



Central University of
Technology, Free State

TENDER SPECIFICATION

APPOINTMENT OF A SERVICE PROVIDER FOR MANAGED PRINTING SERVICES REQUIREMENTS OF CUT FOR A PERIOD OF THREE (3) YEARS WITH AN OPTION TO EXTEND FOR A FURTHER PERIOD OF TWO (2) YEARS BASED ON PERFORMANCE.

PERIOD: THREE (3) YEARS (2026–2029), EXTENSION TWO (2) YEARS (2029-2031)

TENDER NO: T05/2025 PU1411/016

Tenderers are hereby invited to submit a tender for Managed Printing Services requirements of CUT for a period of three (3) years with an option to extend for a further period of two (2) years based on performance. This tender is subject to the supplier conditions of CUT as stipulated herein and bidders are requested to complete this set of documents and submit them electronically

COMPULSORY BRIEFING MEETING

NO

Tender Validity

This Tender is valid for a period of **120** calendar days calculated from the closing date and time specified above.

Company Name		
CSD Registration No.	MAAA	
SARS TCS Pin		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

I certify that this Tender is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a Tender or the same materials, supplies or equipment and is in all respects fair and without collusion or fraud. I agree to attendee by all conditions of this Tender and certify that I am authorized to sign this Tender.

.....
AUTHORISED SIGNATURE

.....
PRINT NAME

1. SCOPE OF SERVICES

The successful service provider will be responsible for the following:

- Supply, installation and configuration of multifunction printing devices (MFDs)
- Optimisation and rationalisation of the existing printer fleet
- Provision of print management software
- Maintenance and servicing of all printing equipment
- Supply and management of consumables (including toner and related components)
- Monitoring and reporting of printing usage
- Integration with the university ICT infrastructure
- Provision of printroom operational services
- Support for examination printing activities
- Provision of technical support and training

The service provider must ensure that the printing environment remains **secure, reliable and cost-effective**.

8.1 FLEET OPTIMISATION

The bidder must conduct a **comprehensive assessment of the existing printing environment** and provide recommendations for an optimised printer fleet.

The assessment must include:

- Analysis of current print volumes
- Printer utilisation analysis
- Identification of redundant or underutilised devices
- Recommended device-to-user ratios
- Recommendations for device distribution across buildings and departments

The objective is to ensure the most **efficient and cost-effective printing environment**.

8.2 PRINTING ENVIRONMENT

The managed printing solution must support the following printing environments:

- Staff printing
- Student printing
- Print room services
- Examination printing support

8.3 STAFF PRINTING

- Staff printing services must be available across all university departments at both campuses.
- Staff require access to network-enabled multifunction printers located within a reasonable distance of the offices.

The proposed solution must support:

- Secure staff printing
- Departmental printing
- Cost allocation to departments and cost centres
- Ability to distinguish between official and personal printing where applicable

Certain executive offices may require **dedicated printing devices**.

8.4 STUDENT PRINTING

Student printing services must be available at designated locations, including:

- Libraries
- Student Academic Support Centres
- Computer laboratories
- Student Residences

The student printing solution must include:

- Credit-based printing accounts
- Secure printing release

- Print tracking and reporting
- Integration with student identification systems where applicable

The service provider must propose appropriate locations and device configurations for student printing services.

8.5 PRINTROOM SERVICES

The Central University of Technology operates a dedicated print room at both the Bloemfontein and Welkom campuses to support high-volume and specialized printing requirements.

Print room generates a range of materials, which include but are not limited to:

- Academic booklets
- Course packs
- Calendars
- Administrative documentation
- Posters and informational materials

The proposed solution must support high-volume printing operations and provide equipment capable of supporting bulk printing requirements.

Print room operational model

CUT will provide **suitable physical space for the print room's operations** at both campuses.

The successful service provider will be responsible for the **full operational management of the print room services** including:

- Provision of printing equipment
- Supply of consumables
- Provision of qualified personnel to operate the print room
- Operation and management of print room services
- Preventative maintenance of equipment
- Management of print job scheduling and prioritisation
- Provision of finishing services such as binding, laminating and booklet production

All operational costs, including **staffing, equipment, consumables and maintenance**, must be included in the bidder's proposal.

CUT will not be responsible for operational costs beyond the provision of physical space.

Print room operational continuity

The proposed solution must ensure that print room operations remain fully operational during peak institutional periods such as student registration, examination preparation and graduation.

The service provider shall ensure that adequate staffing, equipment capacity, consumables and technical support are available to support increased printing volumes during these periods.

The service provider must implement appropriate contingency measures to prevent any disruption to print room services during these critical periods.

The service provider must further ensure that confidential academic materials are handled in accordance with the CUT information security and confidentiality requirements.

Examination Printing Support

Printing of examination and test papers is conducted within the Examination Section in order to maintain strict control over confidential academic materials.

The service provider will be required to provide **operational support through print room personnel** to assist the Examination Section with the printing of examination papers and related academic materials.

Such support may include:

- Operation of printing equipment used for examination printing
- Technical assistance during examination preparation periods
- Ensuring the reliability and availability of printing equipment used by the Examination Section
- Troubleshooting and maintenance support during examination printing activities

All personnel involved in examination printing support must comply with strict confidentiality and information security requirements.

8.6 PRINT MANAGEMENT SOFTWARE

The solution must include a comprehensive print management platform capable of:

- Tracking and monitoring print usage
- Secure print release using PIN or card authentication
- Follow-me printing across devices
- Cost allocation per user, department or cost centre
- Integration with student printing accounts
- Web-based administration and reporting
- Mobile printing capabilities

8.7 INFRASTRUCTURE INTEGRATION

The printing solution must integrate with the existing ICT infrastructure, including:

- Microsoft Active Directory
- Microsoft Exchange
- Microsoft SharePoint
- Student information systems, where applicable
- ICT Service Management systems for automated fault logging

8.8 SECURITY REQUIREMENTS

The solution must support modern security controls including:

- Hard drive encryption
- Secure boot and firmware protection
- Secure print authentication
- Encryption of network communications
- Device access control
- Audit logging of printing activities

All printing devices must support **secure erasure of stored data at the end of the contract period**.

8.9 MAINTENANCE AND SUPPORT

The service provider must provide comprehensive maintenance services, including:

- Remote monitoring of devices
- Proactive consumables replenishment
- Preventative maintenance
- On-site technical support
- Provision of replacement devices during extended repairs

8.10 NEW PRINTING DEVICES

All printing and multifunction devices proposed and supplied under this tender must be new and previously unused.

- CUT will not accept refurbished, reconditioned, remanufactured, demonstration or previously used printing devices.
- All proposed devices must be current models that meet or exceed the minimum technical, functional, security and performance requirements specified in this tender.
- The bidder must provide evidence, where requested by CUT, confirming that the proposed devices are new and supported by the Original Equipment Manufacturer (OEM).
- All devices must be covered by the applicable OEM warranty and must have access to OEM-supported spare parts, consumables, firmware updates and technical support for the duration of the contract.
- Reserves the right to verify the condition and status of any device prior to or during installation and to reject any device that does not comply with the requirement for new equipment.

8.11 SERVICE LEVEL REQUIREMENTS

The service provider must meet the following service response targets:

Incident Type	Response Time
Critical device failure	4 hours
Major fault	8 hours
Minor fault	24 hours

Service levels must ensure minimal disruption during **critical university operational periods**.

8.12 REPORTING REQUIREMENTS

The service provider must provide regular reporting, including:

- Printing volumes by user and department
- Device utilisation
- SLA performance reports
- Incident and maintenance reports
- Printing trends and optimisation recommendations

Reports must be provided **monthly and quarterly**.

8.13 SUSTAINABILITY REQUIREMENTS

The printing solution must support environmental sustainability, including:

- Energy-efficient devices
- Default duplex printing
- Toner recycling programmes
- Responsible disposal of printing equipment

8.14 PRICING MODEL

CUT will pay based on **cost per printed page**.

Pricing must include:

- Consumables
- Maintenance and repair
- Replacement parts
- Software licensing
- Monitoring and reporting tools

Bidders must provide pricing for:

- A4 mono printing
- A4 colour printing
- A3 mono printing
- A3 colour printing
- Scanning services

THE UNIVERSITY RESERVES THE RIGHT TO INCREASE OR DECREASE THE QUANTITY OF PRINTERS BASED ON OPERATIONAL REQUIREMENTS AND DEMAND, AS AND WHEN REQUIRED.

8.15 VENDOR EXPERIENCE

Bidders must demonstrate experience in providing managed print services to **large organizations, preferably higher education institutions**.

At least **three reference letters** from comparable institutions must be provided.

8.16 CURRENT PRINTING FLEET

The Central University of Technology currently operates a distributed fleet of printing and multifunction devices across the **Bloemfontein and Welkom campuses**.

The current fleet includes devices deployed in the following operational environments:

- Academic departments
- Administrative offices
- Libraries
- Student academic support centres
- Computer laboratories
- Print room
- Examination offices

The detailed inventory of the current printing devices, including **device models, locations and meter readings**, is provided in **Annexure A: Current Printer Fleet and Meter Readings (2026)**.

The information contained in this annexure represents the **current printing environment and usage baseline**.

8.17 IMPLEMENTATION PLAN

Bidders must provide a detailed implementation plan including:

- Deployment schedule
- Device installation plan
- Migration strategy
- Training plan
- Change management approach

Implementation must be conducted with minimal disruption to university operations.

2. EVALUATION CRITERIA

9.1 PHASE 1 - MANDATORY REQUIREMENTS EVALUATION

All Tenderers **must** attach the following documents, as listed below. Failure to submit any of the documents listed below will result in the Tender not being evaluated further.

Consortiums and Joint Ventures

If the tendering unit emanates from a joint venture (JV) or collaborative partnership (including a newly formed company), which does not have a **joint** track record, the individual entities that make up the tendering unit/joint venture should each provide all the mandatory requirements. **Should all the requirements in respect of the tendering unit or the individual entities (as the case may be) not be met, then the joint venture will be disqualified.** It is recognized that Tenderers may wish to form consortia to provide the Services.

No.	CATEGORY	COMPULSORY DOCUMENT REQUIRED
1.	Identifying Documentation-Tenderer (Pre-qualification Criteria)	- If it is a company or close corporation: a copy of the certificate of incorporation issued by CIPC or its predecessor or Summary of proof of registration with National Treasury's Central Supplier Database (CSD) with an active status. - If it is a partnership: copies of SA identity document (or foreign passport) of two senior local partners, and latest and valid Partnership agreement must be submitted.
2.	Taxation	Valid tax compliance status with a pin issued by the South African Revenue Service (SARS).
3.	Declaration of Interest by Tenderer form	Fully completed and signed.
4	Acknowledgement of Tender	Fully completed and signed.
5.	Declaration of Tenderers Past Supply Chain Management Practices	Fully completed and signed.
5.	Certificate of Independent Tender Determination	Fully completed and signed.
6.	Form of Tender	- Duly completed in full and signed Form of Tender. - Duly completed the price schedule.
7.	Tender Documentation	Duly signed, initial each page and completed
8.	Public Liability Insurance	The required minimum insurance cover, or a letter of intent, is R50 million.
9.	Purchase of Tender document	Attach proof of payment for the purchase of the tender document by the bidding entity.
10.	Health and Safety	Valid Occupational Health and Safety letter of Good Standing. (COIDA).
11.	Accreditation certificate	Resellers to submit an affiliated membership or accredited certificate of the OEM product
12.	Onsite support staff	Prospective bidder to submit a letter of intent on the availability of its onsite staff for both Bloemfontein and Welkom campus
13.	Proxy	Board Resolution or power of attorneys
14.	Financial Statements	Set of (two years) recent Audited Financial Statements or financial statements signed by the Accounting Officer for Close Corporations

15.	Proof of Bank Account	• Proof of Bank Account, Submit letter from bank or cancelled cheque
16.	Joint Venture	• Signed Joint Venture Agreement (if tendering as joint venture)
17.	Warranty	• All printing and multifunction devices offered must be supplied with a Three (3) years OEM-backed warranty, covering parts and labour with the option to extend to five (5) years
18.	Technical Questionnaire	• Fully compliant with all the criteria requirements
19.	B-BBEE certificate or sworn affidavit	• Valid B-BBEE certificate or sworn affidavit

TECHNICAL QUESTIONNAIRE

Bidders must comply with all the requirements with a “yes” failure to do so will render the bid non-responsive.

A Service Master Plan/product catalogue must be attached for the criteria below.

ICT FUNCTIONALITY REQUIREMENTS		
Criteria	Comply	
Solution based on Multi-Functional Devices or similar – Comply Yes/No	Yes	No
Proposed solution should intergrade with Mifare, Proximity and iClass cards and other cards - Comply Yes/No	Yes	No
Proposed centralised management software compatible with CUT existing systems such as Windows Active Directory, ITS Comply - Yes/No	Yes	No
Proposed solution demonstrate cash accepting/cashless payment options for the student environment, Comply Yes/No	Yes	No
Finishing Options:-Follow - me printing/push pull - Onsite support - Training skills Transfer - BYOD Authentication, Comply Yes/No	Yes	No
Usability (management, administration and ease of use) Comply Yes/No	Yes	No
Phased in-approach solution of the existing printing, and photocopying/printing in the student printing environment, Comply Yes/No	Yes	No
Proposed solution to be comprehensive and include all ancillary equipment and services, Comply Yes/No	Yes	No
Proposed solution is from a single OEM or multiple OEMS, If multiple ,indicate component breakdown, Comply Yes/No	Yes	No
No Minimum billings allowed on SLA, Comply Yes/No	Yes	No
Proposed solution should be able to do Tracking of colour, duplex and different media size output ,Comply Yes/No	Yes	No
The following services are to be included: -Technology updates - Monthly Reports, Comply Yes/No	Yes	No
Integration:- MS Active Directory Integration - SharePoint - Microsoft Exchange - Mobile Web based printing - One drive - Other Existing systems, Yes/No	Yes	No
Shortlisted Tenderer's presentation and Device Testing	Yes	No
Adhered Fully	Yes	No
Ability to printing using mobile devices (Android, IOS and Windows Mobile)	Yes	No
Ability to do fax to email/ email to fax function	Yes	No

PHASE 2 - FUNCTIONALITY EVALUATION CRITERIA

Bidders who have all requirements of phase 1 will proceed to phase 2. In this phase, bidders are assessed on capacity and capability. **Bidders in this phase must score a minimum threshold of 70% or 70 points to be considered for phase 2 presentation.**

EVALUATION CRITERIA	SCORING / EXPLANATION	MEANS OF VERIFICATION / DOCUMENTS REQUIRED TO BE SUBMITTED	WEIGHT POINTS
Company Experience and References	• 20 Points -Three (3) or more contactable references for Managed Print Services projects completed within the last five (5) years • 10 Points - Two (2) references for managed printing projects completed within the last five (5) years • 5 Points - One (1) reference for managed printing projects completed within the last five (5) years • 0 Points- if no reference is attached	Signed reference letters with contactable client details All reference letters for the shortlisted bidders will be subject to a due diligence process where references will be verified. All reference letters should be on the client's letterhead.	20
Print Management Software Capability	Ability of the proposed solution to provide: • 10 Points - Follow-Me Printing and Secure Print Release • 5 Points - Departmental Billing and Cost Centre Allocation • 5 Points - Management Information Reporting • 2 Points - Remote Device Management • 3 Points - Asset Management • 0 Points – No proposed solution provided	Product brochures, screenshots or technical specifications	25
Service Capability and Support	Critical Service Response Time for Managed Print Services Support: • 10 Points - Response time within 4 hours • 5 Points - Response time within 8 hours • 0 Points -Response time above 8 hours	Signed SLA or service support commitment	10
Local Presence	• 10 Points - Operational support office within the Free State Province • 0 Points - No operational support office within the Free State Province	Proof of physical office address, lease agreement, municipal account or company registration documentation indicating operational presence	10

