



an agency of the
Department of Arts and Culture

DATE: 17 FEBRUARY 2022

TERMS OF REFERENCE
TENDER NUMBER: SAHRA/ICT/01/02/2022

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES SUITABLY QUALIFIED SERVICE PROVIDERS FOR SUPPLY, INSTALLATION, SUPPORT AND MAINTENANCE OF MANAGED PRINTING SOLUTIONS ON AN OPERATING LEASE FOR A PERIOD OF 36 MONTHS.

1 PURPOSE

The South African Heritage Resources Agency invites suitably qualified service providers with the necessary expertise, experience, and accreditation to submit proposals for the supply, installation, support and maintenance of network and desktop printing equipment on an operating lease to SAHRA for a period of 36 months.

2 BACKGROUND

2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.

2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. SAHRA has several properties situated in the various provinces of South Africa. All of these properties are heritage sites in terms of the above-mentioned Act.

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2.3 SAHRA is looking to appoint a suitably qualified service provider, experienced, and accredited service provider for supply, installation, support and maintenance of printing equipment on an operating lease for a period of 36 months.

2.4 The following were identified as objectives:

- a) Acquisition of printing solution that can cope with SAHRA printing volumes.
- b) To curb and control spending on printing solutions.

3. SCOPE OF SERVICES

The supply and installation of nine (9) new multi-function printers of high quality as per the specifications provided.

3.1 SAHRA FOOT PRINT

- Site 1: 111 Harrington Street, Cape Town, 8001;
- Site 2: 79 Roeland Street, Cape Town, 8001;
- Site 3: 101 Sancardia Mall, 541 Madiba Street, Pretoria, 0001;
- Site 4: 40a Somerset Street, Makhanda, 6139; and
- Site 5: Onderdal School, Daljosaphat, Roggeland Road, Paarl, 7646.

3.2 TECHNICAL REQUIREMENTS

It is expected that bidders must possess the necessary skills, competencies, and accreditation to comply with and be able to perform the services as listed below. The projected below are minimum specs for all machines.

The supply and installation of 4 (Four) new multi-function printers of high quality (High-end machines. For example: Xerox Versalink C7030 – Colour, anything similar to this printer).

For the following Offices:

- Cape Town (111 Harrington Street) = 2
- Cape Town (79 Roeland Street) = 1
- Pretoria = 1



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STANDARD FUNCTIONALITY (PRINTER/PHOTOCOPY/ SCANNER)	
FUNCTIONALITY	MINIMUM REQUIREMENTS
Printing Management and Monitoring Software	Y
Colour Printing	Y
Copy	Y
Print	Y
Printing to user box	Y
Touchscreen functionality	Y
Scan in colour (A4 and A3)	Scan to E-mail, USB, & Folder
Duplex compatible	Y
Min Pages per minute (mono)	55
Min Pages per minute (colour)	55
Drawer paper capacity	500
Minimum monthly volume (copy / print)	30 000
Bypass Tray	Y
Automatic Document Feeder	Y
2 * Standard Drawers	Y
Print on A3 & A4	Y
Memory Size (minimum)	4GB
HDD Capacity (minimum)	160GB
User authentication	Y
Secure print to a user box	Y
Ethernet	Y
USB Port	Y
Wi-Fi and NFC Enabled	Y
Mobile and Cloud able	Y

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STANDARD FUNCTIONALITY (PRINTER/PHOTOCOPY/ SCANNER)	
FUNCTIONALITY	MINIMUM REQUIREMENTS
Professional Finisher	Y
Additional Drawers	Y
Staple kit	Y
Punch kit	Y
Extras	
Surge Protector	Y

Colour machine (Quantity = 5) (For example: Xerox Versalink C405 – Colour, anything similar to this printer)

For the following Office(s):

- Cape Town (111 Harrington Street) = 1
- Cape Town (79 Roeland Street) = 2
- Makhanda = 1
- Paarl = 1

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STANDARD FUNCTIONALITY (PRINTER/PHOTOCOPY/ SCANNER)	
FUNCTIONALITY	MINIMUM REQUIREMENTS
Colour Printing	Y
Copy	Y
Print	Y
Touchscreen functionality	Y
Scan in colour	Scan to E-mail, USB, & Folder
Duplex compatible	Y
Min Pages per minute (mono)	40
Min Pages per minute (colour)	40
Drawer paper capacity	500
Minimum monthly volume (copy / print)	3 000
Bypass Tray	Y
USB Port	Y
Memory Size (minimum)	4GB
HDD Capacity (minimum)	60GB
Wi-Fi and NFC Enabled	Y
Mobile and Cloud able	Y

3.3 SYSTEM FUNCTIONALITY / FEATURES

- Print management software for print management and monitoring.
- Follow me functionality / Print Roaming, i.e. users can print and release printout from any printer.
- Users will, from time to time, require printing from mobile devices, thus requiring all devices to have mobile (BYOD) functionality.
- Remote management of all printer hardware
- Service maintenance of all supplied printers including cartridges, parts, labor, installation, and travel.

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- Remote monitoring for pro-activeness to determine toner levels, meter readings.
- Embedded remote technology to track utilisation and billing.
- Suitable new hardware to have touchscreen functionality - preferably one-touch scanning to be able to continue to be used for the SAHRA future digitization strategy.
- Must work with print server functionality. The print server software and installation must form part of the proposal.
- Managed solution must provide interactive data analytics and visualisation for reporting.
- The devices to be remotely managed and monitored for operational status, usage volumes and the pro-active replenishment of consumables.
- Prospective service providers must be able to provide proof of their ability to integrate to ECM and EDMS platforms by means of historical successful project completion and customer testimonials.
- Latest technology machines, not older than 2 years in the market.

3.4 EQUIPMENT DELIVERY, INSTALLATION AND SUPPORT

- The successful bidder will be required to deliver and configure the printers to their respective offices.
- Support and maintenance will be required to be conducted at the offices where the printers will be located.
- Faulty Hardware that cannot be repaired on site for whatever reason, it will need to be replaced within one work week, to ensure business continuity and minimal loss of productivity.
- Replacement of faulty printers, with a minimum turnaround time of 7 working day, to ensure minimal loss of productivity.
- The successful bidder will be required to monitor tonner levels, and pro-actively replace the tonners before they are finished.
- A dedicated Account Manager and a support desk operating according to business requirements of the SAHRA to maximise service availability and improve user experience.
- A service level agreement to guarantee and measure service performance will be signed.
- Monthly SLA review meetings will be conducted.

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- Estimated time of arrival (ETA) to be indicated on the quotations Printers to be delivered installed and tested, to the satisfaction of SAHRA at all the offices as per the above location indicators.
- Bidders are requested to submit a Project Plan which clearly articulates how the project will be delivered and carried out. This Project Plan should detail project deliverables and timelines. Preferably a detailed activity-based project plan with clear deliverables (supply and installation) milestone per office.

3.5 HANDEOVER AND TRAINING

In order to maximise adoption and usage of the system, the appointed service provider will be required to provide, amongst others the following:

- Setup, installation, all programming, and handover to SAHRA.
- Technical training on print server management and basic printer troubleshooting.
- Basic user training on the printing equipment.
- Standard Operation Procedures.

4. PRODUCTS SPECIFICATIONS

- a) Service provider **MUST** provide detailed implementation schedule and timelines.
- b) Service provider **MUST** provide a proposal that includes ALL installation, project fees and delivery costs to commission the solution.
- c) Proposal to include all Service Maintenance of all 9 devices at their respective locations including cartridges, parts, labour, installation, and travel for the duration of the agreement; (Include a draft SLA document to this effect).
- d) Pricing to include for all rental and services for a minimum period of 36 months, including all fees, cost of implementation and insurance. Scanning as a function on all devices is deemed included in the device fee and not per page or document scanned. (Proof of insurance to be included in submission)
- e) A clear separate quotation for managed print services software that can integrate to active directory (150 users) and allows for print server and end-device security, user group management, user management via rules e.g. print quantity, quality etc. as well as follow-me-printing,



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departmental reporting (and billing) and integration to other content management functions as required by the customer. The amount to be added to the final amount.

- f) Proposal to include the printing cost per copy and this will should not be added to the final amount. The Cost per copy costing should indicate the cost of black and white as well as the cost for colour.

5. TERMS AND CONDITIONS OF TENDERING

- a) All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- b) SAHRA reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- c) SAHRA may require responsive bidders to present and discuss their proposals in person.
- d) SAHRA reserves the right not to make any appointment from the proposals submitted.
- e) Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- f) Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- g) SAHRA reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- h) Any and all project proposals shall become the property of SAHRA and shall not be returned.
- i) The bid offers and proposals should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- j) Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SAHRA.
- k) SAHRA reserves the right not to award the bid to the bidder that scores the highest points.



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- l) Disputes that may arise between SAHRA and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- m) In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract attached hereto, an original signed copy of which must be submitted together with all other bid documentation.
- n) All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- o) The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- p) The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, clients experience, management etc, including at least three references for companies, to whom the service provider has supplied the same service.
- q) After the successful service provider has received the purchase order, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.

6. RETURNABLE DOCUMENTS

- a. SBD 1 Invitation to BID
- b. SBD 2 Tax Clearance Requirements
- c. SBD 3 Pricing Schedule (Breakdown of pricing) – See Annexure A
- d. SBD 4 Declaration of Interests form.
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. SBD 6.2 Declaration certificate for Local Production and Content for Designated Sectors
- g. SBD 7.2 Contract Form (Rendering Services).
- h. General Conditions of Contract
- i. SBD 8 Declaration of Bidder's Past Supply Chain Management Practices.
- j. SBD 9 Certificate of Independent Bid Determination.
- k. Company profile including ICASA licensing and certification



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NB: Failure to submit completed returnable forms as mentioned above may automatically disqualify your quotation. Please ensure that you submit CSD Registration Report.

7. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Tenders Issued	Tender Bulletin	18 February 2022
Closing date & Opening of BIDs	BIDs opened at SAHRA Head Office	11 March 2022

8. EVALUATION CRITERIA

- a) All proposal offers received shall be evaluated based on the following phase out approach:
- Prequalification criteria (Obtaining 100% on Mandatory Criteria, failure to obtain 100% will disqualify your tender and not proceed further).

8.1. MANDATORY CRITERIA

- a) The below documents must be submitted and clearly marked according to the relevant annexures as indicated below:

No.	Annexure	Description
1	A	<p>OEM accreditation for equipment used to provide the printing services as detailed in this bid document.</p> <p>Evidence required:</p> <p>The bidder must attach a certificate or letter that states that the Bidder is accredited to distribute or resell printers or printing solutions and printer equipment. If a certificate cannot be provided, an official letter signed by an authorised representative from the OEM and or distributor confirming the certification/accreditation status, must be provided. The letters must not be older than 12 months.</p>

NB: Failure to submit any of the above-requested mandatory documents and comply with the requirements will lead to disqualification.

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Note: Bidders that do not meet the requirements of mandatory criteria will be eliminated from further evaluation process.

8.2 FUNCTIONAL CRITERIA

8.2.1 Technical Evaluation

Only bidders that have met the set pre-qualification and mandatory criteria will be considered for functionality evaluation.

No.	Criteria	Weight
1	<p>Support, Maintenance & Training</p> <p>The service provider must provide the support and maintenance plan of how the required services will be delivered to the Entity [40].</p> <p>The plan should include:</p> <ul style="list-style-type: none"> • Training plan <ul style="list-style-type: none"> Technical training = 5 points User end training = 5 points • Faulty part replacement turn-around time: <ul style="list-style-type: none"> - 24 hours' replacement = 15 points - 48 to 72 hours' replacement = 10 points - Non-compliance with the turn-around time = 0 points 	40
2	<p>Experience & References:</p> <p>Reference letters required with contactable references for similar completed projects (supply, installation, support and maintenance of network and desktop printing equipment). Reference letters must be for bidder's clients within RSA public sector. Reference letters must be from within RSA on the supply, installation, and maintenance of network and desktop printing equipment. Reference letters must be on company letterhead signed by company representative of the bidder's client [30]</p> <ul style="list-style-type: none"> • Four (4) or above signed reference letters from different clients submitted = 20 points • Three (3) signed reference letters from different clients submitted = 15 points • Two (2) signed reference letters from different clients submitted = 10 points • One (1) signed reference letters submitted = 5 points 	30

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No.	Criteria	Weight
	<ul style="list-style-type: none"> • No reference letters submitted = 0 points <p>Contactable references must include name of company, contact details, project description, and project period.</p> <p>Important: In the event of sub-contracting, the bidder must furnish the above reference letters of the main contractor and the main contractor's certificate confirming the bidder's involvement in each project.</p>	
3	<p>Profiles or CVs of key project team members to be attached, e.g., Project Manager and Account/Service Manager [30]</p> <p>4.1. Relevant experience of Project Manager in managing similar projects. Profile or CV should clearly indicate the projects.</p> <ul style="list-style-type: none"> • 5 years and above = 10 points • 3 to 4 years = 7 points • 1 to 2 years = 3 points • Less than a year = 0 points <p>4.2. Relevant experience of Account/Service Manager. Profile or CV should clearly indicate the accounts managed previously.</p> <ul style="list-style-type: none"> • 5 years and above = 10 points • 3 to 4 years = 7 points • 1 to 2 years = 3 points • Less than a year = 0 points 	30
Total		100

A bidder must obtain a minimum of 60 points on the prequalification phase to progress to the next phase. Failure to obtain 60 points will render your proposal non-responsive.



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- **Phase two:** preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/20) preference points system), where 80 points are allocated to price, and 20 points are allocated to BBBEE status level as follows;

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

9. Price (VAT included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.



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10. SUBMISSION OF TENDERS

Tenders must be submitted in a sealed envelope, marked as confidential and for the attention of **Supply Chain Management - Bid No: SAHRA/ICT/01/02/2022**
Project Name: Managed Printing Services

BIDS must be placed in the Tender Box located at:
SAHRA's Head Office
111 Harrington Street,
Cape Town
Tel: 021 462 4502

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.

11. CLOSING DATE AND TIME

CLOSING DATE: FRIDAY, 11 MARCH 2022 AT 11H00 – NO LATE TENDERS WILL BE ACCEPTED.

12.

For enquiries, please contact in writing:

Mr D Kolwane
Supply Chain Management
South African Heritage Resources Agency
111 Harrington Street
Cape Town
8000
Tel: 021 462 4502/ 021 202 8629
Email: dkolwene@sahra.org.za