

ANNEXURE 1: SCOPE OF WORK

1.1 SCOPE

- 1.1.1 The Central Print Unit of the University of the Witwatersrand (WITS), Johannesburg seeks to appoint an accredited and qualified service provider to supply, install and maintain high quality Central Print Units for the production of mono documents. Central Print Units which will incorporate high-volume, high-quality, monochrome printing and photocopying capabilities, over a 5 year period.
- 1.1.2 The primary focus of this request is on the supply of networked Central Print Units that render printing, scanning and copying services for the university community without the ownership of the equipment and management of the services for WITS. The CPU should concentrate on high-speed, high-quality output, and highly advanced finishing functionality.
- 1.1.3 It is recognised that the scope of supplier solutions varies from supplier to supplier and it is therefore encouraged that the respondents complete this tender in such a manner that the strengths and focus of their specific solutions and services in how they relate to the above mentioned points are clear.
- 1.1.4 Installation and configuration of the proposed CPU should be carried out as follows:
- Machines for both Mono and Colour to have security settings/access control functionality and sorters. (Full house specifications).
 - The cost per usage for Mono should include the toner, drum, labour, travel, set-up costs and software. Cost for paper should be excluded in the Pricing.
 - The cost per usage for Colour should include the drum, labour, travel, set-up costs and software. Cost for paper should be excluded in the Pricing and Toner cost provided only for information.

1.2 SCOPE OF REQUIREMENTS

- All proposals should be for a comprehensive basket of services for WITS.
- The proposal must address Safeguards against the propagation of viruses etc. into WITS network via network printers and USB devices that may be used to print directly from photocopier/printers.
- The proposal must address Automatic power stand-by or sleep mode to reduce power consumption as well as information on the extent to which sleep mode may be extended or reduced, particularly in the case of photocopier/printers that high capacity uptake.

1.3 CURRENT PRINT INFRASTRUCTURE

- The equipment currently in use for Mono printing is a- CANON 2110
- The equipment currently in use for Colour printing is a XEROX X1000 (5 Colour)
- Mono capability is achieved on 5 digital printers with an output capacity of 460ipm and 2 offset presses (1 perfecting) with an output capacity of 16 000 per hour.
- Finishing is done predominantly near line on a C.P. Bourg Perfect binder, a MB Folder, Guillotine's and 2 CP Bourg Signature booklet makers.

1.4 CURRENT PRINTING SERVICES

- 1.4.1 The following is a typical list of products that are required from CPU for which this service will be utilised. Tenderers should ensure that their goods and service is capable of complying with this final product at a high quality output. Note that the University might require proof products and/or demonstrations to verify print ability and quality.
- Brochures – Gloss 130gsm and higher
 - A3 Poster and Bigger than an A3– Matt and Gloss on 160gsm and higher
 - Flyers – Matt and Gloss 130gsm and higher

- Graduation Booklet – High Gloss 130gsm. Fold and Saddle stitch
- Business Cards on Coated Texture 300gsm (Linen)
- Compliment Slips on Coated Texture 100gsm (Linen)
- Certificates on China Emboss 215gsm and higher
- Business Cards on Gloss Card 350gsm
- Colour Documents on normal bond. Staple in Corner
- Lecture notes, mono 80gsm, double sided, Corner stitch
- Course packs, mono with colour inserts, 80gsm, double sided, Perfect bound / hole punched (2/4)
- Covers, Colour, full bleed, 160gsm, 297mm x 484mm

1.5 ROLL – OUT PLAN

1.5.1 Proposals should allow for implementation in a phased approach with critical/essential initial components clearly indicated. Each implementation phase should, upon completion, result in an immediate cost benefit for the University. Ideally, successful proposers will effectively have duration of time from the awarding of the proposal. Bidders need to provide WITS with a detailed and realistic action plan that includes:

- Lead times for ordering of Central Print Units .
- Connecting PCs to network printer.
- Schedule of roll-out plan needs to take the operational needs into account with minimum disruption to the Institution.

1.6 REPORTING AND CONTRACT MANAGEMENT

- WITS to receive monthly reports from the successful bidder at which faults and help desk must be reported on, as well as action taken and turn-around times.
- Agreed frequency of meetings with WITS and successful bidder to discuss capacity uptake, adherence to service level agreements, break-down of costs and volumes and overall efficiency and management of contract.

1.7 SERVICE LEVEL AGREEMENT

- Bidders are requested to provide detail around error and time-out procedures and turn-around times for resolving these. Due to envisaged format that on-site technicians will need to service errors during normal office hours. WITS suggests that these costs are incorporated in the service.
- Bidders also need to provide detail on how after hours, week-end and public holiday help desk calls will be attended to, what the turn-around for each category will be.
- Bidders need to present information about monthly reports and standard service levels in their proposals.
- Bidders also need to provide information around how it intends to deal with on-going needs assessment and client satisfaction.
- Other relevant aspects will also be incorporated into the final SLA upon awarding such as non-conformances etc.

1.8 REQUIREMENTS BACKGROUND

1.8.1 The primary focus of this request is on the printing, copying and scanning services using networked multi-functional output devices in a wired and wireless computing environment.

1.8.2 Particular emphasis will be placed on the following elements:

- Performance and Scalability of the proposed solution
- Usability (management, administration and ease of use)
- Support and maintenance for the period of the contract
- Training and skills transfer to WITS staff



2 CPU PRINTING REQUIREMENTS FOR B&W PRINTER/COPIER/SCANNER:

- 2.1.1 Printer - 110+ images a minute
- 2.1.2 Sheet fed A4 / A3
 - 50 - 300gsm
 - Resolution 75, 100, 150, 200, 300
 - 600 dpi
 - 50 000 A4 Images a day
 - External paper input module
- 2.1.3 Copier
 - Copy resolution: 600 x 1200 dpi
- 2.1.4 Scanner
 - Scanner Speed BW 100 images a minute (600 x 600 dpi)
 - Scanner Speed Colour 25 images a minute (600 x 600 dpi)
 - Colour Scan to File
 - Resolution: 75, 100, 150, 200, 300
 - 600 dpi
 - Scan both sides
- 2.1.5 Staple Capacity:
 - Staple 100 sheets
 - Staple Corner
 - Staple Double

3 CPU PRINTING REQUIREMENTS FOR COLOUR PRINTER/COPIER/SCANNER:

- Printer – 100+ images a minute
- Paper stock: 55-350 gsm
- Resolution 2400 x 2400 dpi
- 150,000 - 400,000 pages per month
- Screen: 150, 200, 300
- Duplex printing up 350 gsm
- Stacker
- Clear toner (Print secure Graduation tickets)
- Booklet maker
- External paper input module