

## **NORTHERN CAPE COMMUNITY EDUCATION AND TRAINING COLLEGE (NCCETC) IN COLLABOURATION WITH THE PURCHASING CONSORTIUM SOUTHERN AFRICA (PURCO SA)**

### **PROCUREMENT OF A MANAGED PRINTING SOLUTION FOR THE FOR A PERIOD OF 36 MONTH**

---

## **1. SCOPE AND DEFINITION OF WORK (SPECIFICATION)**

### **3.1 BACKGROUND**

The College's primary objective in issuing this RFP is to enter into agreement with a successful bidder(s) who will achieve the following:

- a. Provide the College with a configured and working managed printing solution;
- b. Installation report and documentation

### **3.2 SERVICE REQUIREMENTS**

#### **3.2.1 MANAGED PRINTING SOFTWARE**

- a) The service should include the installation and configurations of the proper print management software.
- b) The print management software should have the capability of defining the quota for each user.
- c) The print management software should help the College to consolidate the tracking of equipment/devices and cost management. It should also help to forecast the future demand and supply.
- d) Optimised and streamlined printing environment: All-in-One solution for full control and management of the printer, including copying, printing, emailing, faxing and scanning.
- e) Print jobs should FOLLOW the user to their choice of output device.
- f) Users must identify themselves at the printer before print jobs are released and printed.
- g) Should integrate with organisations' existing identification (ID) technology to increase security and convenience.
- h) Full accounting and cost recovery: Tracks and accounts for every page printed.
- i) On-screen user authentication and function control via the MFP front panel
- j) Remote, web-based administration interface for simplified IT support.
- k) Reduce costs by restricting users' access to printers and MFPs to enforce money saving policies, such as black-and-white vs. colour, duplex vs. simplex.
- l) Automatically re-directs print jobs to the appropriate output device based on user conditions, such as paper size and tray re-mapping.

- m) Software administration tool should generate reports and graphs any number of ways, including cost, usage, comparison and statistical, digital sending and deleted print jobs, as well as export information to third-party report writers via e-mail.
- n) Software should have further capability. For instance:
- Who can email?
  - How many pages they can print?
  - Who can print colour?
  - When they can print (Specific times)?
  - Different applications they can print?
  - Authentication with active directory
- o) Service Management Reporting Process
- The College requires a named Service Manager to be allocated to the account
  - The metrics (not limited to) must be measured and reported monthly by the supplier in the form of a monthly service management report. The supplier is to attach a format detailing the reporting process which should cover:
    - SLA measurement, actual vs target
    - Total number of faults raised
    - Number of faults fixed in the reporting period
    - Number of faults added in the reporting period
    - List of future planned outages
    - Actions status and update
    - Help Desk response times for hardware failures and consumable replenishment
    - Supplier must have a dedicated Help Desk team for remote support and service
    - Monthly electronically generated billing report broken down by division, team, by usage of hardware, and by type of printing e.g. black-and-white or colour.

### 3.2.2 HARDWARE REQUIREMENTS

All additions to the Bid Documents i.e. annexures, supporting documentation pamphlets, photographs, technical specifications, and other support documentations covering the services offered shall be neatly bound as part of the Bid.

GENERAL	
Warm-up time:	20 seconds
First output speed:	4.6/4.6/4.3/4/2.9/2.9 seconds
Continuous output speed:	25/30/35/40/50/60 pages per minute
Memory:	2 GBHDD:320 GB
Dimensions (W x D x H):	With ARDF: 587 x 684 x 913 mm
	With SPDF: 587 x 684 x 963 mm
Weight:	With ARDF: 71 kgWith SPDF: 76.5 kg
Power source:	220 - 240 V, 50/60 Hz
COPIER	
Copying process:	Laser beam scanning and electro-photographic printing

Multiple copying:	Up to 999 copies
Resolution:	600 dpi
Zoom:	From 25% to 400% in 1% steps
<b>SCANNER</b>	
Scanning speed:	ARDF: Max. 80 originals per minute
	SPDF: Max. 110 (simplex)/180(duplex) originals per minute
Resolution:	Maximum: 600 dpi
Original size	A3, A4, A5, B4 and B5
Bundled drivers:	Network TWAIN
<b>PRINTER</b>	
Printer language Standard:	PCL5e, PCL6, PostScript 3(emulation), PDF direct (emulation)Option: Genuine
	Adobe ® PostScript®3™, XPS, PDF, IPDS, PDF Direct from Adobe®
Print resolution:	Maximum: 1,200 x 1,200 dpi
Interface:	Standard: SD slot, USB Host
	I/Ethernet 10 base-T/100 base-TX/1000 base-T
	Option:Wireless LAN (IEEE802.11a/b/g/n), USB Server for Second Network Interface,
	Bi-directional IEEE 1284/ECP, USB 2.0
Network protocol:	TCP/IP: IP v4, IP v6
Windows® environments:	Windows® Vista/7/8/8.1/10,
	Windows® Server 2008/2008R2/2012/2012R2
Mac OS environments:	Macintosh OS X v10.7 or later
UNIX environments:	UNIX Sun® Solaris: 2.9, 2.10
	HP-UX: 11.x, 11i v2, 11i v3
	SCO OpenServer: 5.0.6, 5.0.7, 6.0
	RedHat® Linux: 6.x, 7.x, 8.x, 9.x
	IBM® AIX: 5L v7.1, V5.3, V6.1, V7.1

### 3.2.3 WARRANTY

- All equipment must have full warranty offered by the manufacturer.
- The warranty of the equipment must be for at least three years.
- The service provider shall supply equipment that will not reach its end-of-life in the next five years.

## 3

### 3.2.7 PRICING SCHEDULE

- The monthly rental must be inclusive of maintenance, paper and tonner

- b) Tender prices must be valid for a year, any annual price increases will be limited to CPI
- c) Pricing Schedule:

Scope of Work	QTY	Cost Per Paper (estimated monthly copies – 20,000) incl. VAT)	Total Monthly Rental (including Maintenance, Tonner and Paper)	Total Bid Price for 36 Months (incl. Maintenance, Paper and Tonner)
Printing Solution – Photo Copier for Rental – 36 Months	1	R	R	R

## 2. MANDATORY BID DOCUMENTS

The College has set minimum standards that bidders need to meet as a precursor to evaluation and selection as the successful bidder.

Pre-qualification Criteria (Phase 0)	Technical Criteria (Phase 1)	Evaluation Price and B-BBEE Evaluation (Phase 2)
Bidders must submit all documents as outlined in paragraph 9.1 below. Only bidders that comply with ALL these criteria will proceed to Phase 1.	Bidders are required to achieve a minimum of 70 points out of 100 points to proceed to Phase 2 (Price and B-BBEE considerations).	Bidders will be evaluated out of 100 points and Phase 2 will only apply to bidders who have met and/or exceeded the threshold of 70 points.

### 9.1 PHASE 0: PRE-QUALIFICATION CRITERIA

Without any limitation in respect of the College's other critical requirements relevant to this Bid, prospective bidders must submit all the documents listed in the table below.

**Table: Documents to be submitted for pre-qualification:**

Document that must be submitted	YES/NO	Non-submission may result in disqualification
Invitation to Bid - SBD 1		Complete and sign the attached <i>pro-forma</i> document
Tax Status Tax Clearance Certificate - SBD 2		Written confirmation that SARS may on an ongoing basis during the period of the contract disclose the bidders tax compliance status. Proof of Registration on the Central Supplier Database Vendor number/CSD number In the event where the bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.
Declaration of Interest – SBD 4		Complete and sign the attached <i>pro-forma</i> document.

		Bidders must submit share certificate of the bidding company/firm, CIPC/CK document, certified copies of IDs of directors and shareholders.
Declaration of Bidder's Past Supply Chain Management Practices -		Complete and sign the attached <i>pro-forma</i> document (SBD 8).
Certificate of Independent Bid Determination		Complete and sign the attached <i>pro-forma</i> document (SBD 9).
Registration on the Central Supplier Database (CSD)		The bidder must be registered as a service provider on the Central Supplier Database (CSD). If not registered proceed with completing the company registration prior to submission of the proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain a vendor number. Submit proof of registration.
Pricing Schedule		<i>Submit full details of the pricing proposal in a separate envelope</i>
Board Resolution		<i>Attach copy of board resolution. Unless sole proprietor</i>
OEM		<i>Submit Original Equipment Manufacturer certification / Re-seller agreement</i>
Brand /make		<i>Provide proof of brand/make of proposed hardware</i>

- Each document must be completed and signed by the duly authorised representative on behalf of the prospective bidding company.
- During this phase bid responses will be evaluated with emphasis placed on documentary compliance with the listed administrative and mandatory bid requirements.
- Bidders' proposal will be disqualified as a result of non-submission and completion of the listed documents.*

## FUNCTIONALITY

### 9.2 PHASE 1: TECHNICAL EVALUATION CRITERIA = 100 POINTS

- All bidding companies are required to fully adhere to the technical evaluation criteria.
- Only Bidding companies that have fully met the Pre-Qualification Criteria in Phase 0 will accordingly be evaluated in Phase 1 for determination of functionality.*
- Bidding companies will be evaluated on an overall score of 100 points.
- Bidders are required to score a minimum of **70 points** to proceed to **Phase 2: Evaluation for Pricing and B-BBEE status.**
- Phase 1: Technical Evaluation Criteria:** The bidders' information will be scored according to the Points determination system.

<p>Company background: Please state the length of your experience in the supply of managed printing solution and related services in the past years:</p> <ul style="list-style-type: none"> <li>• More than 4 years in supply of managed printing solution specified above (x30 points)</li> <li>• 2-4 years in supply of managed printing solution specified above (x15 points)</li> <li>• 0-23 months in supply of managed printing solution specified above (x0 points)</li> </ul> <p>Experience to be supported by reference letters, signed contracts/ SLA or purchase orders. Reference letter to be on the client's letter head and signed.</p>	30	
<p>Prospective Bidders to provide proof of their capacity to undertake this Project:</p> <p>Three months bank statements (original bank stamped bank statements)</p> <p>Or</p> <p>Latest audited annual financial statements/ management accounts prepared by a Chartered Accountant</p> <ul style="list-style-type: none"> <li>• Negative bank balance (x0 points)</li> <li>• Positive bank balance equal or greater than R500 000 (x5 points)</li> <li>• Positive bank balance equal or greater than R1 000 000 (x10 points)</li> </ul>	30	
3-years original equipment manufacturer (OEM) warranty (x15 points)	10	
<p>Breakdowns (replacement and repairs)</p> <p>Hardware break fix/ replacement "within 48 hours" resolution (x10 points) (Evidenced by latest signed job cards for repair)</p>	10	
<p>SLA reporting</p> <p>Progress tracking monthly reports (Orders vs Delivered). Please provide a sample service level report (x10 points)</p>	10	
<p>Locality – NC</p> <p>Provide proof that bidder is based in NC province (utility statement, lease)</p>	10	
<b>TOTAL</b>	<b>100</b>	