FUNCTIONAL PHOTOCOPIER MACHINES WITH MAINTENANCE AND SUPPORT FOR A PERIOD OF 36 MONTHS

- Supply, delivery, installation, setup, configuration, maintenance and repairs.
- Service the equipment according to the manufacturer's specifications and per request by Eastcape Midlands TVET College.
- Test the installed equipment and ensure that it is in good working condition.
- Conduct skills transfer/on the job training and change management which includes management of all software for multifunctional machines.
- Service providers should ensure that there is concurrent skills transfer or on the job training to Eastcape Midlands TVET College IT staff led by skills transfer plan for official transfer/handing over of the machines to the entity during the term of the contract, minimizing the risk of disruptions and for business continuity.
- Provide training sessions on the proper usage of the equipment for Eastcape Midlands TVET College employees.
- The multi-functional machines must do photocopying, scanning, printing, e-mailing and storing documents.
- The monthly rental cost must include consumables, spares, on-site maintenance and repairs.
- Reporting management which includes monthly service meetings and performance reports in accordance with the Service Level Agreement (SLA).
- Ensure that the equipment is in efficient operating condition throughout the applicable lease period.



- Service and repair the equipment on call by Eastcape Midlands TVET College.
- The service provider should ensure that there are machine availability and functionality without downtime; time availability and matrix penalties will be fully documented on the Service Level Agreement based on the machine functionality, risk assessment and information classification.
- Supply and replace all consumables (toner, toner cartridges etc.) in accordance with manufacture's yield specifications
- Allocate a reference number for all service calls made by Eastcape Midlands TVET College, which should serve as proof that the call was made.
- Replace parts as and when necessary.

2. Functionality and Capacity of Equipment

2.1 Consumables and spares:

All consumables and spares shall always be available and at no cost to the entity.

Monthly rental rate, calculated over 36 months period, is payable monthly in arrears.

Monthly cost for usage must indicate cost per copy for full coverage and usage.

2.2 Multifunctional equipment requirements:

- Print, copy, scan, from/to the existing computer systems, operating systems and applications that are within the entity.
- Have network printing and duplex capabilities.
- Should Have the ability to connect to a wireless device for printing.
- Be linked to each other to do load balancing in the network environment, when there are two or more machines with same specification in one venue.
- Distribute the printer load/jobs automatically on request.
- Have capability of releasing the printed job on password/pin code. Continues copies: 999 + copies.



- Be TWAIN compliant.
- Integrate in a distributed Windows – WAN/LAN network environment.
- Have a duplex Automatic Document Feeder.
- Have the capability for network scanner, pdf, scan to email.
- Price schedule must include installation, maintenance and the job training cost.
- Have the capability to print, scan, and photocopy on different paper sizes (A3, A4 etc.), both individual and bulk (ADF).
- It is the responsibility of the service provider to replace any equipment that is not functional with similar or better equipment within four (4) hours or less after a call has been logged.

3. Categories of the required equipment Specification.

3.1 Category A – Low Production Machines

Low production copiers/ machines (printing, stabling, scanning, sorting and numbering, punching)

3.1.1 40 PPM / A4 / MONO / MFP

- Solution must include Installation and Training -
- Supply and Install of Surge protector
- Supply and Install of Free-Standing Cabinet (Pedestal)
- Copier must have Wi-Fi Embedded Module
- Copier must have 2 Paper Tray
- 1GB 2.5-inch HDD
- Solution must allow Mobile Printing
- Remote management software must be included
- Volumes per month: 10 000

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3.1.2 40 PPM / A4 / COLOUR / MFP

- Solution must include Installation and Training
- Supply and Install of Surge Protector
- Supply and Install of Free-Standing Cabinet (Pedestal)
- Copier must have Wi-Fi Embedded Module
- Copier must have 2 Paper Tray
- Minimum 1 GB 2.5-inch HDD or SSD
- Solution must allow Mobile Printing
- Remote management software must be included
- Volumes per month: 10 000

3.2 Category B – Medium Production Machines

Medium production copiers/ machines (printing, scanning, folding, sorting, punching and stabling)

3.2.1 40 PPM / A3 + A4 / MONO / MFP

- Solution must include Installation and Training
- Supply and Install of Surge protector
- Supply and install 140 Reverse Document Processor
- Supply and Install of Stapling Finisher up to 65 PPM
- Supply and Install of Paper Feed (2 x 1500)
- Copier must have Wi-Fi Embedded Module
- Copier must have 2 Paper Tray
- 32GB 2.5-inch HDD to be installed in copier
- Solution must allow Mobile Printing



- Remote management software must be included
- Volumes per month: 25 000

3.2.2 35 PPM / A3 + A4 / COLOUR / MFP

- Solution must include Installation and Training
- Supply and Install of Surge protector
- Supply and Install 140 Reverse Document Processor
- Supply and Install of Stapling finisher up to 65 PPM
- Supply and Install 2&4 Hole Punch Kit
- Copier must have Wi-Fi Embedded Module
- 32GB 2.5-inch HDD to be installed in copier
- Installation of Fax Kit
- Copier must have 2 Paper Tray
- Solution must include Encrypted data with authentication technology & automatic security check
- Solution must allow Mobile Printing
- Remote management software must be included
- Solution must allow Mobile Printing
- Remote management software must be included
- AI technology: Change handwritten notes whilst scanning
- Super resolution: Convert low resolution images to professional quality
- Volumes per month: 30 000

3.3 Category C – High Production Machines

Large production copiers/ machines (printing, scanning, folding, sorting, punching and stabling)



3.3.1 65 PPM / A3 + A4 / COLOUR / MFP

- Solution must include Installation and Training
- Supply and Install of Surge Protector
- Supply and Install of Reverse Document Processor
- Supply and Install of Stapling Finisher up to 65 PPM
- Supply and Install 2- & 4-Hole Punch Kit
- Copier must have Wi-Fi Embedded Module
- Copier must have 2 Paper Trays
- 32GB 2.5-inch HDD to be installed in copier
- Solution must allow Mobile Printing
- Remote management software must be included
- AI technology: Change handwritten notes whilst scanning
- Super resolution: Convert low resolution images to professional quality
- Volumes per month: 60.000

3.3.2 140 PPM / A3 + A4 / MONO / MFP (Inkjet Technology Solution Device)

- Solution must include Installation and Training
- Supply and Install of Surge Protector
- Supply and Install of Inner Staple Finisher
- Supply and Install of Post Inserter
- Supply and Install of Punch Kit
- Supply and Install of Booklet Finisher up to 80 pages
- Copier must have Wi-Fi Embedded Module
- Solution must allow Mobile Printing
- 250GB 2.5-inch HDD to be installed in copier

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- Copier must have 2 Paper Trays
- Solution must include A4 Large Capacity Unit (4000 sheets)
- Remote management software must be included
- Volumes per month: 250,000
- Total Monthly - Total after 3 years

4. Project deliverables

- Project timeline
- Testing and Quality Assurance
- Training
- Implementation
- Maintenance and Support
- Business continuity plans to avoid downtime.

5. METHODOLOGY

The potential service provider must provide a clear project charter, implementation plan and methodology approach that includes the following:

- Project deliverables
- Project timeline
- Testing and Quality Assurance
- Training
- Implementation
- Maintenance and Support
- Business continuity plan to avoid downtime